



Destination: *Vacation*

Dear Supporter,

Thank you so much for your purchase of \$100,000 raffle tickets. Your donation is greatly appreciated and your generosity cherished.

In sincere appreciation of your support we present you with a FREE 2 night hotel stay.

Details and documentation enclosed. We hope you enjoy your trip and may you and your family merit the blessing of your tzedakah.

Frequently Asked Questions

Q: What should I do after receiving the certificate?

A: You have to complete the activation form and mail it in with a \$50 *refundable* deposit. Please make your check payable to "Getaway to Paradise" and mail to the address provided at the top of the form. You will then receive a confirmation letter by email with your activation date and phone number for booking. It can take 3-5 weeks. You must call a minimum of 30 days before you want to travel. You will receive a return call within 1 or 2 business days.

Q: Why do I have to pay a deposit?

A: Due to the large number of "no shows" to confirmed bookings, our hotel contracts require us to collect a refundable deposit to insure that the customer is serious about traveling.

Q: What should I do if I didn't receive the welcome letter email?

A: Sometimes the welcome letter email goes directly into your junk or spam folder. If it is not found in there, just send an email or call the below contact information for assistance.

Q: What do I do if I don't know my dates or destination?

A: Just send in your form with your deposit. When you are ready to reserve your hotel stay, just book a minimum of 30 days before you want to travel.

Q: For how long can I use the certificate once it is activated?

A: You have one year to use it from the date on the activation letter.

Q: How much will the certificate save me on my vacation stay?

A: The certificate can save you up to \$350 per vacation stay.

Q: Is airfare included?

A: No, you have to provide your own transportation to the chosen destination.

Q: Can I stay extra nights?

A: You can, at approximately \$99 a night.

Q: Can I bring kids?

A: Yes. Each room will accommodate 2 adults and 2 children in total.

Q: Is this a timeshare?

A: There is availability with and without a timeshare. You will be advised of the availability when you call for reservations.

Q: How long do I have to send in the deposit?

A: 30 days from the issue date.

Q: What should I do if there is no issue date or sponsor name?

A: Call or email the below info line for assistance.

Q: What do I have to pay?

A: You have to pay the taxes on the hotel room and the refundable deposit.

Q: How much are the taxes?

A: The minimum is 10% of the hotel rate.

Q: When will I get my deposit back?

A: After you check out. Or if you do not use it within the year. The only time that you do not get it back is if you book and do not check into the hotel, or if the certificate has expired. Refunds need to be requested in writing after the hotel stay or at any time during the 1 year period.

If you have any questions regarding this vacation voucher, please email vacationcertificate@gmail.com or leave a message at 347-815-INFO (4636).