



Life Experience® Policies

Cancellation policy:

The MWR Life cancellation policy as it pertains to Life Experience® trips may be subject to change dependent upon the actual terms negotiated with the booking supplier when creating the Life Experience™. Rates and fees are prepaid by MWR Life in order to obtain the best value for our members and therefore the following cancellation policy will be enforced.

- Within 30 Days of the first day of your Life Experience® - No refund available
- Within 60 Days of the first day of your Life Experience® - Refund available less a \$100* fee
- Within 90 Days of the first day of your Life Experience® - Refund available less a \$50* fee
- 91 Days or more from the first day of your Life Experience® - Refund available less a \$30* admin fee

**Fees are charged per person and based on the number of travelers from the original booking. Bookings made with Life Experience® loyalty points or discount coupons are non refundable however the fees still apply.*

Reservation and Name Changes:

In the event you need to change the names of those traveling as entered in the original booking the following name change policy will be enforced.

Within 30 Days of the first day of your Life Experience® - Name Changes are **not** permissible**

31 Days or more from the first day of your Life Experience® - Name Changes are \$30 per person

***Anyone attending a Life Experience® that was not included on the original booking will need to pay the current room rate of the lodging supplier and will be considered a hotel guest and will not be included in any excursions or events pertaining to the Life Experience®.*

Earned Life Experiences®:

You may attend Life Experiences® that are earned through the compensation plan or awarded based on loyalty points provided that your membership status is active and in good standing prior to and during the active dates of the Life Experience®.

Additional Policies and Rules:

- Life Experience® Loyalty Points are based per member and can not be combined with another members points or transferred to any other person or member.
- When traveling, the weather is unpredictable and in the event an excursion or activity needs to be cancelled a different activity may be substituted of equal value.
- If the Life Experience® included any hotel/resort discounts, credits or reward points they will immediately expire after departing. Taxes may still apply and are the responsibility of the guest.
- Travel Passports and Visas are the responsibility of the traveler or travelers and the cancellation policy will apply regardless of your ability to obtain required identification or documentation.
- Children may be subject to additional charges, terms, and conditions that vary depending on age and hotel policies.
- MWR Life, may at its sole discretion, cancel a member's booking or deny attendance to a booked Life Experience® if there is a current or alleged violation of the [Independent Lifestyle Consultant Agreement](#), or the [Policies & Procedures](#). Cancellations made for violations are non-refundable.
- No member may book or attend a Life Experience® that is found to be actively promoting or recruiting for any other direct sales or network marketing company.

If you require additional clarification, please contact support@mwrlife.com