



## Experience Africa

Mauritius

2023 INCENTIVE

Qualification Period: 1 February – 31<sup>st</sup> July 2023



### Frequently Asked Questions

Qualify for Young Living's 'Experience Africa' Mauritius 2023 Incentive

#### **What is the qualification period for the Experience Africa in Mauritius Incentive?**

The Incentive is valid from 00:01 (GMT) on February 1, 2022, until 23:59 (GMT) on July 31st, 2023 (this is the Promotional Period).

#### **Who can participate and what should I do to qualify?**

Those eligible to participate are Brand Partners ranked Platinum or below. To qualify for one of the Incentive prizes an eligible Brand Partner must earn a minimum of 100 points, have a minimum rank of Star\* and have a total of at least 3000 OGV (Organisation Group Volume) accumulated from February 1 until July 31, 2023.

\*If the rank of a participating Brand Partner is below Star, they must achieve the rank of Star at least once during the Promotional Period.

The Experience Africa 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 February 1, 2023 (or the majority age in their jurisdiction, country, or province of residence) with residency in South Africa. This Incentive shall be limited to Brand Partners whose Young Living account is registered in the South African Market only.

Qualifiers will be selected from those who meet the qualifying criteria and who earn the total number of points required per Tier in the Experience Africa Incentive Trip (EAIT) points during the Promotional Period.

#### **Does my rank need to be at least Star in order to participate in the Incentive?**

Brand Partners whose rank is lower than Star can participate but to qualify for one of the Prizes, they would need to achieve the rank of Star for the first time or re-achieve the rank of Star at least once during the Promotional Period if they have been Star prior to the start of the Incentive.

#### **Do I have to register to qualify for the Incentive?**

To qualify for one of the Incentive prizes, Brand Partners eligible to participate must register (at no cost) by 23:59 (GMT) on June 30, 2023. Please visit the Experience Africa Incentive page on our website to register online.

#### **What if I started collecting points from February, can I register for the Experience Africa Incentive only in July?**

You can register at any time before or on June 30th, 2023, and the points already earned during the Promotional Period of the Incentive will be included in your points total.

#### **What should I do to qualify?**

To qualify for one of the Incentive prizes, Brand Partners must earn a minimum of xxx points, have a minimum rank of Star\* and have a total of at least 3000 OGV (Organisation Group Volume) accumulated from February 1, 2023, until July 31, 2023.

\*If the rank of a participating Brand Partner is below Star, they must achieve the rank of Star at least once during the Promotional Period.

#### **How will Young Living select the Qualifiers?**

Qualifiers will be selected from those who meet our qualifying criteria (defined in the Terms and Conditions file for this Incentive) during the Promotional Period.

#### **How can I earn points?**

Please see the How to Earn Points section in the Terms and Conditions for this Incentive.



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#### **If I enrol a new Young Living Brand Partner or reactivate an existing inactive Young Living Brand Partner, do they need to place an order during enrolment for me to earn points?**

The order may be placed during the enrolment/reactivation as well as any time during the same calendar month when the enrolment/reactivation was completed. New Young Living Brand Partners could have been enrolled before the Promotional Period of the Incentive, but never placed their first order with Young Living. If this Brand Partner then places their first ever order during the Promotional Period of the Incentive and it complies with other criteria, the qualifying Enroller will earn the points accordingly.

#### **If I want to reactivate an existing inactive Young Living Brand Partner, how long should they have been inactive for?**

In this Incentive, a Brand Partner is considered inactive if they have not placed any One-Time, Essential Rewards and/or Rewards Point orders for a period of at least 6 months (at the point of reactivation). For example, to reactivate a Young Living Brand Partner in February 2023, their last order should have been before August 2022. To reactivate a Young Living Brand Partner in July 2023, their last order should have been before January 2023 and so on.

#### **What if the order is placed but not paid—will I still earn points?**

Qualifying orders need to be placed and successfully paid for within the Promotional Period. Standard payment methods apply, and each Brand Partner is responsible for monitoring this.

#### **What if the order is changed, cancelled, or returned—would I lose the points I have earned from this order?**

Any changes to the Enrollee's qualifying order or its continuity 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 I enrol or reactivate someone outside of the South African market, will I earn points?**

To qualify and earn points for this Incentive, any enrolments must be completed within the South African market. Enrolments outside of the South African market will not count towards a qualifying Brand Partner's points total for this Incentive.

#### **What if my newly-enrolled Brand Partner decides to change their Enroller?**

If a qualifying Enroller or an account holder themselves chooses to change their Enroller, regardless of whether the qualifying order was already placed and paid or not, the new Enroller will earn the points for the enrolment/reactivation with a qualifying order. This means that 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.

#### **What if I change country or market—will this change impact my qualification in the Incentive?**

For the duration of the Incentive, participating Brand Partners are assigned to the market corresponding to their initial country of residence, as listed on their Young Living account at the time when the Promotional Period begins. Market changes outside of South Africa could affect the qualification of the participating Brand Partner.

#### **Where can I find more information about the Experience Africa Incentive?**

Please click [here](#) for more information.



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#### When and where can I track my points and success?

The Leaderboard will be published in the Virtual Office during February 2023 and will show the first participating Brand Partners listed in order of total points earned. The Leaderboard will identify your position but not the points total earned thus far in the Incentive; it only indicates that you are a participant. After May 1st, 2023, the Leaderboard will update to show the qualifiers for the individual tiers based on the points performance of the participating Brand Partners.

You can also track how many points you have earned by viewing the table which will be available in the Virtual Office until the end of the Incentive Promotional Period. The table will be available from February 2023, and you can access it by clicking the link on the Dashboard in your Virtual Office.

#### Can participating Brand Partners transfer points for the Incentive to another person?

No, participants cannot transfer points for the Incentive to another Brand Partner. Points cannot be redeemed for any other Young Living Event, Incentive or Product.

#### Do points earned for the Incentive have any cash value or Essential Rewards points value?

Points earned for the Incentive have no cash value and cannot be redeemed or refunded as such. All points expire after the Incentive Promotional Period ends. Points cannot be redeemed for any other Young Living Event, Incentive or Product, including the Essential Rewards program.

#### What are the Prizes?

The prizes are accumulative, so if you qualify for Tier 3 prizes, you will receive Tier 1 and 2 prizes as well.

**Tier 1:** Light of Hope Essential Oil 5ml, Sage 5ml, Roman Chamomile 5ml, Australian Kuranya Essential Oil 5ml, Angelica 5ml and Branded 10 Oil Pouch

**Tier 2:** Motivation Essential Oil, Dream Catcher Essential Oil 5ml, Journey on Essential Oil, Cardamom Essential Oil, Eucalyptus Blue Essential Oil 5ml

**Tier 3:** Trip to Mauritius for one qualifier only, including return flights from Johannesburg international airport to Mauritius.

The top 3 qualifiers with the highest points accumulative will receive special spoils in addition to the prizes in Mauritius.

#### If I qualify for the Experience Africa Trip, do I have to be vaccinated against Covid-19?

No, you do not need to be vaccinated to explore Mauritius. Entry requirements are the same, regardless of your vaccination status – travelers do not need to test before leaving for Mauritius or once they arrive and there is no longer a self-isolation requirement in place to visit the island.\*

*\*Please note that Covid vaccination requirements might change at any time, and it is the responsibility of all qualifying Brand Partners to monitor this.*

#### If I qualified for Product Prizes, what should I do to receive them?

To receive the Incentive Product Prizes that can be earned in every tier, qualifying Brand Partners must place a minimum 50 PV Essential Rewards order in September 2023.

*For example, if a Brand Partner qualifies for an Incentive Product Prize, this Brand Partner must place an Essential Rewards order of 50 PV or more in September 2023 to receive the prizes. Incentive Product Prizes will be automatically added to the Essential Rewards order placed in September 2023. If a qualifying Brand Partner does not place an Essential Rewards order in September 2023, they lose the opportunity to receive the Incentive Product Prizes they have qualified for.*



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#### **Can I transfer my Prize to someone else?**

No, you cannot transfer your Experience Africa tickets or Product Prizes to any other person or Young Living Brand Partner.

#### **Do I have to arrange my own flights to Mauritius?**

No, Young Living will cover the costs for your return flights from Johannesburg International to Mauritius. You are responsible for your transport to Johannesburg International airport.

#### **Can I arrive early or extend my trip?**

You and your travel companions must travel together on the same itinerary and possess all required travel documents. The Experience Africa Trip is scheduled to be on a particular date and cannot be changed.

#### **Will Young Living pay for my transportation to and from the airport?**

Travel costs incurred between your home and Johannesburg International airport are at your own expense.

#### **Will Young Living pay my baggage fees?**

Baggage fees and other expenses are solely the responsibility of the qualifying Brand Partner.

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Baggage fees and other expenses are solely the responsibility of the qualifying Brand Partner.

#### **Will Young Living pay for my travel insurance?**

Each qualifying Brand Partner 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.



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#### **May I bring my children/grandchildren with me on the Experience Africa Incentive?**

Only nursing babies will be permitted if they are over 6 months old and in line with the travel regulations, the Brand Partner will be liable for the surcharge.

#### **Can I purchase an additional room myself if I want to take anyone else with me?**

No.

#### **Can I take a partner with me?**

No

#### **Will I have my own room?**

No, you will share with an allocated Young Living Brand Partner. If you would like to have your own room a surcharge at your cost will apply

#### **Why is the qualification period for Downline Rank up and Personal Rank Up only from February to June 2023?**

Confirmation of rank only happens when the commissions are run in the middle of each month, and our travel date is the end of September 2023. Therefore, only the downline and personal rank advancement and maintenance from February 2023 - June 2023 will count towards this incentive.

#### **I was contacted by the Young Living Conduct team. Am I doing anything wrong?**

The Conduct Success Team may contact you in case your payment method shows up on a newly enrolled/reactivated Young Living Brand Partner account, and/or if an order from a new/reactivated Brand Partner was shipped to the address you have on your Young Living account or was paid for by you. Please make sure you keep proof of payment (bank or credit card statement, invoice with signature of the new Brand Partner) that shows the money from the order has been paid back to you. In case of an audit, the Young Living Conduct team might ask you for a copy or proof. Without such proof, points related to the enrolment/reactivation or to the order placed could be deducted from your points total.