

IYOVIA GO Code of Conduct

Updated: June 1, 2022

Last Updated: November 4, 2024

This **Membership Code of Conduct** (“Code of Conduct”) sets out principles and guidelines to clarify the compliance expectations for each Member as he or she uses the Benefits available under his or her **IYOVIA GO Membership**. It governs not only a Member’s use of his or her Membership but also behaviors and actions while on an **IYOVIA GO vacation or event** booked through the Membership (collectively, “Experiences”).

This Code of Conduct is incorporated by reference into and forms a part of your **Membership Terms and Conditions** (“Terms and Conditions”) (available in your back office and at www.travel.iyova, the “Web Site”). Any capitalized terms not defined herein shall have the same meaning as those ascribed to them in the Membership Terms and Conditions.

Consequences of Code of Conduct Violation

We reserve the right to suspend or terminate your Membership if, at any time, you engage in any conduct that we, in our sole discretion, deem to be in violation of this Code of Conduct or detrimental to **IYOVIA GO**, the general public, or other guests. We may revise and amend this Code of Conduct from time to time. Your use of any of the Benefits offered in the Program will be subject to the **Membership Terms and Conditions**, including the Code of Conduct, in force at the time you access the Web Site and the Benefits, and your use of the Web Site and/or the Benefits shall constitute your acceptance of the applicable terms and conditions.

Booking an Experience

- Members are strictly prohibited from reselling any purchased or booked Experience. If you are unable to attend an Experience you’ve purchased, please contact customer service for the cancellation policy associated with your individual booking.
- Members are strictly prohibited from booking an Experience exclusively for non-members; all bookings must be in accordance with Section 7 and 8 of the **IYOVIA GO Member Terms and Conditions**.
- Members must adhere to the written terms provided for each Experience. Such terms may include, but not be limited to:
 - **Booking limits:** Due to demand, availability, or other factors within our sole discretion, we may limit the number of bookings allowable for each Member.

- **Name change policy:** If you change the name on your booking 31 days or more before the start date of your trip, you'll be charged a fee of \$50 USD per name change. Name changes are not permitted within 30 days of the start date of your trip.
 - **Cancellation policy.**
 - Members and guests who arrive on-site for an Experience without a prior valid booking will not be admitted. All Members and guests must have booked an Experience in advance and have all attending names updated in accordance with the set name change policy for that Experience.
-

Behavior and Conduct During an Experience

We wish you the experience of a lifetime and remind you that your behavior and that of your guests is a reflection upon yourself and **IYOVIA GO**. Therefore, we expect that you and your guests will conduct yourselves in a respectable manner at all times by complying with the following:

- **Be mindful of your alcohol consumption.** While we want you to kick your feet up and relax, excessive consumption can lead to inappropriate and out-of-control behavior, which not only impacts your safety but also the safety of those around you.
- **Dress appropriately** for every occasion and avoid articles of clothing that depict distasteful images, words, or phrases. Conduct, behavior, or language that can be deemed to be discriminatory, offensive, threatening, or harassing will not be tolerated.
- Dependent children are welcome to join in the Experiences, subject to proper booking in accordance with Section 8 of the **IYOVIA GO Member Terms and Conditions** and unless otherwise specified. However, please watch your children carefully so as to keep the safety of your children and the enjoyment level of other guests in mind.
- **Be models of good sportsmanship** when participating in group games or activities, regardless of the outcome.
- **Treat all service personnel** you encounter during your Experience (including corporate staff and personnel on-site at **IYOVIA GO Experiences** and personnel at hotels, cruise lines, venues, or excursion companies) with the utmost respect. They are there for YOU and are excited and available to assist you throughout the entire Experience.
- **Illegal or violent conduct or behavior** toward others during an **IYOVIA GO Experience** will not be tolerated. In addition to the general public, others specifically include Members, guests, vendor staff, and corporate staff.