

# FREQUENTLY ASKED QUESTIONS



**1. Does 'per unit' mean everyone in our unit gets to go for free?**

Guests receive one complimentary admission per activity, per unit. You can go free every day but only one guest per day. Additional guests pay full price.

**2. Does 'per paid night' mean that since we are here 5 nights we can use 5 free passes on the same day?**

Activities are noncumulative. Unused admissions expire daily. You can go free every day but cannot use them all on one day.

**3. I checked in two days ago. Can I use those free passes today?**

Activities are nontransferable. Unused admissions expire daily. You get one each day but they expire at the end of each day.

**4. We have multiple families. Can I add names to the Xplorie Card?**

Yes. Xplorie Vacation Specialists can issue Xplorie Cards, by email, with additional names. Guests may request by clicking "Book Activity" from mobile platform. Offers are valid for one free admission per unit, per paid night stay, not per card.

**5. Why do you have to have a credit card if it's supposed to be free?**

The credit card is only required to hold the reservation. The only way it would be subject to charge is if you are a no-show or fail to cancel a minimum of 24 hours in advance.

**6. The card says Jones on it, but my last name is Miller. Can I use it?**

Up to 2 last names may be allowed on the card.

**7. My son wants to use the activity, but he's only 16 years old. Can he use the card?**

Unfortunately, due to liability reasons, you must be 18 years or older to use the Xplorie card.

**8. If I make a reservation directly with an attraction (activity provider), can you convert it to a complimentary admission later?**

In order to receive your complimentary passes, all reservations must be made through Xplorie.

**9. I don't want the free admissions. What is my price without them?**

The passes are included as a thank you for staying with us just like some accommodations provide gym access or breakfast.

**10. When I text in my keyword it replies that the keyword is invalid?**

Sometimes phones will auto correct when texting. Please double check the keyword's spelling prior to selecting send.

**11. Can I share the link I receive or have multiple people in my party text in?**

Yes! The Mobile Platform's purpose is to provide guests with information on the great offers provided.