

# Benefits table

Benefit	Extra information	Gold	Platinum
<p><b>Best Price Promise</b></p> <p>We are so confident our rates are lower or at equal to with anything you'll find on the big retail sites. If you are able to find a lower price on another website with the same hotel or cruise, we will refund you 110% of the difference. No credits, no vouchers: we pay you back!</p>	<p><b>How to claim?</b></p> <ul style="list-style-type: none"> <li>- Via the Truvvi Lifestyle App under "Best Price Promise" benefit</li> <li>- Via the booking engine, under the same benefit category</li> </ul> <p><b>Information required:</b></p> <ul style="list-style-type: none"> <li>- Truvvi Lifestyle Booking ID</li> <li>- The Web address of the website where the member found the better price</li> <li>- Date &amp; Time the member found the better price. It must be within 4 hours after their purchase on Truvvi Lifestyle's booking engine</li> <li>- Main details of the name + address of the hotel</li> <li>- Screenshots that show availability, search date, room type, promotion type (if any), and price for the dates of the booking</li> <li>- Truvvi Lifestyle's Travel Support team will process and respond within 72 hours</li> <li>- For Hotels: Claims must be sent within 12 hours after the confirmed Truvvi Lifestyle booking OR the midnight before the check-in date, whichever comes first</li> </ul> <p><b>How is the claim resolved?</b></p> <p>If all the information is ok and confirmed, there are 2 options:</p> <ul style="list-style-type: none"> <li>- Truvvi Lifestyle will match or beat the price (refund on CC for the difference)</li> <li>- If Truvvi Lifestyle is unable to match or beat the price, a refund of 110% of the difference is processed to the member's credit/debit card</li> </ul>		
<p><b>Exclusive Booking Engine 24/7</b></p> <p>Members have access to an unmatched selection of accommodation choices with exclusive, Truvvi Lifestyle member-only pricing, all backed up by a dedicated Truvvi Lifestyle 24/7 travel support team.</p>			
<p><b>Members-only unpublished rates</b></p> <p>Exclusive discounted rates on flights, car rental, hotels, cruises, and life experiences.</p>			
<p><b>Members Only Vacation Rental Rates</b></p> <p>Special discounts on self-catering and VRBO type rentals plus access to holiday homes including cottages, villas, ski chalets and holiday apartments.</p>			

# Benefits table 2/5

Benefit	Extra information	Gold		Platinum	
<p><b>Flight insurance</b></p> <p>\$200K insurance in case of any inconvenience during a flight for which your ticket was issued.</p>	<p>- Only the ticket holder is covered i.e. if you have also booked a ticket using the Truvvi Lifestyle membership to book a ticket for an immediate family member via the Booking Platform.</p> <p><b>Applicable Coverage:</b></p> <ul style="list-style-type: none"> <li>- While boarding, alighting or during the flight as a ticketed passenger in a scheduled aircraft provided by a regularly scheduled airline</li> <li>- While at the airport or travelling in any licensed, public conveyance to and from the airport in connection with the ticketed flight</li> <li>- While riding in any land or water conveyance provided by the airline as a substitute for an aircraft</li> </ul> <p><b>Benefits:</b></p> <ul style="list-style-type: none"> <li>- The full benefit is paid to the member for accidental loss of life, two limbs, both eyes or one limb and one eye, one-half of the amount is paid for the loss of one limb and one eye</li> <li>- Benefits are payable up to one year from the date of the accident</li> <li>- The death benefit is paid to the estate of the Insured Person. All other benefits are paid to the Insured</li> </ul> <p><b>How to claim?</b></p> <ul style="list-style-type: none"> <li>- Written notice of claim to be mailed to Truvvi Lifestyles Insurer. All details on <a href="http://travel.truvvilifestyle.com">travel.truvvilifestyle.com</a> and the App</li> </ul>				
<p><b>Hotel credits</b></p> <p>Personal credits that will help reduce the already discounted price on hotel bookings.</p>		M <b>35</b>	Y <b>378</b>	M <b>70</b>	Y <b>756</b>

# Benefits table 3/5

Benefit	Extra information	Gold	Platinum
<p><b>Personal Travel Agent</b></p> <p>Enjoy access to your personal Personal Travel Agent! Tell us about your travel preferences, and your Personal Travel Agent can help you find and book the perfect bespoke itinerary tailored just to you.</p>	<p>Direct contact via Phone, no chatbot, no call centre, no waiting time 24/7 support</p> <p><b>How to contact?</b> - Members will receive a welcome letter from their Assigned Agent with their contact details upon enrolment</p> <p><b>Supported languages?</b> - Currently English only verbally, 30 languages approx. via chat</p>		
<p><b>VIP Airport Lounge</b></p> <p>Enjoy entry and all of the benefits of over 1300 International VIP Airport lounges in 600 cities across 148 countries, regardless of the airline or class of travel.</p>	<p>During their visit, Members will be offered free beverages, Wi-Fi and many other exclusive amenities. No more waiting in a crowded, noisy gate with uncomfortable plastic chairs and no power outlets!</p> <p>Members need to activate it by clicking on the VIP Airport Lounge benefit link in their dashboard They will receive a package including an Airport Lounge membership card + access to an App Airport Lounges are offered by Priority Pass Members can look up their airport on Priority Pass' website to identify Lounges Members need to show their Priority Pass cards to access the lounge</p>		<p><b>Unlimited Visits</b></p>
<p><b>VIP Concierge Service</b></p> <p>24/7 concierge desk for non-travel-related items like restaurant reservations, tickets to concerts, shows and many other exclusive experiences both at home and abroad.</p>	<p>Dedicated Phone number to contact the Concierge desk Members can also access the Concierge Desk via the App and email</p>		

# Benefits table 4/5

Benefit	Extra information	Gold	Platinum
<p><b>Fast Pass Passport and Visa</b></p> <p>Member-only access to expedited professional services for passports and visa processing.</p>	<ul style="list-style-type: none"> <li>- Provided by the leader in professional Travel Documentation service</li> <li>- Savings up to 40% off of normal service and processing fees</li> </ul> <p><b>How to claim?</b></p> <ul style="list-style-type: none"> <li>- Access to the service via travel.truvvilifestyle.com or the App</li> <li>- Members can also contact the Truvvi Lifestyle's Travel Support team</li> <li>- Members are redirected to CIBT's website that will take care of their needs</li> </ul> <p><b>What information do I need to provide to use this service?</b></p> <ul style="list-style-type: none"> <li>- Details of the service/travel required, Passport number, etc</li> </ul>		
		<p><b>Gold Yearly</b> <b>\$377.99</b></p> <p><b>Gold Monthly</b> <b>\$34.99</b></p>	<p><b>Platinum Yearly</b> <b>\$755.99</b></p> <p><b>Platinum Monthly</b> <b>\$69.99</b></p>