

2024 THREE Tulum FAQs

Q: What are the dates of the trip?

A: October 17-20, 2024

Q: When is the Incentive Trip qualification deadline?

A: June 2, 2024

Q: What Hotel Resort will we be staying at?

A: Hard Rock Hotel Riviera Maya All-Inclusive Resort

Q: What airport should I fly into?

A: We will be providing transportation to and from the Cancun International Airport. If you prefer to fly into the Tulum or Cozumel airports, transportation will not be provided, and it will be your responsibility.

Q: How do I get from the Airport to the Hotel?

A: We will be providing a Shuttle service from the airport to the Hard Rock Hotel. **You MUST add your flight arrival and departure times during the registration process to ensure a shuttle will be available. If you decide to arrive early or extend your stay by a day or two, shuttle service will NOT be provided.**

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 to enter Mexico by air.

Q: When should I arrive in Riviera Maya?

A: Please plan to arrive on Thursday, October 17, 2024, check in at the hotel is 3:00 PM.

Q: When should I depart?

A: Hotel check out is at 12pm on October 20,2024 so your flight departures will be at your discretion.

Q: When is the Registration Deadline?

A: July 20, 2024

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 room at the Hard Rock Hotel Riviera Maya. Your deposit will be refunded within 5 business days after you arrive at the resort. These deposits help keep an accurate head count and plan accordingly.

Q: Will there be alternatives for not attending 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 Tulum 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 Tulum earn one room OR one half room at the Hard Rock Hotel Riviera Maya. 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 Tulum flyer qualification details on threewall.earth for more details.

Q: What is included?

A: 5 Star accommodations / Casual and à la carte dining / Beverages (alcoholic & otherwise) / 24 hours in-room service / Land sports / Fitness center / Jogging track / Pool & beachside service / Daily activities / Nightly entertainment / Free Wi-Fi in-room & resort-wide / Free parking / Unlimited phone calls to the Continental US and Canada / Gratuities included

Q: What if I arrive earlier than 3:00 PM, does the resort have early check in?

A: Yes, however, it is subject to availability. If you arrive early, you can go to the front desk, and you will be provided with a wristband that gives you access to the hotel grounds and restaurants. The hotel will safeguard your luggage so you can go ahead and enjoy the resort and the hotel will notify you when your room is ready.

Q: Once I arrive at the Hard Rock Hotel, how do I check in?

A: We will have registration set up in the foyer of the Convention Center at the Hard Rock Hotel. You will check in with the hotel and come register with THREE from 1:00pm-5:00pm on Thursday and from 9:00am-10:00am on Friday.

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

A: After checking in and registering with THREE, you can go unpack and relax in your room, or explore the resort. We will be hosting a business meeting at 5:00pm, a group photo at 5:45pm and have a welcome reception at 6pm.

Q: Does the hotel have Internet access?

A: Yes, the hotel has free Wi-Fi internet access throughout all common areas and rooms. They also have computers available in the lobby for your use at no additional charge.

Q: What if I earned the VIP dinner?

A: You will receive an invitation with the details of the event, and it will be held on Friday, October 18 from 6pm-8pm.

Q: May I bring additional guests?

A: Brand Ambassadors who earned an additional guest in 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 they are 15 years or older and are attending as the primary guest of an earner.

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

A: No, due to the resort being an all-inclusive, 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?

A: Unfortunately, we do not have a buy in option available for this trip

For any additional questions, please email events@iii.earth.

More FAQs from the Hard Rock Hotel Riviera Maya:

Please visit [Frequently Asked Questions | Hard Rock Hotel Riviera Maya](#)

Registration Details:

1. If you qualified for the trip, you would have a button, under Events, in your back office, titled **Tulum**. Click on it.
2. To register, you must put down a \$150 USD deposit to reserve your spot. This deposit is FULLY REFUNDABLE once you attend the trip **Tulum** in (7 days post trip). If you DO NOT attend the trip, you WILL NOT RECEIVE a refund for the deposit.
3. After you submit your deposit, you will be prompted to fill out the information on the registration form. PLEASE be as thorough as possible.
4. Please DO NOT leave information off the form as this helps us make sure your trip is as smooth as possible.
5. If you have not yet booked your flights, please return to registration once you have booked flights. This information is important in regard to your airport transfers, so it is mandatory.
6. 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.
7. If you earned a DOUBLE room, please add your guest's information, including a separate personal email for your guest.
8. You MUST register by July 20. There will not be exceptions.
9. 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!