

Terms and Conditions

LONDON EXPERIENCE INCENTIVE



Qualify for Young Living's London Experience Incentive

The Young Living London Experience Incentive (the "Promotion") is sponsored by Young Living Europe B.V. ("Promoter"), Peizerweg 97, 9727AJ Groningen, Netherlands. These terms and conditions ("Terms") govern this Promotion. Instructions for valid purchase form part of the Terms which you will be deemed to have accepted. **The London Experience Incentive begins March 1, 2024, at 00:01 (GMT) and ends on July 31, 2024, at 23:59 (BST) (5 months, the "Promotional Period").** Young Living's method of timekeeping is the official time clock for the Incentive and is final and undisputable.

I. Incentive Description

- The London Experience Incentive is an Incentive that allows Young Living Brand Partners ranked from Associate and above* to enrol, rank up and qualify for an opportunity to win an extraordinary Incentive trip to London, United Kingdom. *Subject to 'eligible to participate' criteria.
- The Incentive is valid from 00:01 (GMT) on March 1, 2024, until 23:59 (BST) on July 31, 2024 (this is the "Promotional Period").
- Those eligible to participate are Brand Partners ranked from Associate and above who have not reached a rank higher than Executive since January 2022 until February 2024, as well as new to Young Living Brand Partners who enrolled during the Promotional Period of the Incentive.

Example 1: Brand Partner enrolled in 2018 and achieved the highest rank of Executive, this Brand Partner is eligible to participate in the Incentive.

Example 2: Brand Partner enrolled in 2023 and achieved the highest rank of Executive, this Brand Partner is eligible to participate in the Incentive.

Example 3: Brand Partner achieved the rank of Silver or higher before January 2022, then remained Executive or below for each subsequent month from January 2022 to February 2024, this Brand Partner is eligible to participate in the Incentive.

Example 4: Brand Partner enrolled in March 2024; this Brand Partner is eligible to participate in the Incentive.

- To qualify for the Incentive trip, those Brand Partners eligible to participate should meet the following criteria:
 - Achieve the rank of Executive or above for at least 3 months** during the Promotional Period. ****Qualification for the rank of Executive or above does not need to happen consecutively, it can be any time during the Promotional Period of the Incentive.**
 - Enrol at least 1 (one) new (to Young Living) Brand Partner each month during the Promotional Period with a minimum order of 50 PV on either One-Time or Loyalty Rewards; for every new enrolment with a qualifying order, Enroller will earn 1 point***. *****To qualify for the Incentive Brand Partner needs to earn at least 1 point each month during the Promotional Period of the Incentive.**

Example 1:

Qualifying Brand Partner remained Executive or below since January 2022, qualified for the rank of Executive at least 3 times during the Promotional Period, and earned at least 1 point each month.

Criteria	March	April	May	June	July	Qualification
Rank	Executive	Executive	Senior Star	Executive	Senior Star	Qualified
Personal Enrollee	1	1	1	1	1	

Example 2:

Qualifying Brand Partner remained Executive or below since January 2022, qualified for the rank of Executive and above at least 3 times during the Promotional Period, and earned at least 1 point each month.

Criteria	March	April	May	June	July	Qualification
Rank	Executive	Executive	Senior Star	New Silver	Senior Star	Qualified
Personal Enrollee	1	1	1	1	1	

Example 3:

Participating Brand Partner remained Executive or below since January 2022, qualified for the rank of Executive at least 3 times during the Promotional Period, but did not earn the point for a new enrollee's order in the month of April, as it is either missing, less than 50 PV, or they did not enrol anyone that month.

Criteria	March	April	May	June	July	Qualification
Rank	Executive	Executive	Senior Star	Executive	Senior Star	Not Qualified
Personal Enrollee	1	–	1	2	1	

Example 4:

Participating Brand Partner remained Executive or below since January 2022, earned at least 1 point each month but did not qualify for the rank of Executive or above at least 3 times during the Promotional Period.

Criteria	March	April	May	June	July	Qualification
Rank	Executive	Executive	Senior Star	Senior Star	Senior Star	Not Qualified
Personal Enrollee	1	1	1	1	1	

2. Eligibility, Conditions and Qualifications

- The London Experience Incentive is available to Young Living Brand Partners (Enrollers and Enrollees) who are in good standing with Young Living, who are 18 years of age or older as of March 1, 2024 (or the age of majority in their jurisdiction, country, region, or province of residence) with residency in European and CIS* countries and regions (please see the list of countries and regions at the end of this Terms and Conditions file). This Incentive shall be limited to Brand Partners whose Young Living account is registered in the European and CIS* market only. **Participating in this Incentive and mentioned in these T&Cs, CIS market is limited to only two countries—Kazakhstan and Armenia.*
- For the duration of the Incentive, participating Brand Partners are assigned to the market corresponding to their initial country or region of residence, as listed on their Young Living account at the time when the Promotional Period begins. Market changes outside of Europe and CIS could affect the qualification of the participating Brand Partner.
- To earn points, participating Brand Partners must enrol (hereinafter referred to as the “Enroller”) new Young Living Brand Partners (hereinafter referred to as the “Enrollees”) with a qualifying order**. ***A minimum order of 50 PV on either One-Time or Loyalty Rewards.*
- To qualify for the Incentive, enrolments must be completed within the European and CIS market. Enrolments outside of the European and CIS market or countries and regions not listed at the end of this Terms & Conditions file will not count towards a qualifying Brand Partner.
- Qualifying orders must be placed within the Promotional Period and successfully paid. Standard payment methods apply, and each Brand Partner is responsible for monitoring this. Should a payment for an order be reversed, the accrued points for that order will be deducted.
- Any changes to the qualifying order of the Enrollee such as cancellations, returns or adjustments resulting in lower PV volume of the order or no order at all, could affect the qualifying order, and impact the qualifying Enroller and their earned points.
- If a qualifying Enroller or an account holder themselves chooses to change the Enroller, regardless of

whether the qualifying order was already placed and paid or not, the new Enroller will earn the points for the enrolment with a qualifying order. This means if the order was already placed and paid, the earned points will be transferred from the previous Enroller to the new Enroller; Points earned by the initial Enroller will be deducted from their totals.

- If relevant, all travellers will need to be up to date with their Covid vaccinations or tests*** prior travelling to the Incentive destination. ***Please note that Covid vaccination or test requirements might change at any time, and it is the responsibility of all qualifying Brand Partners to monitor this.
- Any other relevant, required vaccination or tests that are needed to travel or enter the Incentive destination are solely the responsibility of all qualifying Brand Partners.

3. The Incentive Prize

- The prize will be awarded to the qualifying Brand Partners who meet the criteria of the Incentive during the Promotional Period.
- The Incentive trip to London will take place in October 2024.
- Each qualifying Brand Partner will receive a Travel Voucher for a value of up to 400 EUR or **equivalent in their currency** to cover transportation and accommodation. Travel Vouchers are limited to one per Brand Partner, they cannot be redeemed for cash and are non-transferable.
- Qualifying Brand Partners are not able to bring a guest with them.
- Qualifying Brand Partners who rank up to Silver or above for the very first time during the Promotional Period of the Incentive will receive a special prize during the Incentive trip. The special prize is applicable only to those Brand Partners who will participate and attend the Incentive trip to London.
- The Incentive trip is limited to one per Brand Partner.
- The Incentive trip cannot be redeemed for cash.
- The Incentive trip cannot be transferred to anyone else.
- While Young Living will endeavour to accommodate all qualifiers, spots cannot be guaranteed if not booked in a timely manner as this will be on a first-come, first-served basis, ensuring a fair opportunity for all.

4. Communication and Results of the Incentive

- All Brand Partners from Europe and CIS who are opted in to receive communications from Young Living for any promotional offers will receive an email about the Incentive.
- There will be no Leaderboard to track the results of the participating Brand Partners. Each participating Brand Partner should plan to track their results by themselves.
- The results will be finalised in August 2024. Once the final results are gathered, there will not be any changes to them.
- Brand Partners who qualify for the Incentive trip will be notified in August 2024 via the email address that is saved on their Young Living account.
- The list of participating and qualifying Brand Partners will be checked and audited by the Young Living Conduct team on a regular basis. *Please note, final results may differ from those during the Promotional Period due to orders being cancelled, refused upon delivery, returned for refund or exchange etc. Any qualifying orders must be paid by the new Enrollee using a payment method that complies with Young Living's Policies & Procedures and payment regulations. Young Living reserves the right to exclude Enrollees or their orders from the total number of enrolments completed within the Promotional Period if these are not in good standing with Young Living Policies & Procedures. Any Enroller changes that are completed according to Young Living Policies & Procedures within the Promotional Period may also affect qualification and/or final results. Also, the following could affect the qualification and/or final results, when the organisation is built in a way where more than 5 levels of sponsorship are registered under each other without at least the second leg, according to the Compensation Plan.*

5. General Prize Conditions

In no event will Young Living be responsible for awarding more than the Prizes stated herein. Prize restrictions/ conditions stated herein are not all-inclusive. Prizes are not transferrable or redeemable for cash, except that Young Living reserves the right, at Young Living's sole discretion, to substitute a Prize (or portion thereof) for

a Prize of greater or equal value. Prizes are awarded “AS IS” and WITHOUT WARRANTY OF ANY KIND, express or implied, including, without limitation, any implied warranty of merchantability or fitness for a particular purpose.

All expenses not stated herein as part of a Prize are the Prize achiever’s sole responsibility. A Prize will be forfeited if: 1) the achiever is not available to travel on the dates specified for the Incentive Trip or 2) the achiever does not have the required travel documents or fails to comply with any other travel requirements by the date scheduled for the trip. Each achiever is solely responsible for obtaining any travel insurance (and all other forms of insurance) that they may wish to obtain at their own expense and hereby acknowledge that Young Living has not and will not obtain or provide travel insurance or any other form of insurance. Each achiever is solely responsible for obtaining any, if required, travel documents such as Visa endorsement (and all other forms of documents that might be required in order to travel and enter the country of the Incentive destination) that they might need to obtain at their own expense and hereby acknowledge that Young Living has not and will not obtain or provide travel documents or any other form of documents that may be required. Achievers are bound by the terms and conditions of all airlines and other third-party service providers used in connection with the Prizes. Young Living is not responsible if tickets, luggage, etc., are lost, stolen, or misplaced by a Prize achiever and will not be replaced or rebooked if transportation is missed for any reason. Exact dates and locations are subject to change and are at the sole discretion of Young Living. Prize winners will not receive cash or any other form of compensation if actual travel costs are less than the maximum agreed Travel Voucher value stated in these Official Rules. Young Living shall not be responsible for any cancellations, delays, diversions or substitution or any act or omissions whatsoever by the air carriers or other transportation companies or any other persons providing any of these services and accommodations necessitated by same. No refund or compensation will be made in the event of the cancellation or delay of any flight except at the sole discretion of Young Living.

During the Promotional Period, participants may be audited on a regular basis to monitor compliance with the Young Living Policies & Procedures applicable to the Participants’ jurisdiction (“Young Living’s Policies & Procedures”), especially, but not limited to, those sections pertaining to advertising and promotions. Any violation of Young Living’s Policies & Procedures may result in a correction in points or will disqualify the participant from the Incentive in its entirety.

6. Notification/Prize Acceptance

Any protests regarding ranks/enrolments must be lodged within one week of the final results being communicated. After the final audit in August 2024, an email will be sent to Brand Partners who qualify for the Prizes. Acceptance emails will be sent to the email address on file and will need to be responded to in order for the Brand Partner to formally accept the Prize. Qualifiers will have five working days from the notification to do so.

Failure to respond to the acceptance email within this time will be deemed a rejection of the Prize. This rejection is non-reversible and similarly acceptance of a Prize will be final. If a qualifier declines the Prize, they will no longer qualify for any Prize in the Incentive, and the Prize will be offered to the next qualifying Brand Partner for that Prize. Brand Partners who qualify for the Incentive are able to take their infants aged minimum 6 months and up to 23 months of age on the trip with them and will be asked to supply Young Living with some basic personal details of those infants, for administrative purposes. This data will not be shared, stored, and processed for any other purpose, and in accordance with GDPR requirements only for as long as absolutely necessary. The age of an infant who can join their parent in the Incentive is capped at 23 months due to nursing. The qualifying Brand Partner will need to inform Young Living if they decide to travel with their infant aged from 6 to 23 months old after the results of the Incentive have been announced. Every such request will be reviewed by the Young Living team on a case-by-case basis and will need to be approved in writing before travelling.

7. Travel

Incentive trip qualifiers must purchase their own tickets and book accommodation. Travel Vouchers can be used and applied on any means of transportation that qualifying Brand Partners will need to use in order to get to and from the Incentive destination. If travelling by car, qualifiers are responsible for making any parking arrangements as well as the costs associated with this. If travelling by car, Young Living will be happy to reimburse fuel costs, however these should not exceed the value of a travel voucher.

All qualifiers will need to provide the receipts or invoices with the details and Young Living will reimburse the cost up to 400 EUR, or equivalent in the local currency of the qualifier.

Young Living will reimburse the costs associated with travel and accommodation directly to the qualifying

Brand Partner's bank account. VAT and other administration fees may apply upon making a payment/reimbursement, these are solely the responsibility of the qualifying Brand Partner and Young Living is not obliged to provide any compensation for these.

Travel Vouchers can be used and applied on accommodation only within the Incentive trip dates. Accommodation outside the Incentive trip dates, which are to be communicated closer to the end of the Incentive Promotional Period, luggage fees and other personal expenses are solely the responsibility of the qualifying Brand Partner.

The receipts or invoices should be sent to our European Events team at europaeanevents@youngliving.com after attending the Incentive trip. If the travel or accommodation expenses cost less than the value of the Travel Voucher granted, Young Living will not grant the difference left on the Voucher in any form. Please note that receipts or invoices need to be sent within one calendar month after attending the Incentive so that Young Living can successfully proceed with the reimbursement of such expenses. If these are missing or sent later than one calendar month after the Incentive, Young Living reserves the right to decline reimbursement of the expenses within the Travel Voucher category.

If you reside in or near the area where the Incentive is held and do not need to travel to or from the destination of the Incentive, Young Living will be happy to offer an alternative. More details will be communicated to the Brand Partner directly if this situation arises. In this case, please note that the main address on your Young Living account needs to reflect that you reside in or near the destination of the incentive.

8. Cancellation and Refunds; Force Majeure

Prize qualifiers who cancel their attendance on the Incentive will not receive a refund for the value of their Prizes. Brand Partners who cancel their attendance may be required by Young Living, in its sole discretion, to reimburse Young Living for any costs associated with cancelling their trip. Young Living will not compensate, in cash or kind, qualifiers who are unable to participate in the trip after accepting the trip. Travel insurance is recommended and may be purchased by the qualifying Brand Partner at their own expense. Young Living will not be held responsible if cancellation of the event occurs due to any of the following: extreme weather, natural disasters, epidemics, pandemics, strikes, picket lines, boycott efforts, fires, floods, accidents, war (whether or not declared), revolution, riots, insurrections, acts of God, government acts or acts of the public enemy, scarcity or rationing of gasoline or other fuel or vital products, inability to obtain materials or labour, or other causes that are reasonably beyond the control of Young Living.

9. Licence

By accepting a Prize, the respective qualifier consents to the use of their name, address (city and state/province of residence), voice, statements relating to the Incentive and Young Living, and photographs or other likeness, without further compensation, notification or permission in any publicity or advertising carried out by Young Living or any related entities in any media without territorial or time limitation, except where prohibited by law.

10. Limitations of Liability

Young Living and its affiliates, subsidiaries, parent companies, advertising and promotion agencies, printers, and judges involved in this Incentive are not responsible for any inaccuracies in information that may be used in the Incentive; for any technical or human error that may occur in the processing of entries, including data entered by Brand Partners; any entry miscommunications such as technical failures related to computer, telephone, cable and unavailable network or server connections; related technical failures; or other failures related to hardware, software, virus or incomplete, late or misdirected entries. Any compromise to the fair and proper conduct of this Incentive related to a computer virus or similar type of technical impairment that may affect the proper fairness, security, and administration of the Incentive may result in the termination, amendment or modification of the Incentive or portion thereof at the sole discretion of Young Living. Young Living reserves the right, in its sole discretion, to void any entries of participating Brand Partners who Young Living believes have attempted to tamper with or impair the administration, security, fairness, or proper play of this Incentive or who act in a non-sportsman like manner or with the intent to threaten or harass any other person. By participating in the Incentive, participating Brand Partners waive all rights to claim punitive, incidental, and consequential damages, legal expenses, or any damages other than actual out-of-pocket costs or losses that may arise in connection with participation in the Incentive or acceptance, possession, and use of any Prize. All causes of action arising out of or connected with this Incentive, or any Prize awarded shall be resolved individually, without resort to any form of class action. Some jurisdictions may not allow certain

limitations on damages or the ability to seek damages through a class action, so some of these restrictions may not apply to you. Young Living Europe B.V. reserves the right to assign its obligations under this Incentive to a different entity within the Young Living group, namely Young Living CIS, LLC, and Young Living Africa (Pty) Ltd. By participating in the Incentive, participating Brand Partners consent to the Incentive Sponsor sharing their personal data with other entities of the Young Living Group, other participants and promotional partners for the administration and advertising of the Incentive and furnishing the Prizes.

11. Other Rules and Regulations

If aspects of the Prizes change beyond the control of Young Living, neither Young Living, nor any other promotional partners furnishing Prizes, will be liable or responsible for any such changes, and Young Living reserves the right to substitute a Prize of equivalent or greater value, at Young Living's sole and absolute discretion, if for any reason all or any portion of a Prize, as described herein, are or become unavailable. No transfer of a Prize to a third party is permitted. By accepting a Prize, Prize qualifiers agree that Young Living shall not be liable for any injuries, damages, or losses of any kind resulting from or in connection with the awarding, acceptance, possession, or use of the Prize or any aspects or parts thereof. Young Living will be the final arbiter of all rule interpretations and qualification determinations and such decisions will be final. If necessary, to clarify questions in the rules or interpretations thereof, Young Living may amend these rules by publishing a new version of the rules. Where applicable, Prizes will be reported as income on the qualifier's annual tax form. Young Living reserves the right to suspend or terminate this Incentive, without notice, for any reason or no reason, in its sole discretion. Employees of Young Living and its associated entities and their spouses and immediate family members are not eligible to participate in this Incentive. This Incentive is void where prohibited by law. All participating Brand Partners who qualify will be subject to auditing or verification of their Incentive Points totals. By participating in the Incentive, you (i) acknowledge compliance with the Incentive Rules, including all eligibility requirements, (ii) warrant that any information you provide in connection with this Incentive is true and accurate, and (iii) agree to be bound by the decisions of Young Living, which shall be final and binding in all matters relating to this Incentive. Participating Brand Partners who have not complied with the Incentive Rules are subject to disqualification. The participating Brand Partners consent to the jurisdiction and venue of the courts of the Netherlands. In the event of any conflict with any Incentive details contained in these Official Rules and Incentive details contained in other Incentive materials (including, without limitation, any point of sale, online or print advertising), the details of the Incentive as set forth in these Official Rules shall prevail. Young Living's failure to or decision not to enforce any provision in these Official Rules will not constitute a waiver of that or any other provision. In the event that any provision is determined to be invalid or otherwise unenforceable or illegal, these Official Rules shall otherwise remain in effect and shall be construed in accordance with their terms as if the invalid or illegal provision were not contained herein.

12. Participating Countries and Regions

Albania	Czech Republic	Iceland	Monaco	Spain
Andorra	Denmark	Ireland	Montenegro	Svalbard and Jan Mayen
Armenia	Estonia	Italy	Netherlands	Sweden
Austria	Faroe Islands	Jersey	North Macedonia	Switzerland
Belgium	Finland	Kazakhstan	Norway	Ukraine
Bosnia and Herzegovina	France	Kosovo	Poland	United Kingdom
Bulgaria	Germany	Latvia	Portugal	Vatican City
Canary Islands	Gibraltar	Liechtenstein	Romania	
Ceuta	Greece	Lithuania	San Marino	
Croatia	Greenland	Luxembourg	Serbia	
Cyprus	Guernsey	Malta	Slovakia	
	Hungary	Moldova	Slovenia	