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OFFICIAL DISCLAIMER

The information contained in this **Master Operations Manual** is correct at the time of publication (January 2026). Wings of Hope Resort Condo Rental, LLC (WOHRCR, LLC) acts solely as a facilitator between private owners, third-party travel partners, and the traveler. While we strive for 100% accuracy, resort amenities, specific restaurant availability, and third-party transportation schedules are subject to change without notice by the resort management. WOHRCR, LLC is not responsible for resort-level operational changes, weather-related closures, or local government travel advisories. All bookings are subject to the specific terms of the **Section 7: Refund & Cancellation Policy** regardless of on-property amenity changes.

 **THE WOHRCR "QUICK-START" NAVIGATOR** To ensure your protection and peace of mind, all Preferred Travelers must review the 2026 Operations Manual prior to finalizing their stay. Use this shortcut to access the most vital sections:

 [CLICK HERE TO OPEN YOUR 2026 MANUAL](#)

HOW TO USE YOUR GUIDE:

- **The "Why":** See **Section 1** to understand your 40-60% Private Owner savings.
- **The "How":** See **Section 4** for secure payment steps and Klarna/Affirm financing.
- **The "Safety Net":** See **Section 7** for our **tiered 45/90-day cancellation guarantee** and the legal "Fine Print."
- **The "Lingo":** See **Appendix A** to master resort terminology like the "\$1,000 Cashless Spending Account."

Wings of Hope Resort Condo Rental, LLC



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WOHRER_Operations_Manual_2026

Wings of Hope Resort Condo Rental: Policies & Procedures

OVERVIEW: IMPORTANT PLEASE READ CAREFULLY

By completing your booking with Wings of Hope Resort Condo Rental, LLC (WOHRER, LLC), you acknowledge that you have read, understood, and agreed to the full terms and conditions outlined in this Master Operations Manual.

Core Policy Summary:

- **Non-Refundable Fees:** All Administrative and Booking fees are non-refundable.
- **The Cancellation Rules:** WOHRER utilizes tiered cancellation windows. The Vidanta Collection requires 90-day notice; The Global Signature Collection requires 45-day notice. (See Section 5 for full details).
- **Resort Requirements:** Guests are responsible for Vidanta Security Deposits (\$600-\$1,000) and Mandatory Usage Fees.
- **Financing:** All installment agreements (Klarna, Affirm, Afterpay) are subject to the terms of the provider and WOHRER, LLC.

All formal notices or correspondence must be sent in writing to our corporate mailing address: PO Box 11433, St. Louis, MO 63105.

WELCOME TO WOHRER, LLC

Our Story: Where HOPE Brings Dream Vacations to Life

At **Wings of Hope Resort Condo Rental, LLC**, we believe that "Hope" is the promise of an unforgettable journey. We specialize in transforming the stress of travel planning into a seamless, luxury experience. While we offer world-class travel services across the globe, our heart lies in our curated collection of luxury resort condos across seven premier Mexican destinations.

We don't just book rooms; we curate spaces where families can reconnect and travelers can find sanctuary. By combining the spaciousness and comfort of a private condo with the high-end amenities of a five-star resort, we provide a "home away from home" that exceeds expectations. From flights and transportation to that perfect balcony view, we handle the logistics so you can focus on the memories.

Our Mission: *"To provide elite travel destination accommodations around the world at a reasonable cost, ensuring luxury is accessible to our Preferred Travelers."*

Our Code of Conduct

WOHRCR, LLC is built on a foundation of **integrity, transparency, and intellectual honesty**. * **Transparency:** We provide clear, upfront pricing with no hidden costs.

- **Accuracy:** We verify every booking directly with resort and owner records within 48 hours.
- **Commitment:** Our most important consideration is treating every customer as a **Preferred Traveler**, providing the dedicated support needed for a seamless luxury experience.
- **Legal Standing**

WOHRCR, LLC is a formally registered **Limited Liability Company (LLC)** in good standing with the **State of Missouri**, the **City of St. Louis**, and the **Internal Revenue Service (IRS)**. We operate under strict adherence to state and federal business regulations to ensure the highest level of security and professional accountability for our travelers.

WOHRCR LUXURY TRAVEL PORTFOLIO

THE VIDANTA COLLECTION



SECTION 1: Pricing Integrity & The "Preferred" Advantage

Wings of Hope Resort Condo Rental, LLC leverages private ownership rights and industry partnerships to provide our guests with rates that are significantly lower than the public "Retail" or "Rack" rates.

- **Private Owner Inventory:** Our Vidanta Collection rates are based on exclusive owner-allotted weeks. By booking through WOHRCR, LLC, guests access **private-market pricing** that is typically **30% to 60% below** the resort's direct booking price.
- **Global Wholesale Access:** For our Global Signature Hotels and Cruises, we utilize wholesale trade rates not available to the general public.
- **The "Price-Match" Promise:** If a guest finds an identical publicly available retail rate for the same dates and unit type, WOHRCR, LLC will review the quote to ensure our **Preferred Traveler** status is delivering the best possible value.

1.1: Value Benchmark: Private Ownership vs - Public Booking

The Vidanta Collection

The following table illustrates the typical savings our "Preferred Travelers" enjoy by leveraging WOHRCR, LLC's private owner inventory versus standard retail prices.

Essentials

Accommodation Tier	Public Retail Rate (Avg/Night)	WOHRCR Preferred Rate	Nightly Savings	Weekly Savings
Mayan Palace (Master Room)	\$315.00	\$175.00	\$140.00	\$980.00
Grand Mayan (One-Bedroom Suite)	\$675.00*	\$450.00	\$225.00	\$1,575.00
Mayan Palace (Two-Bedroom)	\$780.00	\$450.00	\$330.00	\$2310.00
Sea Garden (Master Room)	\$332.00	\$175.00	\$157.00	\$1,099.00

**Note: Retail rates for Grand Mayan are typically higher than Mayan Palace because of the private balcony and plunge pool.*

Note on Value: These savings are before including the \$50.00 WOHRCR, LLC complimentary SkyDream Gondola Perk and our complimentary VIP Airport Transportation, which add an additional \$150+ in value to every Vidanta booking.

1.2 Pricing Policy & Seasonal Rate Schedule

To provide our Preferred Travelers with the most accurate and consistent pricing, WOHRCR, LLC utilizes a seasonal rate structure. These rates are based on resort demand, holiday schedules, and private owner inventory availability.

I. Nightly Rate Schedule (Standard Season)

The following rates are fixed for non-holiday travel periods.

<i>Collection</i>	<i>Master Room</i>	<i>One-Bedroom</i>	<i>Two-Bedroom</i>
-------------------	--------------------	--------------------	--------------------

Sea Garden	\$175.00	\$299.00	\$400.00
Mayan Palace	\$175.00	\$300.00	\$450.00
Grand Mayan	\$320.00	\$450.00	\$600.00
Legacy	\$450.00	\$550.00	\$850.00
Jungala Aqua	\$400.00	\$700.00	_____

Rates & Availability Management

- **Branding:** All availability lists presented to clients must lead with the approved "Vidanta Accommodation Collection" header to maintain brand standards.
- **Property Tiers:** Rates are categorized by the following collections:

The Essentials: Sea Garden & Mayan Palace

The Grand: Grand Mayan & Jungala Aqua

The Legacy: Legacy Master/Suite/Loft & Grand Master Suites

- **Availability Verification:** Before sending the "Securing the Booking" script, the owner must verify the unit's availability via the Vidanta Owner Portal to ensure no double-bookings occur.
- **Pricing Adjustments:** Rates provided in the Global Accommodations Profile are subject to a 25% increase during Holiday Peak Weeks (Christmas, Easter, etc.).

1.3: Absolute Inventory Exclusions (Blackout Policy)

Wings of Hope Resort Condo Rental, LLC operates on a fixed-inventory model. To maintain transparency, the following dates and collections are strictly excluded from our inventory pool:

The Vidanta Collection and our Global Signature properties operate on a "Private Owner" priority system. Because of this, certain high-demand weeks are strictly reserved for top-tier owners and are excluded from the Preferred Traveler inventory.

I. The "Big Three" Blackouts

These dates are universally excluded across all WOHRCR portfolios. No exceptions can be made for these windows:

● ABSOLUTE EXCLUSIONS:

- **Christmas & New Year's Weeks:** (Typically Dec 18 – Jan 4)
- **Holy Week (Semana Santa):** (The week leading up to Easter Sunday)
- **Easter Week (Pascua):** (The week following Easter Sunday)

II. Seasonal Booking Availability

Beyond the absolute exclusions, inventory availability fluctuates based on seasonal demand.

✓ REQUIRED: All booking requests for "High Season" (January – April) should be submitted at least **6 to 10 months in advance**. Last-minute availability during these months is extremely rare and cannot be guaranteed.

III. The "Inventory Pivot" Policy

If your requested dates fall within a blackout period or a high-occupancy window where inventory is exhausted:

💡 PRO-TIP: If your first-choice dates are unavailable, our team will provide an **"Inventory Pivot"**—suggesting the nearest available dates or an alternative luxury destination within our **Global Signature Collection** that matches your traveler profile.

IV. Event-Specific Exclusions

Certain resorts may have local blackout dates for international film festivals, PGA golf tournaments, or major corporate buyouts.

⚠️ IMPORTANT: WOHRCR, LLC reserves the right to update exclusion dates as resorts modify their calendars. Your booking is not "Confirmed" until you receive the **Official Confirmation Voucher** from our inventory team.

"WOHRCR, LLC provides access to private owner inventory. Our Sea Garden Master Room and One Bedroom Suite rates are significantly lower than the standard non-member advertised rate of \$332/night or \$439/nt – WOHRCR Members Save 40-50%" , providing our travelers with elite luxury at boutique prices."

Where can you find these beach front property prices?! Only through WOHRCR, LLC!



Where HOPE Brings Dream Vacations!

1.4 Inventory Exclusions & Blackout Dates

Rate Breakdown Table:

Accommodation Tier	Value Season (Sept 1 - Dec 19 / Jan 5 - Feb 28)	Peak Season (Mar 1 - Aug 31)
Mayan Palace Master Room	\$173.57 per night	\$250.00 per night
Grand Mayan Master Room	\$320.00 per night	\$450.00 per night
Legacy 1BR Suite	\$550.00 per night	\$750.00 per night

Legacy 2BR Suite	\$850.00 per night	\$1100.00 per night
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Note: The rates of \$320.00 and \$850.00 correspond to the specific dates within the Value Season.

Note: Value Season pricing for Jan–Feb applies strictly to Grand Mayan and Mayan Palace collections; Sea Garden and Jungala remain unavailable during this window.

1.5: Booking & Inventory Management - The Vidanta Collection

Flagship Luxury Mexico Destinations

Overview: This section governs all travel services specifically located within the Vidanta Resort properties (Nuevo Vallarta, Riviera Maya, Los Cabos, Acapulco, Puerto Peñasco, and East Cape).

REQUIRED: All Administrative and Mandatory Usage Fees must be settled within **24 hours** of receiving your invoice to "lock" your confirmed dates in the resort database

- **Property Tiers:** The Legacy Collection, The Grand Mayan, Mayan Palace, The Sea Garden and Jungala Aqua
- **Key Amenities:** SkyDream Parks Gondola access, BON Luxury Theme Park, Cirque Soleil and VIP Airport Shuttles.
- **Unique Protocol:** Cashless resort system and Mandatory Pre-Paid Usage Fees.
- **Inventory Tiers:** Detailed descriptions of your 2026 units (Mayan Palace, Grand Mayan, and the Legacy Master Suite).
- **Preferred Traveler Form Procedure:**

THE MAYAN PALACE EXPERIENCE: "THE SOCIAL HUB"

"For families who want to be in the heart of the action. The Mayan Palace features the resort's largest, most iconic pools and a vibrant atmosphere where the energy of Mexico truly comes to life."

- **One Bedroom Suite: * The Vibe:** Spacious and Functional.
 - **Features:** Separate master bedroom (King), living area with two sofa beds, and a full kitchenette with dining table.
 - **Best For:** Families of 4 who want a "home base" near the main resort activities.
- **Two Bedroom Suite (The "Grand Family" Option):**
 - **The Vibe:** The ultimate value for large groups.

- **Features:** Two full bedrooms (one King, one with two Double beds), two full bathrooms, and an expansive living/dining area with a kitchenette.
- **Capacity:** Comfortably sleeps **6 Adults and 2 Children**.
- **Best For:** Multi-generational trips or two families traveling together who want to share a kitchen and living space.

THE ESTATES "TOP TIER" OF VIDANTA.

- *"For 'Inquire Upon Request' inventory (e.g., The Estates at Vidanta), WOHRCCR, LLC acts as a procurement agent. Availability and specific 'Master Owner' perks are subject to the individual contract of the supplying owner and will be disclosed at the time of the quote."*

1.6 Three-Step Verification Process

To ensure the highest level of accuracy and resort availability, **WOHRCCR, LLC** utilizes a three-step verification process for all bookings.

Step 1: Submission of Preferred Traveler Profile Form

For your convenience, you can complete our **Preferred Traveler Profile Form** directly on our website. This form captures your preferred dates, destination, and the number of guests.

- **Note:** Please ensure the "Lead Traveler" name matches your government-issued ID.

Step 2: Inventory & Date Verification

Upon receipt of your form, **WOHRCCR, LLC** will verify the availability of your desired dates against our private owner inventory and resort records.

- **Timeline:** You will receive a confirmation of date verification within **48 business hours**.
- **Internal Check:** We cross-reference all requests with **Vidanta/Owner records** to guarantee your unit is reserved exclusively for you.

Step 3: Secure Payment & Booking Finalization

Wings of Hope Resort Condo Rental, LLC is committed to a transparent and secure booking process. To protect our travelers, we follow a strict sequence of verification and payment.

I. The "Confirmation First" Guarantee

In accordance with our commitment to transparency, no rental payments are required until your specific dates and accommodations have been confirmed by our inventory team. We ensure the room is available before we ever ask for the balance of your stay.

II. Mandatory Resort Usage Fees and Security Deposit

 Guests are advised that Vidanta resorts require Mandatory Usage Fees to be paid immediately upon **reserving accommodations**.

- **Activation:** These fees are used to "activate" the reservation and ensure guest access to the resort amenities, including the SkyDream Gondola, high-speed Wi-Fi, and fitness facilities.
- **Timing:** Unlike a hotel "resort fee" paid at check-out, the usage fee is a pre-arrival requirement to secure your unit in the private owner database.
- **Major Credit Card Required:** A valid major credit card is mandatory at check-in for the security deposit. The estimated deposit amount for this stay is **determined by resort location and unit type** (Range: \$600–\$1,000 USD).

 **CRITICAL NOTE:** *Vidanta is a cashless resort; cash is not accepted for this deposit. This deposit serves as your initial resort credit for on-site purchases.*

III. Finalization Process

1. **Verification:** Once your Traveler Profile is verified, your total invoice will be generated.
2. **Invoicing:** Your invoice will include the Rental Rate, Administrative Fee, and Mandatory Usage Fee.
3. **The "Lock" Rule:** Your reservation is not officially "locked" or guaranteed until the Administrative Fees, Usage Fees, and Rental Payments have been processed and confirmed.
4. **Receipt:** Once availability is secured and the fees are paid, you will receive a secure Final Payment Invoice and a Confirmation Voucher from WOHRCC, LLC.

PRO-TIP: IV. Vidanta Cashless Protocol & Payment Policy

For guest convenience and security, all Vidanta resorts operate on a **strictly cashless system**. * **The Resort Wristband:** Upon check-in, guests are provided with a digital

wristband. This serves as your room key and your primary method for charging incidentals, spa services, and **all restaurant and bar tabs** directly to your room folio.

- **Dining & Retail:** While physical **cash is not accepted** at any resort restaurants, bars, or boutiques, guests may use major **Credit Cards** for direct purchases. However, the most seamless experience is simply scanning your wristband.
- **Settling Your Folio:** All charges accumulated on your wristband must be settled at the Front Desk via credit or debit card during the checkout process.
- **Note on Tipping:** Gratuities for restaurant service can be added directly to your digital room charge via the wristband.

V. Vidanta Tipping & Gratuity Guidelines

While Vidanta is a cashless resort for all major transactions, personal gratuities for the hardworking staff are at the guest's discretion. To navigate tipping effectively, consider these industry-standard guidelines:

- **Cash vs. Room Charge:** While you can add a tip to your digital room bill via your wristband, **cash is often preferred** for tipping, as it ensures the staff member receives the full amount immediately.
- **Service Staff (Bellmen/Shuttle Drivers):** Standard tips range from **\$1 to \$5 USD** per service, depending on the quality.
- **Housekeeping:** Our guests typically provide **\$2 to \$5 USD per day**, left in the room for the cleaning staff.
- **Dining & Bars:** For poolside service or fine dining, a tip of **15%-20%** is customary if a service charge is not already included on your digital check.
- **Spa Services:** Professional treatments often warrant a tip of **15%-20%** of the treatment cost.

 **PRO-TIP:** We recommend bringing a small amount of **\$1 and \$5 USD bills** specifically for daily tipping, as the resort ATMs often dispense larger denominations or Pesos.

1.7: VIDANTA Guest Experience & VIP Perks

Transportation & Arrival SAP (Standard Arrival Protocol):

To ensure a seamless transition from the airport to your destination, WOHRCC, LLC provides the following guidelines for ground transportation:

- **Traveler Responsibility:** Once your booking and deposits are completed, the Preferred Traveler is responsible for contacting the specific resort concierge or transportation department to secure their arrival shuttle.
- **Coordination Window:** We recommend scheduling your transportation at least 14 days prior to arrival to ensure availability.
- **WOHRCR, LLC Concierge Assistance:**
- **Airfare Integration:** If WOHRCR, LLC has secured your air transportation arrangements as part of your luxury package, our team will assist in the coordination of your ground transport as an added value service.
- **Communication:** All specific resort contact information, including direct phone numbers and concierge email addresses, will be forwarded to you via email in your **Final Reservation Information Packet**.

Vidanta Specifics (VIP Shuttle)

- Most Vidanta bookings include a **complimentary one-way shuttle** from the airport to the resort.
- Please note that this must be **pre-registered** using your **Confirmation Number**, which WOHRCR, LLC will provide once your booking is finalized and the 48-hour verification period is complete.
- **SkyDream Gondola Perk:** The \$50 Gondola Voucher can be found on the company's website.
- **The "Legacy" Concierge:** How to assist guests with booking high-demand tickets like Cirque du Soleil LUDŌ.

WOHRCR GLOBAL TRAVEL PORTFOLIO

THE GLOBAL SIGNATURE COLLECTION



SECTION 2: The Ultimate Guide for Resorts, Cruises, Villas & Private Homes

Submission of Preferred Traveler Information Form

Step 1: For your convenience, you can complete our **Preferred Traveler Information Form** directly on our website. This form captures your preferred dates, destination, and the number of guests.

Consultation & Initial Planning Fee

A **non-refundable administrative fee** is required for the initial research and presentation of your personalized travel proposal.

- **Domestic (1-6 Guests):** \$99.00
- **International (1-6 Guests):** \$199.00
- **Additional Guests:** \$49.50 (Domestic) / \$99.50 (International) per person.
- **Scope:** Includes in-depth research, destination selection, and the
- creation of detailed travel brochures tailored to your specifications.

Booking & Management Fee

Upon confirmation of the itinerary, a **fee of 5%–10%** of the total trip cost (or a fixed amount based on accommodation type) is applied.

- **Scope:** Covers securing all reservations, ongoing booking management, and 24/7 support during your journey to address unforeseen issues.
- *Note: Please ensure the "Lead Preferred Traveler" name matches your government-issued ID.*

Procurement Fees are one-time charges per trip request and cover research, supplier negotiation, and date verification. The 10% Booking Fee is calculated based on the final accommodation subtotal and is due at the time of final reservation.

Specialized Add-On Services

- **Customized Itinerary Fee:** \$99.00 per guest room for complex, research-heavy requests.
- **Airline Research & Booking:** \$99.00 one-time fee for curated competitive airfare lists.
- **Car Rental Management:** 12% of the total rental cost for procurement through nationally recognized partners.

International Hotels, Resorts, and Cruises

Overview: This section governs all non-Vidanta inventory including worldwide hotels (Marriott, Hilton, etc.), independent luxury condos, and all ocean and river cruise lines.

- **Property Brands:** A curated network of 4 and 5-star global hotel and resort brands.
- **Cruise Lines:** All major ocean-going and river cruise voyages.
- **Key Amenities:** Brand-specific loyalty perks, concierge city guides, and port-to-port logistics.
- **Unique Protocol:** Brand-standard check-in policies and cruise-line-specific cancellation schedules.



SECTION 3: Mandatory Travel Insurance Policy

✓ REQUIRED:

- **Insurance Requirement:** Proof of Travel Insurance coverage must be uploaded to your Preferred Traveler Profile or emailed to WOHRCR, LLC no later than 14 days prior to departure. This ensures that in the event of unforeseen circumstances, your costs are covered.

VIDANTA

- **The Vidanta Insurance Option:** For guests booking within The Vidanta Collection, a specialized insurance option is available directly through the resort.
- **Convenience:** This plan is specifically designed for Vidanta renters and can often be added to your reservation during the verification process.
- **Coverage:** This typically covers resort-specific cancellation issues and medical emergencies on-property.

- **Proof of Coverage: Vidanta Internal Insurance**
- If you are opting to use the specific protection plan offered directly through the resort:
- ✓ REQUIRED: You must explicitly notify WOHRCR, LLC of this choice during Step 2 (Inventory & Date Verification) of the booking process.
- i VERIFICATION: WOHRCR, LLC will perform a secondary audit to verify the inclusion of this protection and confirm the payment status within your resort booking records before the Final Confirmation Voucher is issued.

- **⚠ IMPORTANT:** Your reservation is not considered "Protected" until WOHRCR, LLC receives the insurance confirmation code from the resort's internal system.
-

GLOBAL TRAVEL

- If using **Third-Party Insurance:** Once your booking is secured, you must email a copy of your policy (e.g., Allianz, Travel Guard) to **sales@wohr-cr.com** within 7 days.
- **Liability Waiver:** Regardless of the insurance provider chosen, the guest acknowledges that WOHRCR, LLC is a facilitator and not an insurance underwriter. Any claims, reimbursements, or coverage disputes must be handled directly between the guest and the insurance provider (**Vidanta or third-party**).

Recommended Insurance Resources

While WOHRCR, LLC does not endorse one specific insurance carrier, we encourage our "Preferred Travelers" to select a provider with a high-performance rating.

- **Pro-Tip:** For an unbiased comparison of the current market leaders, customers can find the 2026 Top Ten Travel Insurance Companies by visiting [Forbes.com](https://www.forbes.com).
- We recommend looking for plans that offer "Cancel for Any Reason" (CFAR) and comprehensive medical evacuation coverage for international destinations.



SECTION 4: Financial Procedures

Secure Payment Portal & Financing

Wings of Hope Resort Condo Rental, LLC utilizes a secure, encrypted payment gateway through our Wix Corporate Platform. This ensures your financial data is protected by industry-standard SSL encryption.

Payment Methods & Flexibility

By clicking the "**Book Now**" or "**PayPal**" buttons on our website, you have access to the following secure payment options:

- **Credit/Debit:** Visa, Mastercard, American Express, and Discover.
- **Digital Wallets:** PayPal, Apple Pay, and Google Pay.
- **Financing (Buy Now, Pay Later):** Split your luxury vacation into manageable monthly installments through **Affirm, Klarna, or Afterpay** (available via the PayPal/Wix checkout interface).

4.1: The "One-Click" Agreement

 **PRO-TIP: IMPORTANT:** By clicking the payment button and completing your transaction, you are providing a digital signature and formally agreeing to the **WOHRCR Master Operations Manual**. This agreement includes:

1. **The 45-Day Cancellation Policy** (Total forfeiture if cancelled within 45 days).
2. **The Non-Refundable Status** of Administrative and Booking Fees.
3. Confirmation that you are the **Lead Traveler** (Age 18+) and are authorized to use the chosen payment method.
4. **The 24-Hour Rule:** Requirement to pay Payment 2 within 24 hours of confirmation.
5. **Lead Traveler Confirmation:** You certify you are 18+ and authorized to use the chosen payment method.

The "Finalized" Final Check:

How to Finalize Your Payment:

1. **Navigate:** Visit www.wingsofhoperesortcondorental.com.
2. **Select:** Choose your verified Vidanta Inventory Tier (Master Room, 1-BR Suite, 2-BR Suite) or your specialized Global Accommodations.
3. **Checkout:** Click the **PayPal/Checkout** button for immediate processing.
4. **Flexible Options:** For custom quotes, utilize your **WOHRCR Generated Invoice** to pay via:

- **Direct Credit Card** (Visa, MC, Amex, Discover)
- **Digital Wallets** (Apple Pay, Google Pay, Stripe, Venmo, Cashapp (Cashapp is unavailable for bookings more than \$2000), Bank Transfer to our secured business account)
- **Buy Now, Pay Later:** Secure your luxury stay with flexible monthly installments via **Klarna** or **Affirm**.

"By clicking the PayPal/Checkout buttons or settling your WOHRCR Invoice and completing this transaction, you agree to the WOHRCR, LLC Master Operations Manual, including our 45-Day Cancellation Policy and our Non-Refundable Administrative Fee terms. You acknowledge that you are the Lead Traveler and authorized to use these payment methods."

5. **Confirmation:** You will receive an automated Receipt of Payment followed by your **Final Reservation Packet** within 48 business hours.

4.2 **Deferred Payment & Financing Options** WOHRCR, LLC offers flexible financing through third-party providers (Affirm, Klarna, Afterpay).

1. **Eligibility:** Financing is subject to the provider's credit approval.
2. **Reservation Status:** A reservation is considered "Locked" once the financing provider confirms the transaction to WOHRCR, LLC.
3. **Refunds on Financed Trips:** In the event of a qualified cancellation (outside the 90-day window), refunds will be processed back to the financing provider. The guest remains responsible for any interest accrued per their agreement with the provider.



SECTION 5: Customer Service & Communications

- **Response Time:** Our commitment to answering "Preferred Traveler" inquiries is **24-48 business hours. Urgent messages will be answered as soon as possible.**
- **Problem Resolution:** A step-by-step guide for what to do if a guest has a check-in issue at the resort front desk.
- **Troubleshooting & "Phone-Close" Script:**

Specialist: "I understand. For maximum security and mobile stability, WOHRCR uses a Direct Link system rather than a standard web-plugin. This ensures your transaction is handled directly by PayPal's encrypted servers."

Specialist: "If you prefer, I can text your secure 2026 Procurement Link directly to your mobile device right now. You can finalize the initiation while we're on the line, and I can begin your search the moment it clears. Which number should I send that to?"

WOHRCR Check-In Assurance Protocol

At Wings of Hope Resort Condo Rental, LLC, we ensure all reservations are verified 48 hours before your arrival. However, if you encounter any discrepancy at the front desk, please follow these steps immediately to ensure a swift resolution:

Step 1: Stay Calm & Verify the Name

Ensure the front desk is searching for the Lead Traveler's Name exactly as it appears on your Confirmation Voucher. Often, a simple spelling error at the desk is the cause of the delay.

Step 2: Present Your Confirmation Packet

Provide the front desk with your WOHRCR Final Reservation Packet (Digital or Printed). This contains your specific Resort Confirmation Number and the Owner-Authorization details.

Step 3: Ask for a "Guest Relations" or "Duty Manager"

If the front desk agent cannot locate your file, politely ask to speak with the Duty Manager or a Guest Relations Officer. Front desk agents may not always have access to the Private Owner/Preferred Member database that managers can see.

Step 4: Contact WOHRCR Priority Support

If the issue is not resolved within 15 minutes, contact our team immediately:

- **Priority Support Line: (844) 960-HOPE (4673)**
- **Emergency Email: sales@wohr-cr.com (Subject: URGENT CHECK-IN - [Your Name])**
- **Our Promise: We will contact our resort liaisons and owner-partners directly to rectify the situation.**

Step 5: Document the Interaction

If you are asked to pay any additional fees (other than the standard Security Deposit/Usage Fees already disclosed), please obtain the name of the employee you spoke with and a copy of the receipt. Do not leave the lobby until you have contacted WOHR-CR, LLC.



SECTION 6 : Master Rental Agreement

Cancellation & Modification Policy by Collection

6.1 Cancellation Windows (90-Day vs. 45-Day Policy)

The Guest acknowledges that WOHR-CR, LLC secures luxury inventory through private ownership contracts which are subject to strict resort-side deadlines. Therefore, the following tiered cancellation policy is integrated into this Master Rental Agreement:

A. The Vidanta Collection (Direct Owner Inventory)

Applies to: Sea Garden, Mayan Palace, Grand Mayan, Legacy, and Jungala Aqua, The Estates

- **Grace Period (90+ Days):** Cancellations made more than 90 days prior to the check-in date will receive a refund of the Usage Fee, minus a **\$250.00 Administrative Cancellation Fee**.
- **Finalized Period (Within 90 Days):** Any cancellation or "No-Show" occurring within 90 days of the check-in date results in a **100% forfeiture of all funds paid**. No refunds or date modifications are permitted within this window.

B. The Global Collection (Private Network Inventory)

Applies to: Partner-Verified Resorts.

- **Grace Period (45+ Days):** Cancellations made more than 45 days prior to the check-in date will receive a refund, minus a **\$250.00 Administrative Cancellation Fee**.
- **Finalized Period (Within 45 Days):** Any cancellation occurring within 45 days of the check-in date is **100% Non-Refundable**.

C. Administrative Modification Fee

Any guest-requested modification to a confirmed reservation (e.g., name changes or date shifts) that occurs outside of the finalized periods will be processed at the discretion of WOHRCCR, LLC and may be subject to a **\$100.00 Modification Fee** per occurrence to cover resort processing.

6.2 Rebooking Credits

- **Expiration:** Any granted rebooking credits must be used within 365 days of the original check-in date.
- **Blackout Dates:** Credits cannot be applied to peak holiday weeks, including Christmas, New Year's, Holy Week (Semana Santa), and Easter.

6.3 Identity & Security

To maintain the integrity of our private owner inventory and ensure a seamless check-in at elite destinations, WOHRCCR, LLC enforces strict identity protocols.

I. Lead Traveler Requirements

The "Lead Traveler" is the primary person responsible for the unit and the main point of contact for the resort.

✔ **REQUIRED:** The name provided during the booking process must **exactly match** the government-issued photo ID (Passport or Driver's License) presented at the front desk.

⚠ **IMPORTANT:** Resorts will deny check-in if there is a discrepancy between the Confirmation Voucher and your physical ID. WOHRCCR, LLC is not responsible for denied entry due to name mismatches.

II. Mandatory Security Deposit (Hold)

While your room rate and usage fees are pre-paid through WOHRCCR, the resort requires a guarantee for incidental charges (dining, spa, excursions).

✔ **REQUIRED:** A valid major Credit Card must be presented at check-in. The resort will place a "temporary hold" (Security Deposit) on the card. This hold is released at check-out, minus any on-site charges you have incurred.

💡 **PRO-TIP:** Ensure your credit card has a high enough limit to accommodate a \$1,000 – \$1,500 USD hold without affecting your vacation spending power.

III. WOHRCCR Transparency Guarantee

We verify all travelers against our **Preferred Traveler Database** to ensure the security of our private network.

✓ **REQUIRED:** All guests staying in the unit must be listed on the **Traveler Profile Form** prior to the issuance of the Final Confirmation Voucher. Any "unannounced" guests may be subject to additional per-person resort fees or denied access to the property.



SECTION 7: Tiered Refund & Cancellation Policy (45/90-Day Rule)

1. Purpose and Scope: This policy governs all reservations made through Wings of Hope Resort Condo Rental, LLC. By completing the Preferred Traveler Form and submitting payment, the guest acknowledges and agrees to the tiered cancellation schedule based on their chosen accommodation collection.

2. The "Peace of Mind" 48-Hour Window: Full Refund: Guests are entitled to a 100% refund of all monies paid if the cancellation request is received within **48 hours of the initial payment**, provided the check-in date is at least **30 days away**. This allows guests to coordinate flights with zero risk immediately after securing their unit.

3. Tiered Cancellation Schedule:

- **The Vidanta Collection (90-Day Rule):** Cancellations for Sea Garden, Mayan Palace, Grand Mayan, Legacy, and Jungala must be made **90+ days** prior to arrival. Cancellations inside 90 days are 100% non-refundable.

The Global Collection (45-Day Rule): Cancellations for Partner-Verified Resorts and The Estates must be made **45+ days** prior to arrival. Cancellations inside 45 days are 100%

non-refundable.



1. Purpose and Scope: This policy governs all reservations made through Wings of Hope Resort Condo Rental, LLC. By completing the Preferred Traveler Form and submitting payment, the guest acknowledges and agrees to the tiered cancellation schedule based on their chosen accommodation collection.

2. The "Peace of Mind" 48-Hour Window: Full Refund: Guests are entitled to a 100% refund of all monies paid if the cancellation request is received within **48 hours of the initial payment**, provided the check-in date is at least **30 days away**. This allows guests to coordinate flights with zero risk immediately after securing their unit.

3. Tiered Cancellation Schedule:

- **The Vidanta Collection (90-Day Rule):** Cancellations for Sea Garden, Mayan Palace, Grand Mayan, Legacy, and Jungala must be made **90+ days** prior to arrival. Cancellations inside 90 days are 100% non-refundable.
- **The Global Collection (45-Day Rule):** Cancellations for Partner-Verified Resorts and The Estates must be made **45+ days** prior to arrival. Cancellations inside 45 days are 100% non-refundable.

4. WOHRCCR Service Fees (Strictly Non-Refundable): The Administrative Fee (\$99.00 Domestic / \$199.00 International) and the Booking/Management Fee are earned at the time of reservation for research and procurement. These fees are **100% Non-Refundable** once the 48-hour "Peace of Mind" window has closed, regardless of the reason for cancellation.

5. Rebooking Credits: In the event of a cancellation outside the 90/45-day windows (whichever applies), any credit issued for the base rental amount must be used within **365 days** of the original check-in date. Credits are subject to seasonal availability and cannot be used during Blackout Dates (Christmas, New Year's, Holy Week, and Easter).

1. Purpose and Scope: This policy governs all reservations made through Wings of Hope Resort Condo Rental, LLC for properties at Vidanta destinations. By completing the *Preferred Traveler Form* and submitting payment via PayPal, the guest acknowledges and agrees to these terms.

2. The "Peace of Mind" 48-Hour Window: Full Refund: Guests are entitled to a 100% refund of all monies paid if the cancellation request is received within 48 hours of the initial payment, provided the check-in date is at least 30 days away. This allows guests to coordinate flights and family schedules with zero risk.

WOHRCCR Operations Update: The "Key-Holder" Link System

Booking within our Global Collection involves third-party partners (e.g., Marriott, Royal Caribbean, Hilton). Therefore, the following two-part policy applies:

1. WOHRCCR Service Fees (Strictly Non-Refundable)

- **The \$99.00 (Domestic) / \$199.00 (International) Admin Fee and the 10% Booking Fee** are earned at the time of reservation for the research, procurement, and securing of your travel.
- **These fees are 100% Non-Refundable** regardless of the reason for cancellation, including but not limited to: weather, personal emergencies, or changes in travel plans.

Base Rental/Fare Refunds

- **Hotel Stays:** Subject to the specific hotel's "Cancellation Window" (usually 48 hours to 7 days). If the hotel permits a refund, WOHRCR will process it back to you, minus our service fees.
- **Cruise Lines:** Subject to the Cruise Line's tiered penalty schedule. Most cruise lines become non-refundable 75–120 days before sailing.
- **The "45-Day Over-Ride":** Even if a global partner offers a flexible window, WOHRCR, LLC requires a minimum of 45 days' notice for any attempt to recover funds. Any cancellation made less than 45 days before the start of a Global Collection trip is considered 100% non-refundable.

3. Rebooking Credits

- In the event of a cancellation outside the 45-day window, any credit issued will expire 365 days from the original check-in date and cannot be used during Blackout Dates (Christmas, New Year's, Holy Week, and Easter).



SECTION 8: WOHRCR "Preferred Traveler" Memberships

To better serve our high-frequency travelers, **Wings of Hope Resort Condo Rental, LLC** offers tiered membership packages. These programs provide priority access, administrative savings, and exclusive inventory for our most dedicated travelers.

Promotional Incentives & Seasonal Cut-offs "All WOHRCR-offered incentives, value-added perks, and promotional membership rates are subject to strictly enforced '**Selection Windows**.' Any perks associated with a specific seasonal collection will expire on the date of record (e.g., *Spring Collection expires April 30*,

I. Bronze "Let's Go!" Membership | \$199.00

The perfect entry point for a single luxury getaway.

- **Duration:** Valid for one (1) month from the date of purchase.
- **Benefit:** Best for travelers looking to secure a high-demand flagship reservation with priority inventory verification and zero long-term commitment.
- 2026). Procurement requests initiated after the deadline date will revert to standard legacy rates without exception."

II. Silver "Travelers" Membership | \$240.00

The sweet spot for seasonal travelers and short-term planners.

- **Duration:** Valid for three (3) months from the date of purchase.
- **Benefit:** Grants access to our curated list of **Discounted Luxury Hotels, Resorts, and more!** This tier is designed for guests planning a multi-stop itinerary or a season of travel.

III. Gold "Voyager" Membership | \$375.00 (Semi-Annual)

Our premium membership for those who live a lifestyle of luxury travel.

- **Billing:** \$375.00 every six (6) months.
- **Onboarding:** Includes a one-time **\$20.00 Non-Refundable Set-up Fee.**
- **Trial Period:** New members enjoy a **7-Day Free Trial** to explore our premium inventory before the first billing cycle.
- **Benefit:** Maximum administrative fee waivers, priority concierge support, and 24/7 assistance for complex global itineraries and cruises.

Gold "Voyager" Membership (Aviation Integration)

The Ultimate Luxury Advantage: Our Gold Voyager members enjoy the highest level of travel procurement, designed for those who value time as much as comfort.

EXCLUSIVE PERK: Private Aviation Sourcing

- **The Partnership:** Through our elite partnership with **Leviate Air Group**, Gold Members receive two (2) complimentary private jet sourcing consultations per year (\$500.00 value).
- **The Experience:** WOHRCCR, LLC handles the heavy lifting—securing tail-specific quotes for light, midsize, or heavy jets to ensure your journey to the resort begins at the hangar, not the airport terminal.
- **VIP Concierge:** Gold members receive a dedicated procurement specialist to coordinate "Tarmac-to-Suite" logistics, ensuring your luxury SUV is waiting the moment you land.

Membership Terms: All memberships are managed via the WOHRCCR Wix Corporate Portal. Membership fees are non-refundable after the 7-day trial period (for Gold) or once a reservation has been initiated (for Bronze/Silver). Memberships must be active at the time of check-in to utilize specific member-only resort perks.



SECTION 9: WOHRCR Signature Digital Gift Cards

Give the gift of luxury. **Wings of Hope Resort Condo Rental, LLC** offers digital gift cards that can be applied toward any of our **Vidanta Collection** or **Global Signature** bookings.

- **Instant Digital Delivery:** Our gift cards are delivered electronically via email, making them a perfect solution for birthdays, anniversaries, or group trip contributions.
- **Flexible Value:** Gift cards can be loaded with custom amounts to help loved ones cover Administrative Fees, Usage Fees, or a portion of their nightly rental balance.
- **Seamless Redemption:** Gift cards are valid for any WOHRCR, LLC service and can be redeemed through our secure Wix checkout or applied to any custom invoice.



CONTACT & CORPORATE CORRESPONDENCE

All formal inquiries, rebooking credit requests, or official notices must be directed to **Wings of Hope Resort Condo Rental, LLC** via the channels below:

- **Mailing Address:** PO Box #11433 7750 Maryland Avenue, Clayton, MO 63105
- **Primary Email:** sales@wohrccr.com
- **Support Line:** (844) 960-HOPE (4673)

Standard Response Time: > Our team monitors inquiries during standard business hours. Please allow **24–48 business hours** for a response regarding existing reservations or new inquiries. **Voicemail Protocol:** If you reach our automated system, please leave your name, confirmation number (if applicable), and a brief message.

We prioritize returning calls from travelers currently in-destination.



SECTION 10: APPENDICES & BOOKING TEMPLATES

- **APPENDIX A: GLOSSARY OF TERMS & DEFINITIONS**
- **APPENDIX B: VIDANTA/MEXICO TRAVELER CHEAT SHEET**

- **APPENDIX C: GLOBAL TRAVELER CHEAT SHEET FINAL**

- **APPENDIX D: PREFERRED TRAVELER AGREEMENT SUMMARY (SIGNATURE REQUIRED)**
 - **D.1:** Vidanta Collection Summary & Signature
 - **D.2:** Global Collection Summary & Signature

- **APPENDIX E: COMMUNICATION SAMPLES (The Email Templates)**

APPENDIX A: GLOSSARY OF TERMS & DEFINITIONS

To ensure clarity for our Preferred Travelers, the following definitions apply to all interactions with WOHRCR, LLC and our resort partners:

- **Administrative Fee:** The non-refundable service fee (\$99 Domestic / \$199 International) covering the labor-intensive research, procurement, and verification of your travel inventory.
- **Blackout Dates:** Specific high-demand holiday weeks (Christmas, New Year's, Semana Santa, and Easter) where private owner inventory is unavailable through the Vidanta Collection.
- **Booking Fee:** The 10% management fee applied to the total cost of the reservation to cover 24/7 traveler support and booking maintenance.
- **CFAR Insurance:** "Cancel For Any Reason" insurance. The highest level of travel protection, which WOHRCR, LLC strongly recommends for all international journeys.
- **Folio:** Your "on-property" account at the resort. All charges made via your wristband are added to your folio, which must be settled at the front desk upon check-out.
- **Global Signature Collection:** WOHRCR's portfolio of non-condo travel, including major hotel brands (Marriott, Hilton, etc.), private villas, and all luxury cruise lines.
- **Lead Traveler:** The primary guest (minimum age 18) whose name appears on the payment method and who must be physically present at the resort check-in with a valid photo ID.

- **Mandatory Usage Fee:** A resort-required fee paid at the time of reservation to "activate" the booking and provide access to the SkyDream Gondola and resort amenities.
- **Master Room:** The luxurious hotel-style unit (found in Sea Garden, Mayan Palace, and Grand Mayan), strictly limited to an occupancy of 2 Adults and 2 Children.
- **Membership Package:** A tiered subscription (Bronze, Silver, or Gold) providing fee waivers, extended planning windows, and priority access to luxury inventory.
- **Peak Season:** The travel window from March 1st through August 31st, reflecting higher demand and adjusted seasonal nightly rates.
- **Preferred Traveler:** A client of WOHRCR, LLC who has completed the verification process and has access to private, non-public wholesale and owner rates.
- **Sea Garden Private Rates:** Public rates of \$332 (Master Room) and \$439 (1-BR Suite) are verified retail benchmarks. WOHRCR Private Owner rates are exclusive to our inventory and are provided at **\$173.57** and **\$299.00** respectively.
- **Security Pre-Authorization (Resort Spending Account):** A temporary \$600 - \$1,000 USD credit card hold will be placed by the resort at check-in. These funds serve as your cashless spending account for on-property purchases and are released upon check-out (minus any incidentals).
- **Trial Period:** A 7-day window exclusive to the Gold Voyager Membership allowing users to explore the platform before the semi-annual subscription fee is processed.
- **Value Season:** The travel window from September 1st through February 28th (excluding holidays), offering our most competitive flagship rates.
- **Vidanta Collection:** Our flagship Mexican resort inventory including the Sea Garden, Mayan Palace, Grand Mayan, and Legacy Suites.

APPENDIX B:

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W O H R C R, L L C



VIDANTA/MEXICO RESORTS TRAVELER CHEAT SHEET

PRIVATE OWNER

Quick-Start Guide for your Wings of Hope Luxury Getaway

Welcome, Preferred Traveler!

To ensure a 5-star experience, please keep this summary handy. This page highlights the "**Must-Know**" rules for your upcoming reservation.

1. THE "MUST-HAVE" CHECK-IN LIST

When you arrive at the resort front desk, you must have these three things in your hand:

- **Government Photo ID:** Must match the Lead Preferred Traveler name on the reservation.
- **WOHRCR, LLC Confirmation Voucher:** Digital or printed (provided 48 hours after payment).
- **Major Credit Card:** For the mandatory Deposit (\$600-\$1000) (Vidanta is a cashless resort; cash is not accepted for this deposit. Deposits are determined by resort location)

2. THE VIDANTA "CASHLESS" PROTOCOL

THE CASHLESS RESORT EXPERIENCE "At check-in, a **\$600 - \$1,000 USD pre-authorization** is placed on your credit card. This is not a 'lost' deposit; it is your **Resort Spending Account**.

- **How it works:** Your room key/wristband is linked to this account. All meals, drinks, spa services, and shop purchases are charged directly to your room.
- **The Benefit:** No need to carry cash or cards throughout the 2,500-acre property.
- **Settlement:** At check-out, any unused portion of the deposit is released back to your card. If you spend *more* than \$600 - \$1,000, you simply settle the balance at the front desk.
- **Tipping:** While the resort is cashless, small USD bills (\$1, \$5) are recommended for tipping housekeeping, bellmen, and shuttle drivers.

3. CRITICAL BOOKING POLICIES

OFFICIAL CANCELLATION POLICY (90-DAY RULE)

- **The 90-Day Deadline:** All reservations become **100% Non-Refundable** once you are within 90 days of your arrival date.
- **Cancellations Outside 90 Days:** If you cancel your reservation **more than 90 days** prior to arrival, a **\$250.00 fee** will be deducted from the usage fee. The remaining balance will be credited back to the preferred traveler credit card used at the time of booking.

- **WOHRCR Service Fees:** Please note that WOHRCR administrative and booking fees are independent of the resort usage fees and are non-refundable once the 48-hour verification window has closed.
- **Lead Traveler (18+):** The person who paid for the trip must be present at check-in and be at least 18 years old.
- **Usage Fees:** Remember, your Mandatory Usage Fees were pre-paid to **WOHRCR, LLC** to "activate" your SkyDream Gondola (compliments of WOHRCR, LLC) and resort amenities. There are no additional resort fees due at check-in.
- As these are Private Owner contracts, all upgrades and room assignments are managed through WOHRCR, LLC procurement and are not available for modification via the resort's public reservation desk.

Mandatory Security Hold & Resort Spending Account

The Amount: Upon check-in, the resort requires a mandatory security hold on a major credit card. This amount typically ranges from **\$600.00 to \$1,000.00 USD**, depending on your specific unit size and resort location.

How It Works (Usable Credit): This is not an additional fee; it is your **on-property spending account**. Because Vidanta is a cashless resort, this hold is linked to your resort wristband. You can use this "credit" to pay for:

- All on-site dining and bars
- Spa treatments and massages
- Golf tee times and shop purchases
- Groceries at the on-site boutique market

The Settlement: At the end of your stay, the resort will deduct your total spending from this hold. **Any unused portion is released back to your credit card.** If your spending exceeds the initial hold, you simply settle the balance at the front desk during check-out.

4. EMERGENCY SUPPORT

If the front desk cannot locate your reservation or if you encounter any issues during your stay:

- Ask for the Duty Manager or Guest Relations immediately.

- Call WOHRCR Priority Support: (844) 960-HOPE (4673)
- Email: sales@wohr-cr.com (Subject: URGENT - [Your Name])

HOW TO READ YOUR MANUAL:

Section 1: Pricing & Savings (Why you got a great deal!)

Section 4: Secure Payment & Financing (Affirm/Klarna details)

Section 7: Refund & Cancellation (The legal "Fine Print")

Appendix: Glossary of Terms (Resort lingo explained)

IMPORTANT

All WOHRCR, LLC Preferred Travelers are required to read the Operations Manual prior to booking your accommodations. Click on the link below and return to this page for confirmation.

- [2026 WOHRCR, LLC Operations Manual](#) (The Legal Terms)
 - "I confirm that I have opened, read, and understood the **2026 WOHRCR, LLC Operations Manual.**"
 - 2026 Payment & Policy Acknowledgement: "I have read and agreed to the WOHRCR, LLC fee structure and payment terms. I understand that Payment 1 (Administrative/Agency Fee) is non-refundable and secures my private owner rate."
 - "I acknowledge that Payment 2 (Rental & Mandatory Usage Fee) is due within 24 hours of confirmation to 'lock' my reservation. I understand that a separate Incidental Security Hold (\$600-\$1,000 USD) will be required via credit card by the resort at check-in."

APPENDIX C:

2026

WOHRCR, LLC



GLOBAL TRAVELER CHEAT SHEET

The Ultimate Guide for Resorts, Cruises, Villas & Private Homes

Welcome to the Wings of Hope Resort Condo Rental, LLC Family!

Whether we have procured a private villa in Tuscany, a Caribbean cruise, or a luxury SUV for your road trip, use this sheet to ensure a seamless experience.

1. THE "BIG FOUR" DOCUMENTS

Before leaving for the airport or port, verify you have:

- WOHRCR, LLC Procurement Voucher: Your specific confirmation for the resort, villa, or home.
- Government ID & Passports: Passports **must be valid for 6 months beyond your return date** for all international travel (including cruises).
- Boarding Passes: Digital or printed copies of your flights and cruise boarding documents.
- The "**Deposit Card**": A major credit card with at least \$1,000 available limit for security holds at hotels, villas, and car rental agencies.

2. SEAMLESS GLOBAL LOGISTICS

Flights: Download the airline app (Delta, American, Emirates, etc.) and turn on notifications. WOHRCR procures the seat; the airline manages the gate.

Car Rentals: You must have a physical credit card in the Lead Driver's name. If traveling outside the US, ensure you have your International Driving Permit (IDP).

Private Homes & Villas: Unlike hotels, private homes may have a "Meet & Greet" time. Check your voucher for your host's contact info and the check-in window.

3. CRITICAL "GLOBAL" POLICIES

- **The 45-Day Rule:** Most WOHRCR procurements become 100% Non-Refundable 45 days prior to departure. For Cruises and certain Private Home Rentals, this window may be 60-90 days. Refer to your specific voucher.
- **Travel Insurance:** For high-value bookings (\$5,000+), WOHRCR strongly recommends "Cancel For Any Reason" (CFAR) insurance to protect your investment. WOHRCR, LLC requires proof of travel insurance for all booking accommodations
- **Mandatory Fees:** While many resort fees are pre-paid, some European cities and Cruise lines charge "Port Fees" or "City Taxes" locally.

4. INTERNATIONAL PROTOCOL

- **Cashless vs. Cash:** While many US/Mexico resorts are cashless, small local currency is essential for European markets and tips.
- **Connectivity:** We recommend **WhatsApp** for communicating with villa hosts and shuttle drivers globally.
- **Power:** If booking a Villa or Home outside North America, ensure you have the correct **Universal Power Adapter**.

5. EMERGENCY & ON-SITE SUPPORT

If you encounter an issue at a check-in desk, a car rental counter, or a villa gate:

1. **Stay Calm & Present your Voucher:** This proves WOHRCR, LLC has secured the inventory.
2. **Contact the Vendor Directly:** Call the number on your voucher first (the local host/manager).
3. **Escalate to WOHRCR:** Call **(844) 960-HOPE (4673)** or Email **sales@wohr-cr.com** with "URGENT" in the subject line.

YOUR WOHRCR, LLC FOLDER CHECKLIST:

- Global Traveler Cheat Sheet
- Flight Confirmations
- Resort/Villa Vouchers
- Car Rental Agreement

 **THE WOHRCR "QUICK-START" NAVIGATOR** To ensure your protection and peace of mind, all Preferred Travelers must review the 2026 Operations Manual prior to finalizing their stay. Use this shortcut to access the most vital sections:

 **CLICK HERE TO OPEN YOUR 2026 MANUAL**]

HOW TO USE YOUR GUIDE:

- **The "Why":** See **Section 1** to understand your 40-60% Private Owner savings.
- **The "How":** See **Section 4** for secure payment steps and Klarna/Affirm financing.
- **The "Safety Net":** See **Section 7** for our **tiered 45/90-day cancellation guarantee** and the legal "Fine Print."
- **The "Lingo":** See **Appendix A** to master resort terminology like the "\$1,000 Cashless Spending Account."

Please return to this page after reading to confirm your acknowledgement and proceed with your reservation.

[] [2026 WOHRCR, LLC Operations Manual](#) (The Legal Terms)

“Did you review the manual? If yes, please proceed to the confirmation below.”

- I confirm that I have opened, read, and understood the **2026 WOHRCR, LLC Operations Manual**.
- 2026 Payment & Policy Acknowledgement:** "I have read and agreed to the WOHRCR, LLC fee structure and payment terms. I understand that **Payment 1** (Administrative/Agency Fee) is non-refundable and secures my private owner rate."
- "I acknowledge that **Payment 2** (Rental & Mandatory Usage Fee) is due within 24 hours of confirmation to 'lock' my reservation. A major credit card in the lead traveler's name is required at check-in/pick-up. Please ensure your card has a minimum available limit of **\$1,000 USD** to accommodate mandatory security holds, which vary by provider and destination, during "check-in/pick-up."

APPENDIX D: 1 AND 2:

D.1 WOHRCR, LLC Vidanta Collection: Preferred Traveler Booking Summary & Agreement including Mandatory Pre-Arrival Usage Fees

Lead Traveler Name: _____ **Reservation #:** _____
Property/Collection: _____ **Check-In Date:** _____

1. Tiered Cancellation Acknowledgment (Check one)

I understand that my reservation is subject to the following strict cancellation window:

- [] **THE VIDANTA COLLECTION (90-DAY RULE):** I acknowledge that for Sea Garden, Mayan Palace, Grand Mayan, Legacy, and Jungala, I must cancel at least **90 days** prior to arrival to receive a refund (minus the \$250 admin fee). Within 90 days, all funds are **100% non-refundable**.
- [] **THE GLOBAL COLLECTION (45-DAY RULE):** I acknowledge that for The Estates and Global Partner Resorts, I must cancel at least **45 days** prior to arrival to receive a refund (minus the \$250 admin fee). Within 45 days, all funds are **100% non-refundable**.

2. Non-Refundable Fees

I acknowledge that all **Administrative Fees** and **Booking/Management Fees** are earned upon confirmation of inventory and are **strictly non-refundable** once the 48-hour "Peace of Mind" window has expired.

3. Mandatory Resort Fees & Security Deposit

- **Usage Fees:** I agree to pay the mandatory Resort Usage Fees required to "activate" my private owner reservation.
- **Security Hold:** I understand that a major credit card is required at check-in for a mandatory security deposit hold (typically **\$1,000 USD**). I certify that I have the available credit to cover this hold.

4. Travel Insurance Recommendation

WOHRCR, LLC has strongly advised me to purchase **Travel Insurance (CFAR)** to protect my investment against unforeseen emergencies, as WOHRCR cannot issue refunds once the resort-mandated "Finalized Period" has begun.

5. Digital Signature & Master Manual Acceptance

By signing below, I certify that I have read the **WOHRCR Master Operations Manual** (Version Jan 2026) and agree to be bound by its terms, including the "One-Click" agreement protocols.

Signature of Lead Traveler: _____ **Date:** _____

D.2 WOHRCR, LLC Global Collection: Preferred Traveler Booking Summary & Agreement including the 5%–10% Management Fee

Lead Traveler Name: _____ **Reservation #:** _____
Property/Collection: _____ **Check-In Date:** _____

1. Tiered Cancellation Acknowledgment (Check one)

I understand that my reservation is subject to the following strict cancellation window:

- **THE VIDANTA COLLECTION (90-DAY RULE):** I acknowledge that for Sea Garden, Mayan Palace, Grand Mayan, Legacy, and Jungala, I must cancel at least **90 days** prior to arrival to receive a refund (minus the \$250 admin fee). Within 90 days, all funds are **100% non-refundable**.
- **THE GLOBAL COLLECTION (45-DAY RULE):** I acknowledge that for The Estates and Global Partner Resorts, I must cancel at least **45 days** prior to arrival to receive a refund (minus the \$250 admin fee). Within 45 days, all funds are **100% non-refundable**.

2. Non-Refundable Fees

I acknowledge that all **Administrative Fees** and **Booking/Management Fees** are earned upon confirmation of inventory and are **strictly non-refundable** once the 48-hour "Peace of Mind" window has expired.

3. Mandatory Resort Fees & Security Deposit

- **Usage Fees:** I agree to pay the mandatory Resort Usage Fees required to "activate" my private owner reservation.
- **Security Hold:** I understand that a major credit card is required at check-in for a mandatory security deposit hold (typically **\$1,000 USD**). I certify that I have the available credit to cover this hold.

4. Travel Insurance Recommendation

WOHRCR, LLC has strongly advised me to purchase **Travel Insurance (CFAR)** to protect my investment against unforeseen emergencies, as WOHRCR cannot issue refunds once the resort-mandated "Finalized Period" has begun.

5. Digital Signature & Master Manual Acceptance

By signing below, I certify that I have read the **WOHRCR Master Operations Manual** (Version Jan 2026) and agree to be bound by its terms, including the "One-Click" agreement protocols.

Signature of Lead Traveler: _____ **Date:** _____

APPENDIX E:

WOHRCR, LLC FINAL RESERVATION PACKET

CONFIRMED: Your Luxury Journey Begins

Dear [Guest Name],

Congratulations! Your private owner inventory has been successfully verified and secured. Below are your official confirmation details for your upcoming stay. Please **save this email** and have it available (digitally or printed) upon arrival at the resort.

1. RESERVATION SUMMARY

- **Lead Traveler:** [Guest Name] (Must match ID)
- **Resort Name:** [e.g., Vidanta Nuevo Vallarta]
- **Collection Tier:** [e.g., Grand Legacy Master Suite]
- **Confirmation Number:** [Insert Vidanta Portal Number]
- **Check-In Date:** [Date] (Check-in starts at 5:00 PM)
- **Check-Out Date:** [Date] (Check-out is at 10:00 AM)

2. ARRIVAL & TRANSPORTATION (SAP)

As a WOHRCR Preferred Traveler, your one-way VIP airport-to-resort shuttle is included.

- **Action Required:** You must register your flight details at least **14 days** prior to arrival.

- **Shuttle Link:** [Insert Resort-Specific Shuttle Link]
- **Resort Direct Line:** [Insert Phone Number from Manual]

3. AT THE FRONT DESK

- **The Hold:** Per Section 6.3 of the WOHRCR Manual, the resort will place a **\$600 - \$1,000 USD** security hold on your major credit card.
- **Cashless System:** You will receive your digital wristbands at check-in. These will be your room key and "credit card" for all on-property dining and spa services.
- **The Manual:** If you have any questions regarding resort protocol, refer to **Section 5: Check-In Assurance Protocol** in your Master Manual.

4. YOUR WOHRCR, LLC PERKS

- **SkyDream Gondola:** Your \$50.00 credit is integrated into your owner-access status.
- **Legacy Concierge:** You have priority access to book Cirque du Soleil LUDŌ tickets via the concierge desk in the lobby.

Welcome to the WOHRCR Family. We hope this vacation brings you the "Hope" and relaxation you deserve.

Safe Travels,

The WOHRCR Procurement Team (844) 960-HOPE (4673) sales@wohrccr.com

The "Welcome Home & Review" Template

(This should be sent 2-3 days after their check-out date)

Subject: Welcome Home! How was your WOHRCR Experience?

Hello [Guest Name],

Welcome back! We hope your stay at the **[Resort Name]** was everything you imagined and more. At WOHRCR, LLC, our mission is to make luxury accessible, and we hope you feel like a Preferred Traveler every step of the way.

Could you share the Hope? As a boutique procurement service, our business grows through the stories of our travelers. Would you mind taking 2 minutes to share a review of your experience?

- **[Link: Review us on Google/Facebook/Website]**

Your Feedback Matters:

- How was the check-in process?
- Did the [**Room Tier**] meet your expectations?
- Did you enjoy the SkyDream Gondola and VIP perks?

The "Preferred Traveler" Gratitude Bonus

"A Token of Our Appreciation": Because we value your partnership and your feedback, we have upgraded your account to **VIP Status**. As a 'thank you' for sharing your journey with us, your **next Administrative Procurement Fee (\$99-\$199 value)** will be completely waived.

We believe in 'Giving Back' to those who help our Wings of Hope community grow. Simply reply to this email when you are ready to plan your 2027 journey, and we will apply your waiver immediately."

1. The "Inventory Unavailable" (Pivot) Email

Sometimes the portal says a room is gone for the specific dates the guest wants. Instead of losing the customer, you "pivot" them to a different unit or date.

- **Purpose:** To stay professional when you can't fulfill the exact initial request.
- **Key Phrase:** "While your specific unit is unavailable for those dates, as your procurement specialist, I have secured a priority hold on [Alternative Unit/Date] which offers similar VIP perks."

2. The "Payment Reminder" (The 24-Hour Rule)

Your manual (Section 1.5) mentions that the reservation isn't "locked" until the fees are paid. If they don't pay the invoice quickly, you risk losing the room in the portal.

- **Purpose:** To create urgency so you don't lose the inventory.
- **Key Phrase:** "To protect your confirmed rate and inventory, please settle the enclosed invoice within the next 4 hours. After this window, the private owner portal will release the hold."

3. The "Mid-Stay" Wellness Check

Sending a quick text or email on Day 2 of their trip is the hallmark of a "Boutique" service.

- **Purpose:** To catch any small issues (like a broken toaster or missing towels) before they turn into a bad review.
 - **Key Phrase:** "Just checking in to ensure your transition into the [Room Tier] was seamless. Enjoy the SkyDream Gondola today!"
-

The "Inventory Pivot" Template

Subject: 🌟 WOHRCR Update: Priority Options for your [Destination] Luxury Escape

Dear [Guest Name],

Thank you for your interest in the [Original Unit Type] for your upcoming travel.

Our team has performed a real-time audit of the Private Owner inventory for your requested dates. While the [Original Unit] is currently at maximum occupancy for that specific window, as a WOHRCR Preferred Traveler, you have priority access to our "Inventory Pivot" options.

I have successfully secured a **48-hour priority hold** on the following luxury alternatives for you:

- **Option 1 (The Date Shift):** The [Original Unit] is available just [Number] days later, starting on [New Date]. By shifting your arrival, we can maintain your original rate and all VIP perks.
- **Option 2 (The Upgrade):** We have immediate availability in the [Higher Tier Unit, e.g., Grand Mayan Suite]. This unit offers [One Key Perk, e.g., a private plunge pool] and is currently available for your exact dates at a special "Pivot Rate."
- **Option 3 (The Signature Pivot):** Experience our [Alternative Property, e.g., Vidanta Riviera Maya]. This destination is a traveler favorite and offers full access to [Perk, e.g., Jungala Aqua Experience].

Action Required: Please reply to this email or call us at **(844) 960-HOPE** within the next **48 hours** to confirm which option best fits your schedule. Once you select your "Pivot," we will issue your secure payment link to lock in the inventory.

We are committed to ensuring you experience the luxury you deserve. Let's get your 2026 journey on the calendar!

Best regards,

The WOHRCR Procurement Team (844) 960-HOPE (4673) *Where HOPE Brings Dream Vacations to Life*



A FINAL NOTE FROM WOHRCR, LLC

At Wings of Hope Resort Condo Rental, LLC, we understand that a vacation is more than just a booking—it is an investment in time, family, and peace of mind. Our mission is to protect that investment by providing the "Intellectual Honesty" and elite procurement services that our Preferred Travelers deserve.

From the boutique intimacy of the **Sea Garden** to the expansive luxury of the **Legacy Collection**, we are honored to be your bridge to the world's most beautiful destinations. Thank you for choosing WOHRCR, LLC. We look forward to facilitating your 2026 journey.

— *The WOHRCR Procurement Team*

