



FREQUENTLY ASKED QUESTIONS (FAQs)

Note: Information provided in this document provides an overview only, please refer to the criteria and terms and conditions for the full details, available at www.YoungLiving.com.au/YLEscape2021

This document will be updated periodically.

GENERAL INFORMATION

1. What is the qualification period for the Young Living Escape 2021?

1st February 2021 to 31st May 2021 (4-months)

2. Do I need to register for this promotion?

Yes - all members wishing to participate in the YL Escape will need to register using the Item Code #27710 on their Virtual Office using a Standard Order. There is a non-refundable registration fee of \$15AUD or \$15NZD. Please select 'Pick-Up' as the shipping option to avoid shipping costs.

3. If you previously registered for YL Escape 2020 you will automatically be registered for YL Escape Top End 2021.

Once registered, please join the YL Business Collective Facebook group (<http://bit.ly/YLBusinessCollective>) to access updates, training and support for YL Escape.

4. Is there a time limit for registering?

Existing members must register by Sunday 28th February. New members are required to register within 14 days of their enrolment by calling Member Services 1300 289 536 or 0800 969 536.

5. If I enrol a new member during the qualification period and they are interested in the promotion, are they able to register?

Yes. New members, who enrol after February 28th, are required to register within 14 days of their enrolment by calling Member Services 1300 289 536 or 0800 969 536. Note that new members are required to maintain a minimum 100PV Standard or Essential Rewards order each month during their participation period.

6. When would the YL Escape be taking place?

The YL Escape Top End trip is scheduled for September 2021. Please refer to 'General Prize Conditions/Important Information' for alternative plans should travel restrictions impact this date.



7. Can a non-Australian or New Zealand member participate in the incentive?

This promotion is open to active members of Young Living, who are 18 years of age or older, who have registered for the promotion and have their primary business and residential address listed as Australia or New Zealand during the promotional period (both enroller and enrollee).

8. When will the qualifiers be notified?

Qualifiers for the YL Escape Top End 2021 will be notified upon on or around 28th June 2021. Should this change, you will be informed. All qualifiers will receive an email to the email address registered on their Young Living account, with all details pertaining to the trip and what to do next.

9. How will Young Living select winners in the event of a tie?

In the event of a tie between one or more Participants for any Prize, Young Living will follow a tie breaker analysis involving all point categories and how many of each point category occurred. For example, if two individuals were tied for the same spot on the leaderboard, the Participant with the greater count of personally enrolled first-time ER orders would be awarded the higher rank on the leaderboard. Young Living reserves the right to award additional Prizes to any Participant for any reason, at its sole discretion and regardless of the number of any

CRITERIA & POINTS

10. What are the basic criteria?

Invite: Personally enrol others.

Advance: Help your new personal enrollees to advance rank; advance rank yourself.

Maintain: Help your new personal enrollees to maintain their new rank; maintain your own new rank.

Grow: Cumulatively increase your OGV above your baseline. See full qualification criteria for specific details.

11. How do I calculate my Baseline OGV?

The OGV achieved in January 2021 will be used as the baseline OGV for the purpose of YL Escape 2021. Please note that monthly OGV can fluctuate, however, ending OGV in May must have increased cumulatively, by the minimum OGV criteria amount for each starting rank, over January baseline OGV*.

Scroll to the end of this document to find examples of what a cumulative increase in monthly OGV might look like based on the specific criteria for each rank.

*International OGV can be included as part of OGV growth.



12. How can I track my points over the promotion period?

YL has created an interactive tracking sheet for you to update. It is designed to help you track your progress but does not replace corporate YL Escape reports. It will help to stay on track and maximise each point earning opportunity during the qualification period. <http://bit.ly/ylescape-tracker>

13. When are points for the Young Living Escape 2021 promotion recorded?

Points will not appear in your Virtual Office as this is an in-country event. Please refer to the leaderboard.

14. Will there be a Leaderboard?

Yes, commencing end of February.

15. How accurate is the Leaderboard?

The YL Escape Leaderboard provides an indication of progress only. Please note that YL reports will not be 'real time' and there will be time delays between your personal points tracker and YL reports. Final qualifiers will not be known until the commission report at the end of the qualifying period, on or around June 15th due to the nature of some criteria.

16. Can Participants transfer points for the Young Living Escape 2021 promotion to another person?

No, Participants cannot transfer points for the promotion to another person. Points cannot be redeemed for any other Young Living event, program or product.

17. Will a drop in rank affect points earned for the Young Living Escape 2021 promotion?

Any changes in rank for reasons (including product returns or exchanges) may result in a forfeit of the corresponding points earned for the Young Living Escape 2021 promotion.

18. Do points earned for the Young Living Escape 2021 promotion have any cash value or Essential Rewards point value?

Points earned for the promotion have no cash value and cannot be redeemed or refunded as such. All points expire after the promotion period ends. Points cannot be redeemed for any other Young Living event, program or product, including Essential Rewards.

19. Can I earn points on reactivating members? Will they be counted as 'New Enrollees' for the purpose of YL Escape 2021?

Yes, providing that the members account has been dropped for a minimum of two years (24 months) in accordance with Young Living's Policy & Procedures.

20. Can I earn points for overseas' enrollees and rank advancements?



Only business activity within the Australian and New Zealand markets contribute towards qualification criteria

21. If my new enrollee rank advances to Executive for the first-time and then Silver for the first-time during the qualification period will I receive 48 points?

Yes, you will receive the points if you are their current enroller.

22. What is a 'Wildcard' and how can they earn the trip?

Wildcards are participants who have not met the full qualification criteria but clearly demonstrate diligence, commitment and business growth in the key areas of invite, advance, maintain and grow. Up to 10 qualifiers from subsequent ranks, with minimum 20 points, will be chosen at the discretion of Young Living, following a thorough analysis of their business and efforts during the YL Escape qualification period.

23. What rank type is being tracked throughout the promotion?

YL Escape Top End personal enrollee rank-ups are based on paid-as rank.

24. If I ranked Gold once in 2016, will this be my highest achieved rank?

Yes. Your highest ever achieved rank will be regarded as your starting rank – in this case you would be classed as a Gold.

25. Does my growth target change if I rank advance during the promotion?

A members' OGV growth requirement is fixed from Feb, regardless of your personal rank advancement – in other words your growth target does not change to a higher level should you rank advance during the promotion.

TRIP & TRAVEL

26. When will Young Living notify the registrants/qualifiers of the Young Living Escape 2021 should, for reasons outside of Young Living's control, the Trip be required to be cancelled?

Given the current global conditions surrounding COVID-19, Young Living will endeavour to provide as much notice as possible, should the Trip part of the YL Escape need to be cancelled. Please bear in mind that Young Living are unable to provide an exact date due to ever changing conditions and will always put the safety and wellbeing of its members first.

27. Is there a trip itinerary that I can see now?

Once qualified, we will supply the agenda to help with your planning. This will only be supplied once all details are finalised but please note that they are subject to change.



28. What is included if I earn a spot on the Young Living Escape 2021?

Rewards are dependent on the final qualification rank. Please refer to the Rewards table by rank for full information. Remember, conditions apply.

- One return economy class airfare (two for top 15 qualifiers)– departing and returning to the nearest Australian Capital City or New Zealand Major City for the qualifying member.
- Twin share accommodation with a life partner/spouse or another qualifying member – please note that rooms will be allocated by Young Living once qualifiers have been announced.
- Transfers to and from the resort via transport arranged by Young Living - except for to and from your house to the airport, you will need to provide this.
- Selected meals during the Escape, per twin share.
- Selected activities arranged by Young Living for the qualifiers.

29. What is included at the resort?

Twin share accommodation. Apart from leisure time, most meals are included. Information about additional costs can be found under the heading, ‘General Prize Conditions’.

30. Will there be business activities scheduled as a part of Young Living Escape 2021?

Yes. Young Living will host a formal business session over the course of the YL Escape. This is a compulsory session and all participating members are required to attend.

31. Will Young Living provide ample activities as well as ‘down time’ during the Young Living Escape 2021?

Yes. Young Living have both planned activities and leisure time for you to thoroughly enjoy your YL Escape experience and connect with other YL members.

32. How will travel arrangements be made for me? Will I be required to book my own flights?

All travel arrangements will be made through Young Living’s Corporate Travel Partner. Qualifying members will receive information on ‘What to do Next’ in the qualification email on or around the 28th June 2021.

33. Will Young Living pay for my luggage?

A luggage allowance will be provided with your flights – the details of which will be released once qualifiers are announced. Any excess luggage will be at your own cost.



YL ESCAPE
TOP END
8-12 SEPTEMBER, 2021

34. Can I arrive early to Darwin?

You and any travel companions must travel together on the same itinerary and possess all required travel documents. If you and/or your guests choose to extend your trip outside of the event dates, you may do so at your own cost, based on availability. Young Living will not cover additional expenses for early arrivals or late departures. If you wish to extend your stay, please email: corporateeventsau@youngliving.com.au with your desired dates and our Events team will submit the request on your behalf and inform you if it can be accommodated.

35. Who do I deal with once I have qualified?

Young Living's event team and travel company will reach out and ensure you are connected and have all the necessary requirements in place before the Incentive trip. Should you need to contact them, email: corporateeventsau@youngliving.com.au

36. Who will organise visas and travel insurance for the trip?

It is the qualifying members sole responsibility to organise compulsory travel insurance, make their own visa arrangements and ensure they have a valid passport.

37. If I qualify in the Product Prizes category, what will I be eligible for?

Members can only qualify for 1 category prize only – category prizes are not cumulative. For example, if you qualify in position 102, you will be eligible to receive a Rose Oil 5ml as you have placed between 101 to 125 – as the prizes are not cumulative, you will not receive the oils for positions 126 to 150 or for position 151 to 250. Remember, you may still be able to attend the trip as a Wild Card if you qualify within the ranks of 101-200. The definition of a Wild Card can be found under the heading Criteria & Points.

38. Can I transfer the trip if for any reason I am unable to attend?

No. In the interests of fairness to all members, the trip is non-transferrable. By Participating in YL Escape 2020, registrants acknowledge and accept this condition.

39. If I am able to attend the trip but need to quarantine due to COVID regulations, will YL pay for my accommodation?

No. YL cannot be held responsible for unexpected situations arising from COVID, travel or government related restrictions.



TRIP ATTENDANCE

40. My membership is a joint membership with my partner, will we both be able to attend if we qualify?

The Prize is available to one member per membership. However, your significant other, be it a life-partner, wife or husband will have the ability to 'buy-in' at their own expense. All travel arrangements will be made through Young Living's Corporate Travel Partner. Qualifying members will receive information on 'What to do Next' in the qualification email on or around the 28th June 2021.

41. If I qualify for the trip, but for some reason am unable to attend can I transfer the ticket to my friend or another member?

No. The Prize is non-transferable and only qualifying members listed on the qualifying member account are eligible to attend. If any qualifying member(s) of the Prize are unable to travel, for any reason, the rights to 'The Prize' will return to Young Living Australia for reallocation or otherwise at their sole discretion.

42. If I register and qualify and my spouse, who holds their own spousal account, does not register, can I take them as a spouse/life partner/significant other?

Yes. The extra adult, if not listed on the membership, must be a life-partner, husband, wife or a significant other.

43. If I register for the trip and qualify and my spouse registers and qualifies, can we both go?

Yes. Any spouse may attend as the partner. However, please note that the Young Living Escape prize can only be won once by any participating Membership which includes those partners etc. linked via spousal accounts.

44. If I register and qualify and my spouse registers and qualifies, can we both bring an extra adult?

No. The two of you may attend, however, you cannot both invite any extra attendees. The Young Living Escape prize can only be won once by any participating Membership which includes those partners, spouses etc linked via spousal accounts.

45. Can I invite one of my team as my extra adult?

No. Other YL accounts be it team members, crossline, sibling members or otherwise must qualify themselves based on the requirements and are not eligible to partake as the qualifying member's 'extra adult'.



46. What if I am unable to take an extra adult as defined for this trip?

A. The extra adult, if not listed on the membership, must be a life-partner, husband, wife or a significant other. For qualifiers in the 1-15 category, where the ‘extra adult’ cannot be defined as such, the qualifier will be rewarded with an exclusive YL branded merchandise gift collection and additional product for a combined value of AUD \$2,000 WHSL.

B. For qualifiers in the 16-30 category, where the ‘extra adult’ cannot be defined as such, the qualifier will be rewarded with an exclusive YL branded merchandise gift collection and -additional product for a combined value of AUD\$1,000.

47. Are children permitted to attend Young Living Escape 2021?

Children are not permitted to attend this incentive; breastfeeding infants can attend. The parents must take full responsibility for the infant’s attendance e.g.: pram, baby seat etc. Please see full Terms & Conditions for further information.

48. Would my 22-year-old son be considered a child for the purpose of the YL Escape?

A child, defined by Young Living Australasia PTY LTD, is considered under the age of 18. ‘Child’ may be perceived differently by airlines, activities and other organisations associated with the YL Escape.



DETERMINING YOUR OGV GROWTH

The following are examples of how your OGV could grow over the 4-month qualification period. Yours may look different, and these examples are indicative only.

Increases may vary from month to month. Your cumulative growth in personal OGV* over January's OGV (your baseline) needs to be equal to, or greater than, the growth requirement for your current starting rank;

- Member, Star or Senior Star: 2,500 OGV growth
- Executive: 4,000 OGV growth
- Silver: 6,000 OGV growth
- Gold and above: 15,000 OGV growth

*All member's baseline month is Jan 2021.

**International OGV can be included as part of your OGV growth.

Be sure to use our **YLE Interactive Accountability Tracker** to help you to track your progress.

SENIOR STAR

To qualify, members with their highest ever achieved rank of Distributor, Star or Senior Star are required to increase their baseline (January's OGV), cumulatively, by a minimum of 2,500.

(Example only)

2021	January	February	March	April	May	Cumulative increase from Feb to May 2021:
OGV TOTAL	2,000	2,500	2,500	2,700	2,800	2,500 OGV

EXECUTIVE

To qualify, members with their highest ever achieved rank of Executive are required to increase their baseline (January's OGV), cumulatively, by a minimum of 4,000.

(Example only)

2021	January	February	March	April	May	Cumulative increase from February to May 2021:
OGV TOTAL	4,000	4,400	4,800	5,100	5,700	4,000 OGV



SILVER

To qualify, members with their highest ever achieved rank of Silver are required to increase their baseline (January's OGV), cumulatively, by a minimum of 6,000.
(Example only)

2021	January	February	March	April	May	Cumulative increase from February to May 2021:
OGV TOTAL	10,000	10,500	11,500	11,500	12,500	6,000 OGV

GOLD

To qualify, members with their highest ever achieved rank of Gold are required to increase their baseline (January's OGV), cumulatively, by a minimum of 15,000.
(Example only)

2021	January	February	March	April	May	Cumulative increase from February to May 2021:
OGV TOTAL	35,000	37,000	37,000	39,000	42,000	15,000 OGV

Important: Always carefully read the full program details, FAQs and terms and conditions.