



## The Fives FAQs

This offer applies to US and CA Residents Only

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### WHAT IS INCLUDED IN THE FIVES GETAWAY?

The Fives GetAway is 5 day / 4 night stay with breakfast included, in an entry level studio unit, for up to 2 (two) adults and 2 (two) children 17 or under, The Fives Beach in Playa Del Carmen, Mexico, The Fives Downtown in Playa Del Carmen, Mexico or The Fives Oceanfront in Puerto Morelos, Mexico.

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### ARE THERE TAXES AND RESORT FEES DUE AT BOOKING OR THE RESORT?

A one-time \$200 fee will be charged at the time of reservation for admin fees and taxes.

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### IS THERE A MINIMUM AGE REQUIREMENT TO TRAVEL TO THE FIVES?

Yes, at least one person traveling must be 21 (twenty-one) years of age or older at check-in.

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### HOW LONG DO I HAVE TO ACTIVATE AND TRAVEL A GETAWAY AT THE FIVES?

After you claim The Fives GetAway, you have 60 (sixty) days to call and activate and reserve any available dates within the following 12 (twelve) months.

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### HOW DO I ACTIVATE AND BOOK MY TRAVEL TO THE FIVES?

Please complete the online form at <https://landings.thefiveshotels.com/club-seacret-getaway> and a customer service representative will respond with next steps to complete your booking at your selection of The Fives Beach, The Fives Downtown or The Fives Oceanfront properties.

### IS A CREDIT CARD REQUIRED AT CHECK-IN?

Yes, a credit card will be required at check-in to cover any incidentals or damages. The resort will require a credit card authorization hold of \$300usd per room in order to check in.

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### WHAT ARE ALL THE STEPS INCLUDED IN BOOKING THE FIVES GETAWAY?

1. Receive Voucher.
  - You have 60 Days to Complete your Online Request to Activate & Reserve Your Stay.
  - You have to Travel Within the Following 12 (twelve) Months.
2. Submit an online request form at <https://landings.thefiveshotels.com/club-seacret-getaway>.
3. Choose Your Travel Dates and Destination (Based on Availability).
4. A booking Agent will respond to you at the email address or phone number provided on the form to complete your reservation (Taxes Due at Time of Booking)
  - The Agent Can Help You With: Extending your Vacation, Bringing Friends/Family, Adding Nights, Adding Meal Plans, Adding Special Services, and Adding Excursions.
5. Receive Confirmation.
6. Book Your Airfare and/or Travel to the Destination on Your Own.

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### ARE THERE ANY BLACKOUT DATES WHERE I CANNOT BOOK MY STAY AT THE FIVES?

Due to the holidays, Christmas, New Years, Easter, and Thanksgiving are not available for booking. Otherwise, booking is based on availability at each resort.

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**DO I NEED TO BE A CLUB SEACRET MEMBER TO CLAIM THE FIVES GETAWAY?**

Yes, the GetAway program is only available if you are an active Club Seacret Member.

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**DOES MY CLUB SEACRET MEMBERSHIP HAVE TO BE ACTIVE FOR ME TO TRAVEL ON A GETAWAY TO THE FIVES?**

Yes, you will not be able to claim your GetAway unless your membership is active.

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**CAN I GIVE MY GETAWAY VOUCHER TO THE FIVES AWAY?**

No, The Fives GetAway vouchers may not be exchanged for cash or sold and are non-transferrable.

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**CAN I EXTEND MY STAY LONGER THAN 4 NIGHTS OR UPGRADE MY ROOM TYPE?**

Yes, you may extend your stay or take a larger unit at reduced rates subject to availability. Please request these at the time of booking if you wish to do so. You will be responsible to pay the additional associated charges for longer stays and upgrades.

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**IS THERE A FOOD AND BEVERAGE PACKAGE AVAILABLE AT THE FIVES RESORT?**

Yes, there is a 40% off All-Inclusive Meal Package for full stay (5 days/4 nights). The plan includes all day meals and unlimited drinks.

\*Prices may vary depending on the season. Reference values only.

Please verify current rates at the time of booking.

\*\$72 Per Adult Per Night

\*\$36 Per Child 6-17 Per Night

\*\$0 Children 0-5

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**ARE THERE DISCOUNTS ON A LA CART FOOD, BEVERAGES, ADDITIONAL NIGHTS, TOURS, EXCURSIONS, OR WELLNESS SERVICES AT THE RESORT?**

As a VIP guest at the resort, you will receive a substantial discount on a wide selection of on-site food, beverage, spa, or other products and services, details of which will be provided at the time of booking as outlined below.

- a. 10% off Airport transportation to/from the resort can be booked.
- b. 10% off Additional Nights or Upgraded Units
- c. 10% off A la carte food, Dining Experiences and Special Events
- d. 10% off Select Tours, Excursions and Spa Services.

**WHAT IF I NEED TO MAKE CHANGES TO MY BOOKING?**

Once in possession of a valid confirmation from The Fives, you are permitted to make any change of date free of charge when made at least 60 days prior to arrival.

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**CAN I CANCEL MY BOOKING AND REBOOK LATER?**

No, all confirmed bookings cannot be cancelled and rebooked later.

**CAN I PLAN A TRIP WITH OTHER PEOPLE WHO ALSO HAVE A GETAWAY VOUCHER TO THE FIVES?**

The Fives program is not a group booking offering. More than two families traveling together on the same date with vouchers is considered a group and is not allowed. If you would like to book an additional room for another family member to join you on your trip, you may do so at the time of booking.

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