

2025 THREE Vietnam FAQs

Q: What are the dates of the trip?

A: August 20-24, 2025

Q: When is the Incentive Trip qualification deadline?

A: February 2, 2025.

Q: When is the Incentive Trip Selection deadline?

A: March 28, 2025.

Q: What happens if I do not select my trip preference by the Incentive Trip Selection deadline?

A: If no selection is made by **March 28th, 5 PM MST**, default assignments will be: **Cabo** for North America Brand Ambassadors and **Vietnam** for APAC Brand Ambassadors.

Q: When does registration open?

A: April 21, 2025

Q: When is the registration deadline?

A: June 30, 2025. You must register by this date to be able to attend the trip.

Q: What airport should I fly to?

A: Noi Bai International Airport, **Airport code: HAN**

Q: When should I arrive in Vietnam?

A: Please plan to arrive on Wednesday, August 20, 2025. We suggest arriving to the airport before 2 PM as our Welcome Reception begins at 6 PM at the resort.

Q: If I am traveling from North America to Vietnam, when should I arrive?

A: You will likely need to depart on **August 19th** to arrive by **August 20th**. Some airlines require a **two-day journey**, so be sure to check your flight details carefully.

Q: When should I depart?

A: The trip ends on Sunday, August 24, and your flight departure will be at your discretion.

Q: What hotels will we be staying at?

A: We will be staying at the Vinpearl Resort & Spa Ha Long (W2RF+2Q, Đồ Sĩ Họa, Đảo Rều, Vân Đồn, Quảng Ninh 200000, Vietnam)

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

A: THREE will provide transportation from the Noi Bai International Airport. The hotel is a 2.5 hour drive from the airport. A snack box will be provided for your ride from the airport to the resort.

Q: What if I want to fly in to a different airport?

A: You are welcome to fly into any airport of your choosing, however, THREE will **not** provide transportation if you fly into another airport. If you would like to utilize the provided transportation you must fly into Noi Bai International Airport.

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: If I earned a flight voucher, when will that be paid out?

A: Airfare flight vouchers will be paid out 90 days before the trip. For Vietnam, if you earned a flight voucher it will be paid out by May 22, 2025.

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 30 business days after the conclusion of the trip. These deposits help us keep an accurate head count to 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 the incentive trip 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 Vietnam earn one full room OR one-half room at the Vietnam resort. 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 resort, how do I check in?*

A: Please look for THREE staff and signage to help you check-in on Wednesday, August 20.

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 welcome reception at 6:00 p.m. Please check the event agenda for more details.

Q: What if I earned the VIP dinner?

A: You will receive an email invitation with the details of the VIP dinner.

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: If I qualified for a shared room but don't request a roommate, who will I be staying with?

A: If you qualify for a shared room but do not request a roommate, you will be assigned a roommate of the same gender.

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 "Vietnam" 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 Vietnam (30 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. Flight details are required to be submitted by June 30, 2025. If you do not provide flight information, THREE will not provide transportation.

If you earned a SHARED 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 June 30, 2025. There will be no exceptions.

If you cannot attend the trip, you CANNOT transfer 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!