

KEY: Client AMER / Client EMEA & APJ

Four Seasons Resort Oahu at Ko Olina

May 15-21, 2023 / May 19-25, 2023

Congratulations & Welcome to Client Event!

As a result of your dedication, hard work, and outstanding contributions to the success we achieved in 2022, you have earned a place in this year's Client Event Hawaii! You and your guest will soon be traveling on an exciting getaway to the beautiful island of Oahu in Hawaii.

In addition to grand accommodations, we have an exciting program planned for you, featuring engaging daytime activities and entertaining evenings. Spend time celebrating with your colleagues in one of the world's most beautiful destinations.

To ensure your trip will be unforgettable and untroubled, we have produced this booklet with important information about your destination, your hotel, activities, and much more. Please take the time to review it prior to your departure.

Should you have any questions or concerns, do not hesitate to contact Client Travel Headquarters.

We look forward to congratulating you in person and celebrating with you and your guest in Hawaii!

GENERAL INFORMATION

Client Club Travel Headquarters

Monday – Friday, 8:30 am and 5:00 pm PST (U.S. Pacific Daylight Time)

Phone: (XXX) XXX-XXX

Toll Free (US only): (XXX) XXX-XXX

Email: Client Email

AFTER HOURS AIR TRAVEL INQUIRIES

*Please refer to your flight itinerary that has been provided to you.

Contact Information

Four Seasons Resort Oahu at Ko Olina

Address: 92-1001 Olani Street, Kapolei, Hawaii 96707, U.S.A.

Phone: +1 (808) 679-0079

DESTINATION INFORMATION

In 1959, Hawaii became the last state to join the United States of America. With about 750 miles of coastline spread around its six major islands, you're never far from sparkling turquoise waters and beaches covered with multi-colored sands. Waterfalls cascade from cliffs high in the lush, green mountains, and a colorful array of flowers and birds ensure beautiful photos with #nofilter necessary.

Cultural experiences abound bringing the Polynesian history to life through song, dance, chants, food, language, art, and more! When visiting Hawaii, you're sure to experience "Ho'okipa," the Native Hawaiian value of hospitality and giving, while learning about how the people of Hawaii value their history, culture, and their land.

Sometimes called "The Gathering Place," the island of Oahu is a fusion of Eastern and Western cultures rooted in the values and traditions of the Native Hawaiian people. Reminders of ancient societies combine with modern culture, and bustling city life to laidback surf towns welcome locals and visitors.

With its stunning waters, there's no shortage of watersports and beach activities on Oahu; from surfing to snorkeling, from yoga on the beach to cocktails on the beach, there's always something happening near the cerulean waters. Away from the beach, adventure awaits, with bike rides, rainforest and waterfall hikes, museums, and golfing opportunities.

Whatever you choose to do with your time in Oahu, it's sure to be a most memorable trip.

Currency

Hawaii's currency is the US dollar (USD). This is represented by the dollar symbol (\$). Credit cards (Visa, MasterCard, and American Express) are accepted in most places.

Time Zone

Hawaii is in the Hawaii-Aleutian Time Zone (HST) and is 10 hours behind UTC (Coordinated Universal Time). In May, when it is 8:00 am in Hawaii it is:

San Francisco	Monday, May 15	11:00 am
Dallas	Monday, May 15	1:00 pm
New York	Monday, May 15	2:00 pm
London	Monday, May 15	7:00 pm
Beijing	Tuesday, May 16	2:00 am

Official Languages

The official languages of Hawaii are Hawaiian and English. English is commonly spoken.

Voltage Requirements

The plugs and sockets in Hawaii are standard U.S. voltage (110-120 V) and frequency (60 Hz). If you are coming from the U.S., no additional adaptors or converters will be needed for your electrical devices.

HOTEL INFORMATION

Beautiful white sand beaches. Turquoise waters. Breathtaking views. Four Seasons Resort Oahu at Ko Olina sits on Oahu's wild and rugged western coast, where vast ocean views and lively pools and lagoons provide the setting for an unforgettable adventure.

Be prepared to relax in luxury. With world-class amenities, well-appointed accommodations, and every convenience at your fingertips, the Four Seasons Resort Oahu at Ko Olina is ready to dazzle and delight you during your stay. From delicious culinary offerings designed by a James Beard award-winning chef, a tranquilizing spa with treatments crafted from local botanicals and traditional Hawaiian techniques, and a gorgeous white sand beach right outside the door, this promises to be one trip you will remember for a lifetime.

With 5 on-site restaurants and lounges, the 18-hole Ko Olina Golf Course, four sparkling swimming pools, and so much more, you won't run out of things to do during your stay ...even if all you want to do is relax and enjoy the tropical sun.

Your room includes a Customizable Four Seasons Bed with your choice of plush, signature, or firm mattress topper, a decadent marble bathroom, and a balcony or lanai to enjoy your morning coffee or an evening cocktail. In addition, you'll enjoy a large HDTV with on-demand programming, included WiFi, lightweight kimono-style bathrobes, and Bvlgari toiletries.

No matter what you choose to do during your stay, the Four Seasons Resort Oahu at Ko Olina offers you an opportunity to enjoy every moment of your time in Oahu.

TRAVEL DOCUMENTS

For **Club Client** Hawaii participants traveling from outside of the United States, a passport is required. Passports **MUST** be valid for at least six (6) months beyond your date of departure from Hawaii, regardless of where you are from. If your current passport expires before October 25, 2023, you will need to renew your passport prior to travel. It is also recommended that you have at least two (2) blank pages in your passport to accommodate visa sticker(s) if required.

We recommend that you leave a copy of your passport, photo ID, and/or other documentation (as needed) with a friend or family member back home. It's also a good idea to have a photo of documentation saved on your phone or computer.

Visa Documents

It will be your personal responsibility to obtain the required visa and/or transit visa for Hawaii

for all segments of your Club Hawaii travel. **Client** and **Program Name** Hawaii Travel Headquarters are not responsible for obtaining required visas for you and your guest. Please verify transit visa requirements with your local consulate if your flights connect through an intermediary country.

For more information on the visa requirements please contact CIBTvisas, **Client**'s preferred global visa and passport service provider, for assistance.

Client AIR TRAVEL & GROUND TRANSPORTATION

Air Travel

Program Name Hawaii air transportation arrangements for you and your guest are handled by **Client Program Name** Travel Headquarters.

Please be advised that **Client** corporate travel policies will be strictly adhered to for **Program Name** Hawaii. Air tickets will be issued only once. Subsequent changes that require reissuing your ticket will be at your own expense, and Travel Headquarters will require a personal credit card payment before the ticket is reissued and released. **Client Program Name** Travel Headquarters will issue roundtrip tickets at the best fare and in accordance with **Client**'s risk management policy between your nearest major airport and the **Program Name** Hawaii location. Alternate routings (connections within a two-hour time window) and alternate airports within a 50-mile radius will be considered. Surcharges for additional segments will be considered a personal expense and must be paid before the ticket is issued. Please note that a service charge will apply for airline upgrades plus any fare difference, as contracted fares are generally not upgradeable.

- All air must be booked through the **Program Name** Hawaii registration form and **Client Program Name** Travel Headquarters.
- A **Client Program Name** travel counselor will email you a proposed travel itinerary within 5 business days of receiving your registration. Your air ticket will be issued upon receiving your approval to the travel itinerary.
- Air travel will be provided in coach/economy class and special requests like routing/airlines will only be permitted if it falls within **Client Program Name** travel budget and the **Client** travel policy.
- Alternate routings (connections within a two-hour time window and alternate airports within a 50-mile radius) will be considered.
- Changes to ticketed flights will be at your own expense and the **Client Program Name** travel counselor will require a personal credit card payment before the ticket is reissued and released.
- Flight deviations can be arranged with the **Client Program Name** air agent any additional cost will be your personal responsibility and payable upon booking of itineraries.
- Rental cars will not be reimbursed.
- Personal travel plans such as hotel and car reservations must be arranged on your own.

- If you are requesting pre or post hotel extensions the processing of your air reservation may be delayed.

Airport Check-In

Plan to arrive at your home airport at least three hours prior to your flight's departure time for international flights. Due to the peak travel season and heightened security, we also recommend visiting your airlines website 24 hours prior to your departure to confirm your flight and verify the time needed for check-in.

Ground Transportation

Roundtrip ground transportation will be provided for all **Program Name** Hawaii qualifiers and their guests on program arrival day of **Monday, May 15 / Friday, May 19** and for program departure day of **Sunday, May 21 / Thursday, May 25**. Upon arrival at Daniel K. Inouye International Airport (HNL), please look for Event Staff displaying **Program Name** Hawaii signage in the baggage claim area to assist you with your luggage and transfer.

Transportation between your home and the airport, car rentals, and taxis during the program are at your own expense and are not reimbursable. If you are extending your stay before or after the main program dates, transportation arrangements and costs are the responsibility of the employee.

Ground Transportation Outside of Program Dates

Four Seasons, Oahu does not offer shuttle service. Taxis, Uber and Lyft are readily available. Taxi service is available at Daniel K. Inouye International Airport (HNL) at the approximate cost of \$100.00. Please contact the concierge for more information on making transportation arrangements with the Four Seasons.

Four Seasons Resort Oahu Concierge:

Phone: +1-808-679-0079

E-mail: concierge.oahu@fourseasons.com

Luggage Guidelines

Luggage restrictions vary from country to country depending on the carrier. Please consult with the airline on which you are flying for specific luggage restrictions. Many airlines charge service fees for any checked luggage. Retain luggage receipts, as fees associated with checked luggage for up to two (2) pieces per guest will be reimbursed via Club Hawaii expense report procedures.

The following are a few additional guidelines:

- Most airlines allow one carry-on item and one personal item such as a purse, briefcase, or laptop – per person. The carry-on item must fit completely under your seat or in the overhead compartment. Be sure to pack valuables such as your camera, medications, and jewelry in your carry-on.

- Remember the 3-1-1 rule for carrying liquids or gels in your carry-on luggage: 3.4-ounce bottles or less, 1 quart-sized clear, plastic bag, 1 bag per passenger.
- To ensure extra care and safety in the handling of your luggage, affix a **Program Name** luggage tag to each piece of baggage you are bringing. These tags must remain on your bags throughout the trip. They are especially important in identifying you as a **Program Name** member to our ground transportation staff and to the hotel’s bell staff. Should a tag become lost, please see a staff member at the **Client** Club Hospitality Center for a replacement.
- Your checked luggage should be checked through to your final destination airport.

Client

Luggage Tags

Federal regulations require that all checked baggage be clearly identified on the outside. It is also a good idea to include full identification inside each piece of luggage if the outer tags are lost in handling.

Attach a **Program Name** Hawaii luggage tag to your checked baggage, even if you already have other identification on your bags. These tags are essential in identifying you as a **Program Name** Hawaii attendee to our ground transportation personnel.

GENERAL INFORMATION

Guests

Each **Program Name** Hawaii qualifier is entitled to bring one adult guest, 21 years of age or older (no exceptions). Children and additional guests are not permitted to attend. The intent of allowing the winner to invite a guest is for the winner to select a guest that has helped support the individual throughout the year in attaining this award-winning performance. The one restriction is that the guest should not be a person in the **Client** Sales organization who could normally qualify for **Program Name** Hawaii by way of a compensation plan. All passengers must be ticketed prior to flying. **Any guest who has not pre-registered and been ticketed will not be allowed to attend.**

Climate & Attire

Hawaii has beautiful weather during the month of May. Average temperatures range from daytime highs of 84 F° (29C°) to evening lows of 70 F° (21 C°). For the most current weather conditions visit www.weather.com.

We generally suggest casual attire for daytime functions. For evening functions, smart casual, casual, and cocktail attire are requested. We suggest packing layers and a light jacket for rain. Please refer to the following list for event-specific recommended attire.

May 15	Welcome Reception	Resort Casual Attire
May 16	Hawaiian Celebration	Casual Cocktail Attire
May 17	Geo Dinners	Casual Cocktail Attire

May 18	Recognition Evening	Resort Chic Cocktail Attire
May 19	Program Name Welcome Reception	Resort Casual Attire
May 20	Program Name Celebration Evening	Cocktail Attire

May 19	Program Name Welcome Reception	Resort Casual Attire
May 20	Program Name Celebration Dinner	Cocktail Attire
May 21	Welcome Reception	Resort Casual Attire
May 22	Geo Dinners	Casual Cocktail Attire
May 23	Hawaiian Celebration	Casual Cocktail Attire
May 24	Recognition Evening	Resort Chic Cocktail Attire

Special Meals, Dietary or Medical Needs

If you have requested special meals or indicated specific dietary or medical needs in your registration, please confirm these upon check-in at the Client Club Hospitality Center.

ADA Information

Client Program Name Travel Headquarters shall attempt to identify in advance any participants requiring special consideration as covered by ADA. Client Program Name Travel Headquarters will notify the Four Seasons Resort in writing of such needs for accommodation as soon as they are identified. Client Program Name Travel Headquarters can provide further information upon request.

Gratuities and Tips

Arrangements have been made to cover all program-related gratuities associated with Program Name Hawaii. This includes airport luggage handlers, hotel porters, hotel housekeeping services, waiters at group meals, drivers, and guides. When you dine on your own, the average gratuity for waiters is 20%.

Client Club Hospitality Center

For your convenience, there will be an exclusive Client Club Hospitality Center located at the hotel. Travel staff will be available to provide assistance with:

- Times and locations for all Client events
- Activities and local sightseeing information
- Assistance with departure information
- Conveyance of emergency messages

Your Client travel staff will be available to assist you in any way possible and will be your main contacts during your stay. It is suggested that you stop by the desk daily, as any program updates will be posted there.

Name Badges

You will receive a name badge when you check in at the **Client** Club Hospitality Center. For security purposes, it is extremely important that you and your guest wear this badge to all group functions. If you do not have your name badge, you will be asked to return to your room to retrieve your badge.

Pre- & Post-Program Extensions / Personal Travel

Four Seasons Resort Oahu at Ko Olina has limited availability at our negotiated rate for **pre-program** extensions only. Due to the flow of the Club program, **post-program** extensions cannot be accommodated at Four Seasons Resort Oahu at Ko Olina. Conversely, Four Seasons Resort Oahu at Ko Olina has limited availability at our negotiated rate for **post-program** extensions only. Due to the flow of the Club program, **pre-program** extensions cannot be accommodated at Four Seasons Resort Oahu at Ko Olina.

If you are planning to pre- or post-extend outside of Hawaii, you will be on your own for accommodations outside of program dates.

Check-out and Departures

The **Client** travel staff will distribute personalized departure notices for your review at the end of **Program Name** Hawaii. Your departure notice contains information regarding luggage and check-out procedures as well as your transfer time to the airport. If you have any changes that need to be made, please visit the **Client** Club Hospitality Center.

Please allow enough time to check-out through the hotel's Front Desk even if nothing has been charged to your personal account. Official hotel check-out time is 12:00 noon. Should your transfer time from the hotel be later in the afternoon, every effort will be made on site to secure a later check-out time; however, there may be an extra charge at your own expense should you wish to extend your room beyond the hotel's official check-out time. Luggage will be secured with the Bell Desk until you leave for the airport.

Internet Access

Complimentary premium Wi-Fi is available in your guest room and throughout the resort.

Personal Expenses

The Four Seasons Resort Oahu at Ko Olina will maintain a separate account for personal incidentals that are not included in the program. Such expenses include laundry, telephone calls, personal spa services, fitness center fees and other expenses charged to your room. This incidental account must be cleared before your departure from the hotel. A credit card imprint will be taken upon check-in and personal expenses will be charged to that account if you wish. The hotel accepts payment by all major credit cards. It is suggested that you review your incidental account via your TV, or with the Front Desk the night before your scheduled departure to ensure a timely hotel departure.

Tax Implications

Please note that depending on your tax jurisdiction and country of residence, all, or a portion of the total cost of this trip for you and your guest may be considered taxable income to you, the qualifying member. Any applicable amount will be added to your 2023 income and reported on your year-end W2 statement or other reporting documentation.

TRAVEL POLICY GUIDELINES

Guidelines are for one (1) employee and one (1) guest (21 years of age minimum; no exceptions) and are considered per person guidelines.

Luggage Fees

Airline luggage fees for up to two (2) pieces of checked luggage per guest may be submitted via standard **Client** expense procedures. As this checked luggage limit applies to Club participants only, please be certain to indicate "Club" in your expense report title, so that T&E auditors will know the additional luggage is permitted in this instance.

Food and Beverage

All attendees are expected to participate in **Client** hosted meal functions. You will not be permitted to expense meals during program event days. For non-**Program Name** meals (i.e. travel days), use the following expense guidelines:

- Breakfast US \$8.00
- Lunch US \$12.00
- Dinner US \$50.00

Expense Reports

Any expense reports for **Program Name** Hawaii must be submitted to your own cost center no later than July 14, 2023; please note that expense reports will not be accepted or approved after that date.

Expenses and Inclusions

Client will cover the following expenses for you and your guest (must be 21 years or older):

- Coach class airline tickets for employee and one guest
- Hotel accommodations, tax, service charges, porter and maid gratuities for program dates of **May 15-21 2022 / May 19-25, 2022**
- Accommodations in the Hawaii for 'forced overnights' due to flight schedules
- All ground transportation during the main program arrival and departure dates, **May 15 & 21 / May 19 & 25**
- Group meal functions as outlined in the **Program Name** Hawaii Program of Events
- Unlimited internet per hotel room
- Up to two (2) pieces of checked luggage per guest may be submitted via standard **Client** expense procedures

Client

The following expenses **WILL NOT** be covered by **Client**:

- Airfare costs incurred for personal changes or extensions
- Transportation and hotel costs outside official program dates
- Pre-program and post-program hotel extensions
- Meals outside official program dates
- Luggage fees beyond the approved expense of (2) checked bags (i.e. oversized and additional items)
- Laundry
- Incidental charges such as in-flight and hotel retail purchases, upgraded wines/liquors
- Telephone calls

Changes and Cancellations

All change requests (e.g., hotel reservations, activity selections, etc.) must be received in writing. Please send your change request via email to ClientClub@creativegroupinc.com. If you have any questions pertaining to the program, you may contact **Client Program Name** Travel Headquarters by telephone at (877) 497-0089 or +1 (510) 923-7187 (if calling from outside the U.S.), Monday through Friday from 8:30 am to 5:00 pm PDT or via email.

Changes to your travel plans after tickets have been issued could result in penalty charges and these charges will be the responsibility of the ticket holder. Additionally, failure to notify **Client Program Name** Travel Headquarters of your cancellation could result in substantial "no show" penalty charges at the hotel. Any cancellation and penalty charges for unused airline tickets and hotel reservations will also be your financial responsibility.

SPONSORED ACTIVITIES

Sponsored **Program Name Hawaii Activities**

Client will sponsor one (1) activity per day on **May 17 and May 18 / May 22 and May 24** for each **Program Name** Hawaii qualifier and their guest. Be sure to register today as space is limited and availability is on a first come, first-served basis. All tour durations are approximate and may vary by 30 minutes. Upon registration, you will be able to select your preference for a morning or afternoon departure, if applicable, depending on the number of tour departures. Exact departure time will be confirmed in your final program materials on or before Tuesday, April 25.

Please note that tours and activities will be confirmed based on your selections and **Client** will be responsible for prepaying these activities before your arrival onsite. Changes and substitutions unfortunately cannot be accommodated onsite. Therefore, please read the following activity descriptions carefully for full details before selecting your sponsored activities.

Client Foodie Tour (Activity Level: Low)

Perfect for those with tastebuds curious about Hawaii's global flavors. Emmy Award-winning Lanai Tabura will be your guide. As a past winner of the Food Network's Great Food Truck Race and host of Lifestyle Network's Cooking Hawaiian Style, your day will be guaranteed to be delicious as you join this culinary and comedic savant to experience where the locals go for the Japanese-American SPAM musubi, REAL Hawaiian pike, fresh pineapple, Filipino lumpia, locally distilled rum, Chinese manapua, Portuguese malasadas, and an authentic Hawaiian lunch.

Duration: Approximately 4.25 hours door to door.

Inclusions: Sampling of foods from restaurants, bakeries, and markets. Lunch at a local hot spot.

Attire: Comfortable clothing and walking shoes, light jacket recommended, camera.

*Please note: This tour is designed to showcase specific foods. It is not an a la carte type of setting where substitutions can be made. Please consider this if your diet is vegetarian, vegan, gluten-free, etc.

Hike and Bike | Tantalus (Activity Level: Medium)

Trek through the island's lush rainforest on this peaceful outdoor adventure as you enjoy the incredible panoramic view before you. You'll visit a waterfall sheltered deep within a prehistoric Manoa Valley landscape and see Hawaii's rainforest plants and birds as you make your way to the secluded waterfall and back. After a brief shuttle ride, you will have a 5-minute downhill bike ride as you cruise Mount Tantalus' paved road within the Pu'u 'Ohi'a rainforest. Your senses will be awakened by the fragrance of tropical fruits and flowers and the beauty of colorful birds who call this place home!

Duration: Approximately 7 hours door to door.

Inclusions: Deli lunch, water, bike, helmet, waist pack, safety instruction, mosquito repellent, rain gear.

Attire: Shorts, short sleeve T-shirt, hat, sunglasses, reef-friendly sunscreen, closed-toed shoes (no sports sandals), socks that cover your ankles. All clothing and personal items must be able to withstand dirt, mud, and water.

Restrictions: Must be at least 4' tall and moderately fit without physical challenges. Must be able to scramble over muddy rocks and cross streams. Not for beginner bike riders, pregnant women, people with recent surgeries, or problems with their back, knees, heart, lungs, or sun sensitivity.

Hike the Palehua Ridge (Activity Level: Medium)

A professional nature guide will shuttle you by van to the highlands of the Wai'anae Mountains. Unwind as you head to the cool forested ridge of Palehua at a 2,400-foot elevation. Hawaii is home to an array of plants and trees that cannot be found anywhere else in the world. You'll enjoy your narrated nature hike, along a privately-owned trail, as you discover several endemic species of plants and spectacular views that are rare to even those who live here. At the end of the hike, you'll be rewarded with a spectacular view of Oahu's leeward coast and Nanakuli Valley.

Duration: Approximately 3 hours door to door.

Inclusions: Deli lunch, water, waste pack, mosquito repellent, rain gear.

Attire: shorts, T-shirt, hat, sunglasses, reef-friendly sunscreen, closed-toed shoes (no sports sandals), socks that cover the ankles. All clothing and personal items must be able to withstand dirt, mud, and water.

Restrictions: Not for pregnant women, people with recent surgeries, or problems with their backs, knees, heart, neck, lungs, or sun sensitivity.

Pearl Harbor Monuments | Arizona and Missouri (Activity Level: Low)

Pearl Harbor is where the United States entered World War II on December 7, 1941, and where the Japanese surrendered on September 2, 1945. Explore the monuments honoring the ones who lost their lives here. Begin with the Pearl Harbor National Memorial, walk through the grounds and the museums, and watch a film about the bombing of the harbor. Continue with the USS Arizona Memorial Program to visit the white memorial that spans the sunken hull in the water. Your trip through time concludes on the same ship where the war ended, the Battleship Missouri. Climb the ladders and walk the decks to feel history unfold around you.

Duration: Approximately 5.5 hours door to door.

Attire: Dress for outdoor comfort, reef-friendly sunscreen, athletic or walking shoes, hat, sunglasses, and cash or credit card for optional purchases.

Restrictions: Swimsuits and bags of any kind are not permitted on the Arizona Memorial. Must be moderately fit, able to climb ladders, and stand in direct sunlight for extended periods. Not ideal for people with motion sickness. The USS Arizona Memorial Program includes a shuttle boat ride in waters that are sometimes choppy. No bags, waist bags, purses, camera bags, etc. All personal items must fit in the pockets of your clothing.

Shopping Shuttle to Waikiki (Activity Level: Low)

Spend a carefree day in Waikiki, strolling the colorful galleries, shops, and eateries of the International Marketplace.

One-Way Travel Time: Approximately 1 hour each way.

Duration: 6 hours.

Inclusions: Walking maps.

Snorkeling Adventure (Activity Level: Medium)

Dive in and snorkel offshore among beautiful fish and marine life on the west coast of Oahu. As your boat travels to the calm and vibrant anchorage, be on the lookout for Hawaiian spinner dolphins and green sea turtles. The dolphins are protected in Hawaiian waters and cannot be approached, but they often choose to playfully ride in the wake of the boat's bow. From your perfect vantage point on the deck, you may see them in the water socializing, nurturing their young, and performing resting behaviors that look like a group dance!

Duration: Approximately 4.25 hours.

Inclusions: Lunch, water and soft drinks, alcoholic beverages per person after snorkeling, snorkel gear and flotation devices, complete instruction.

Attire: Wear a swimsuit under shorts with a T-shirt, slippers/flip-flops, and reef-friendly sunscreen pre-applied, hat, sunglasses.

Restrictions: This activity can be bouncy and the water can get choppy. Not for beginner swimmers, pregnant women, people with recent surgeries, or people with problems with their back, heart, lungs, or sun sensitivity. Swimming with dolphins in the ocean is not permitted in Hawaii. The boat captain is not allowed to approach them and there is no guarantee of how close the dolphins will get to the boat. Leave all valuables at the resort.

Snorkeling and Dolphin Watching | Ko Nau Lani & Honu Lani (Activity Level: Medium)

You'll enjoy a guided 3-hour snorkel cruise on a sailing catamaran from Wai'anāe Harbor. Dive in and snorkel offshore among beautiful fish and marine life on the west coast of Oahu. As your boat travels to the calm and vibrant anchorage, be on the lookout for green sea turtles and the Hawaiian spinner dolphins who often playfully ride in the wake of the boat's bow or perform resting behaviors that look like a group dance.

Duration: Approximately 4.5 hours.

Inclusions: Sandwich and soft drinks, open bar after snorkeling, snorkel gear and flotation devices, complete instruction.

Attire: Wear a swimsuit under shorts with a T-shirt, slippers/flip-flops, and reef-friendly sunscreen pre-applied, hat, sunglasses.

Restrictions: Must be moderately fit without physical challenges. This activity can be bouncy and the water can get choppy. Not for beginner swimmers, pregnant women, people with recent surgeries, or people with problems with their back, heart, lungs, or sun sensitivity. Swimming with dolphins in the ocean is not permitted in Hawaii. The boat captain is not

allowed to approach them and there is no guarantee of how close the dolphins will get to the boat. Leave all valuables at the resort.

Stand-Up Paddleboarding + Yoga (Activity Level: Medium)

Stand-up paddleboarding (SUP), the act of propelling oneself on a floating platform with the help of a paddle or pole, traces back thousands of years and across many continents. Its current form and popularity originated in Hawaii in the 1900s. Today, people are stand-up paddleboarding, Hawaiian-style, all around the world. You can too, after an easy lesson in paradise! Additionally, guests will experience the new combination of SUP and Yoga. Combining the natural elements of water and balance, the yoga instructor will teach students this new form of balance of the mind and body, fast becoming one of the most popular types of yoga in the world.

Duration: Approximately 3.5 hours.

Inclusions: Guided 2-hour activity plus time for lunch, paddleboard, paddle, rash guard (surf shirt), complete instruction SUP and Yoga instruction

Attire: Wear a swimsuit under shorts with a T-shirt and slippers/flip-flops. Bring reef-friendly sunscreen.

Restrictions: Must be under 300 lbs. (136kg). Not for beginners, pregnant women, people with recent surgeries, or people with problems with their back, neck, lungs, or sensitivity to motion or the sun.

Surfing Lesson (Activity Level: Moderate)

Learn to surf in Hawaii, the birthplace of the sport! Lifelong surfers will break it down into easy step-by-step instructions that will get you off the beach and into the water in no time. Once you are on the waves, these professional instructors will coach you into an upright stance so you can “hang ten!”

Duration: Approximately 3.5 hours.

Inclusions: Guided 2-hour activity plus time for lunch, surfboard, and rash guard (surf shirt), complete instructions.

Attire: Wear a swimsuit under shorts with a T-shirt and slippers/flip-flops. Bring reef-friendly sunscreen.

Restrictions: Must be moderately fit without physical challenges. Must be under 300 lbs. (136kg). Not for beginners, pregnant women, people with recent surgeries, or people with problems with their back, neck, lungs, or sensitivity to motion or the sun.

Naupaka Spa & Wellness (Activity Level: Low)

Wellness takes a very Hawaiian approach at the Naupaka Spa & Wellness by Four Seasons Resort Oahu as the elements of nature and culture invite rejuvenation into your time in **Program Name** Hawaii. You can choose from a wide range of massage and body therapies, facials, or a visit to their hair and nail boutique.

Duration: Approximately 1 hour depending on the treatment selected

Golf at Ko Olina Golf Club (Activity Level: Low)

Ko Olina Golf Club, one of Golf Digest's "Top 75 Resort Courses in the U.S.," is a challenging 18-hole course built in 1990 by renowned golf course architect Ted Robinson. The course has extraordinary water features, multi-tier greens, and large landing areas. You'll also find a pristine driving range and pro shop. Ko Olina Golf Club combines a great golf experience with the unmatched beauty of the Hawaii West Side landscape.

Duration: Approximately 4-5 hours (lunch is on own)

SERVICE-LEARNING EVENT OPTIONS – Mandatory

During your stay on Oahu, you'll have the opportunity to participate in an engaging and fulfilling Service-Learning Event. This event will focus on philanthropy and give us the opportunity to make a difference in the lives of those on the island. We hope to make a positive impact on the local community while bonding with peers at this immersive and enjoyable event.

This year's Service-Learning Event is broken into smaller groups around Oahu, allowing attendees to select a desired activity. All Service-Learning Events will be held between 8:00 am – 1:00 pm on **Tuesday, May 16** / **Tuesday, May 23**, and are between 3 and 5.5 hours in duration including travel time.

As one of our Service-Learning Events includes the Little Free Library, we suggest you consider bringing a book of your choice with you to donate.

Battleship Missouri Memorial | Cleaning

Launched in 1944, the "Mighty Mo" provided gunfire support for the invasion of Iwo Jima and Okinawa. Your mission will be to clean the tour route: sweeping and mopping the decks, polishing the bright work (brass or stainless steel), and cleaning hatches (doors) and bulkheads (walls). Volunteers make a noticeable difference and help to preserve the Battleship Missouri and share her story and place in history.

Activity Time: 8:15 am to 12:30 pm

Attire: Long pants/jeans, T-shirt, and fully covered shoes — work boots or athletic shoes. No sandals. Wear reef-friendly sunscreen. Bring a hat, sunglasses, and cash or credit card for optional purchases.

Restrictions: Must be able to climb vertical ladders, and bend, stand and lift while working. No bags, waist bags, purses, camera bags, etc. All personal items must fit in clothing pockets. Swimsuits, sleeveless tops, midriff-baring tops, or shorts are not permitted.

Boys & Girls Club of Hawaii | Outdoor Improvement Projects

Boys & Girls Clubs provide safe places filled with hope, opportunity, ongoing relationships with caring adult mentors, and enriching programs to many children in the community who are left to take care of themselves without positive adult supervision during the critical time of after-school hours. During your time at the Boys & Girls Club, you will help with landscaping and gardening projects at one of the four centers on Oahu.

Activity Time: 8:45 am to 12:15 pm

Attire: Long pants/jeans, T-shirt, and fully covered shoes — work boots or athletic shoes. No sandals. Wear reef-friendly sunscreen. Bring a hat and sunglasses.

Restrictions: Personal items should be left at the hotel as there is no place to store any personal items. Swimsuits, sleeveless tops, midriff-baring tops, or shorts are not permitted.

Hawaii Foodbank | Food Inspection

Volunteers are one of the most integral pillars of the foodbank's operational framework, providing safe access to food for struggling families facing food insecurity. Volunteers will assist with daily food inspections by sorting through donated canned food, dry food, and household goods to be sure they are safe for distribution.

Activity Time: 8:15 am to 12:45 pm.

Attire: Long pants/jeans or mid-thigh length shorts, T-shirt, and fully covered shoes — work boots or athletic shoes. No sandals. Hair must be tied back.

Restrictions: Must be able to bend, stand, and lift while working. Women over five months pregnant will not be permitted to volunteer. Leave all bags (including waist packs, backpacks, purses, camera bags, etc.) at the hotel. All personal items must fit in clothing pockets. Cell phone use is not allowed on the warehouse floor, and any pictures must be taken before or after volunteer shifts. No jewelry should be worn to the warehouse. Swimsuits, skirts, sleeveless tops, and midriff-baring tops are not permitted.

Institute for Human Services | Laying Sod & Landscaping

The Institute for Human Services is Hawaii's oldest, largest, and most comprehensive human services agency. It focuses on ending and preventing the cycle of homelessness in Hawaii. Hale Maui'ola at Sand Island features up-cycled shipping containers vibrantly painted in shades of yellow, green, orange, and blue, offering a temporary housing solution for clients working toward a permanent home.

Activity Time: 8:30 am to 12:30 pm

Attire: Long pants/jeans/leggings, T-shirt, and fully covered shoes — work boots or athletic shoes. No sandals. Reef-friendly sunscreen. Hat and sunglasses.

Restrictions: Personal items must be left at the hotel as there is no area to secure them. Swimsuits, sleeveless tops, midriff-baring tops, or shorts are not permitted.

Little Free Library | Building & Decorating Boxes

Little Free Library (LFL) book-sharing boxes play an essential role by providing 24/7 access to books in areas where books are scarce. Through Little Free Library book exchanges, millions of books are exchanged each year, profoundly increasing access to books for readers of all ages and backgrounds. This project includes assembling the boxes from kits, painting them, and including starter books inscribed by the volunteers. This activity will take place at the Four Seasons.

Activity Time: 9:00 am to 12:00 pm

Attire: Long pants/jeans, T-shirt, fully covered shoes. No sandals. Reef-friendly sunscreen, hat, and sunglasses.

Restrictions: None

Sunset Ranch | Reforestation

The 30-acre Sunset Ranch is one of the first private conservation easements in Hawaii and has partnered with Waimea Valley to advance forest restoration. Volunteers will be planting lychee trees and helping staff in the avocado orchard.

Activity Time: 8:00 am to 1:00 pm

Attire: Long pants/jeans, T-shirt, fully covered athletic shoes. No sandals. Reef-friendly sunscreen. Hat. Sunglasses.

Restrictions: Must be moderately fit. Personal items must be left at the hotel. Swimsuits, sleeveless tops, midriff-baring tops, or shorts are not permitted.

Waimea Valley | Invasive Species Removal

The Waimea Valley volunteer program follows the 'ōlelo no'eau (Hawaiian Proverb), "ma ka

hana, ka 'ike" (with the work, we learn). The program inspires closer connections to the 'āina (land), holona (animals), lā'au (plants), wai (freshwater), and traditional Hawaiian cultural practices. The staff shares Hawaiian knowledge and provides practical training to all volunteers, giving them a chance to learn and grow while donating their time. Volunteers will identify and uproot invasive plant species and haul them away for the conservation staff to dispose of properly.

Activity Time: 8:00 am to 1:30 pm.

Attire: Long pants/jeans, T-shirt or lightweight long-sleeve shirt, fully covered shoes — work boots or athletic shoes. No sandals. Reef-friendly sunscreen. Hat. Sunglasses. Cash or credit card for optional purchases. Work gloves are provided however, you may wish to bring your own gloves.

Restrictions: Must be moderately fit and able to complete gardening tasks on easy-to-moderate terrain in direct sun. Personal items must be left at the hotel as there is no way to secure them. Swimsuits, sleeveless tops, midriff-baring tops, or shorts are not permitted.

PROGRAM OF EVENTS

PROGRAM NAME AMER, followed by PROGRAM NAME EMEA & APJ

PROGRAM OF EVENTS

Monday, May 15 PROGRAM NAME AMER

Depart home cities and follow individual flight schedules to Oahu. Be sure to have your program baggage tags attached to your luggage with your complete name and contact information. Upon arrival at the hotel, you will be welcomed by the front desk team. The Guest Relations Team will guide you to the Group Registration Area, where you'll be greeted by the Client Program Name staff with the event information. Should additional assistance be required, Guest Relations and the Event Concierge will be available to assist you with locating your guest room after you have completed the registration process.

Check-in time at the hotel is 3:00 pm. We suggest you use a small carry-on bag for those items that you may want immediately such as medications, swimwear, change of clothes, and/or camera equipment. The remainder of the day will be at leisure for you to unpack, relax, use the hotel facilities, and become acquainted with your new surroundings. The Club Hawaii Welcome Reception will begin at 6:30 pm at the Adult Pool Deck & Lawn.

Monday, May 15

Client Club Hospitality Center

10:00 am – 6:00 pm

FS

Club Hawaii
Welcome Reception
6:30 pm – 9:30 pm
Adult Pool Deck & Lawn
Attire: Resort Casual Attire

Tuesday May 16

Client Club Hospitality Center
7:00 am – 6:00 pm
FS

Breakfast at Leisure
7:00 am - 9:00 am

Mandatory Service-Learning Event (SLE) - Pre-registration Required

All SLEs depart at various times.

If you have questions, please consult the **Client** Club Hospitality Center to confirm your departure time.

Attire: SLE Casual Attire

Hawaiian Celebration
6:30 pm – 10:00 pm
Lanai
Attire: Casual Cocktail Attire

Wednesday, May 17

Client Club Hospitality Center
7:00 am – 6:00 pm
FS

Breakfast at Leisure
7:00 am - 9:00 am

Employee Business Meeting
9:00 am – 11:00 am
FS

Sponsored Activities - Pre-registration Required

All sponsored activities depart at various times.

If you have questions, please consult the **Client** Club Hospitality Center to confirm your departure time.

Direct Reports Reception

6:00 pm – 7:00 pm
FS

GEO Dinners

7:00 pm – 10:00 pm

Various

Attire: Casual Cocktail Attire

Thursday, May 18

Client Club Hospitality Center

7:00 am – 6:00 pm

FS

Breakfast at Leisure

7:00 am - 9:00 am

Sponsored Activities - Pre-registration Required

All sponsored activities depart at various times.

If you have questions, please consult the **Client Club Hospitality Center** to confirm your departure time.

Recognition Evening

6:30 pm – 10:00 pm

Big Lawn

Attire: Resort Chic Cocktail Attire

Friday, May 19

Client Club Hospitality Center

7:00 am – 6:00 pm

FS

Breakfast at Leisure

7:00 am - 9:00 am

Day at Leisure

Program Name EMEA & APJ

Depart home cities and follow individual flight schedules to Oahu. Be sure to have your program baggage tags attached to your luggage with your complete name and contact information. Upon arrival at the hotel, you will be welcomed by the front desk team. The Guest Relations Team will guide you to the Group Registration Area, where you'll be greeted by the **Client Program Name** staff with the event information. Should additional assistance be

required, Guest Relations and the Event Concierge will be available to assist you with locating your guest room after you have completed the registration process.

Check-in time at the hotel is 3:00 pm. We suggest you use a small carry-on bag for those items that you may want immediately such as medications, swimwear, change of clothes, and/or camera equipment. The remainder of the day will be at leisure for you to unpack, relax, use the hotel facilities, and become acquainted with your new surroundings.

Program Name Sunset Sail (Amer & EMEA/APJ)

4:30 pm – 7:00 pm

Program Name Welcome Reception & Dinner

7:30 pm – 10:00 pm

Adult Pool Lawn

Attire: Resort Casual

Saturday, May 20

Client Club Hospitality Center

7:00 am – 6:00 pm

FS

Breakfast at Leisure

7:00 am - 9:00 am

Program Name Qualifiers Breakfast and Business Meeting

9:00 am – 11:00 am

Location TBD

Sponsored Program Name Guest Activity

9:00 am – 11:00 am

Program Name Lunch

Afternoon at Leisure

Program Name Celebration Evening

3:00 pm – 11:00 pm

Kuoloa Ranch

Attire: Cocktail

Sunday, May 21

Client Club Hospitality Center

7:00 am – 6:00 pm

FS

Breakfast at Leisure

7:00 am - 9:00 am

Program Name Amer Departures

Please follow the detailed instructions on your personalized Departure Notice that you will have received in your room. Before you go, please make sure your luggage has identification on it and that your airline information and travel documentation are in your carry-on. Check-out time is 12:00 noon. Don't forget your electronic chargers and remember to empty your in-room safe! **Program Name** Travel Staff will assist you with your luggage and transfers to the airport.

Thank you and safe travels!

EMEA & APJ

Program Name Lunch

Client Club Hospitality Center

10:00 am – 6:00 pm

FS

Club Hawaii

Welcome Reception

6:30 pm – 9:30 pm

Adult Pool Deck & Lawn

Attire: Resort Casual Attire

Monday, May 22

Client Club Hospitality Center

7:00 am – 6:00 pm

FS Lobby

Breakfast at Leisure

7:00 am - 9:00 am

Employee Business Meeting

9:00 am – 11:00 am

FS

Sponsored Activities - Pre-registration Required

All sponsored activities depart at various times.

If you have questions, please consult the **Client** Club Hospitality Center to confirm your departure time.

Direct Reports Reception

6:00 pm – 7:00 pm

FS

GEO Dinners

7:00 pm – 10:00 pm

Various

Attire: Casual Cocktail Attire

Tuesday, May 23

Client Club Hospitality Center

7:00 am – 6:00 pm

FS

Breakfast at Leisure

7:00 am - 9:00 am

Mandatory Service-Learning Event (SLE) - Pre-registration Required

All SLEs depart at various times.

If you have questions, please consult the **Client Club Hospitality Center** to confirm your departure time.

Attire: SLE Casual Attire

Hawaiian Celebration

6:30 pm – 10:00 pm

FS Lanai

Attire: Casual Cocktail Attire

Wednesday, May 24

Client Club Hospitality Center

7:00 am – 6:00 pm

FS

Breakfast at Leisure

7:00 am - 9:00 am

Sponsored Activities - Pre-registration Required

All sponsored activities depart at various times.

If you have questions, please consult the **Client Club Hospitality Center** to confirm your departure time.

Recognition Evening

6:30 pm – 10:00 pm

Big Lawn

Resort Chic Cocktail Attire

Client

Thursday, May 25

Client Club Hospitality Center

7:00 am – 6:00 pm

FS

Breakfast at Leisure

7:00 am - 9:00 am

Departures

Please follow the detailed instructions on your personalized Departure Notice that you will have received in your room. Before you go, please make sure your luggage has identification on it and that your airline information and travel documentation are in your carry-on. Check-out time is 12:00 noon. Don't forget your electronic chargers and remember to empty out your in-room safe! Club Travel Staff will assist you with your luggage and transfers to the airport.

Thank you and safe travels!

Inside Back Cover

CONTACT US

Client Club 18 Travel Headquarters

Local: (510) 923-7187

Toll Free (US only): (877) 497-0089

Email: ClientClub@creativegroupinc.com

Hours: Monday – Friday, 8:30 am and 5:00 pm Pacific Daylight Time