

2024 THREE Barcelona FAQs

Q: What are the dates of the trip?

A: October 28 – November 1, 2024

Q: When is the Incentive Trip qualification deadline?

A: June 2, 2024.

Q: When is the registration deadline?

A: August 31, 2024

Q: What airport should I fly to?

A: BCN (Josep Tarradellas Barcelona-El Prat) Airport, 08820 El Prat De Llobregat, Barcelona, Spain

Q: When should I arrive in Barcelona?

A: Please plan to arrive on Monday, October 28, 2024. We will have a welcome reception that evening at 7 PM

Q: When should I depart?

A: The trip ends on Friday, November 1, and your flight departure will be at your discretion.

Q: What hotel will we be staying at?

A: We will be staying at the AC Hotel Barcelona Forum by Marriott (Address: Passeig Taulat, 278, Barcelona, 08019).

Q: How do I get from the airport to the hotel?

A: The hotel is near the airport. We will follow up with additional details on transportation as soon as we have more information.

Q: What if I need help booking my flights?

A: Feel free to book your flights using your favorite travel site or by calling a travel agent.

Q: Is a passport required to come on this trip?

A: Yes, a valid passport is required.

Q: Is a visa required for the trip?

A: Depending on your country of origin, you may have visa requirements. To acquire a visa letter from THREE, please reach out to events@iii.earth.

Q: How do I register for the event?

A: Visit your Back Office and click on Events. You will then be prompted to follow the

registration steps. Please fill out each field with as much information as possible when you register. Registration instructions are at the end of the FAQs.

Q: Why am I being charged a \$150 deposit during registration?

A: We require a fully refundable deposit for all qualifiers who register to hold your hotel rooms. Your deposit will be refunded within five business days after you arrive at the resort. These deposits help us keep an accurate head count and plan accordingly.

Q: Will there be alternatives if I cannot attend the trip?

A: Per our policies at THREE, qualifiers who earned this trip will not be offered any alternate rewards or compensation should they choose not to attend Barcelona for any reason.

Q: Is the trip transferable from the Brand Ambassador who earned it to another person?

A: The trip is NOT transferable. The Brand Ambassador who earned the trip must be the one to redeem and attend the trip.

Q: What do I get for qualifying for this trip?

A: Brand Ambassadors who qualify for the THREE Trip to Barcelona earn one room OR one-half room at the Barcelona hotels. Depending on the qualification achievement, Brand Ambassadors can earn the potential to bring a plus-one, as well as various levels of cash travel credit. See the incentive trip flyer qualification details on mythreewall.com for more details.

Q: Once I arrive at the hotel, how do I check in?*

A: We will have registration set up in the foyer. Please look for THREE staff and signage to help you register on Monday, October, 28.

Q: What do we do when we first arrive at the resort?

A: After checking in and registering with THREE, you can unpack and relax in your room or explore the resort. We will be hosting a group meeting at 5:00 pm, a group photo at 6:30 pm, and a welcome reception that evening from 7:00 pm – 9:00 pm.

Q: What if I earned the VIP dinner?

A: You will receive an invitation with the details of the event, which will be held on Wednesday, October 30.

Q: May I bring additional guests?

A: Brand Ambassadors who earned an additional guest during the qualification period will be able to bring one guest at no charge. Brand Ambassadors who did not qualify to bring a guest will not be able to pay for an additional guest.

Q: May I bring my children or babies?

A: Children are not allowed to attend the incentive trips unless given special permission or are over the age of 15 and attending as the primary guest of the earner. Babies

under 1 year or currently nursing/bottle-fed are welcome.

Q: Can I pay extra to bring my kids into my DOUBLE room?

A: No, there are additional fees per person per room, and extra guests may not be added to the trip.

Q: Can I pay to upgrade my half room to a full room if I only earned a half hotel room?

A: Unfortunately, we do not have a buy-in option available for this trip. For any additional questions, please email events@iii.earth.

Registration Details:

- If you qualified for the trip, you will see a button titled "Barcelona" under Events in your Back Office. Click on it.
- To register, you must put down a \$150 USD deposit to reserve your spot. This deposit is FULLY REFUNDABLE once you attend the trip in Barcelona (7 days post-trip). If you DO NOT attend the trip, you WILL NOT RECEIVE a refund for the deposit.
- After you submit your deposit, you will be prompted to fill out the information on the registration form. PLEASE be as thorough as possible. Please DO NOT leave information off the form, as this helps us make sure your trip is as smooth as possible.
- If you have not yet booked your flights, please return to registration once you have booked flights. This information is important for your airport transfers, so it is mandatory.
- If you earned a SINGLE room, please request who you would like to room with. It is NOT guaranteed, but we will do our best.
- If you earned a DOUBLE room, please add your guest's information, including a separate personal email for your guest.
- You MUST register by August 31. There will be no exceptions.
- If you cannot attend the trip, you CANNOT pass the trip along to someone else. The trip must only be taken by the trip earner. We're sorry you can't make it, and we'll miss you!