

President's Club FAQ

Travel Information

1. What are the dates I should arrive and depart?

Sovos will coordinate and book flights, so that all qualifiers and guests arrive in St. Thomas no later than October 23 in time for the welcome reception. Departure date is October 27th.

2. I would like to travel on different dates than the official trip dates, either to extend or shorten by stay. Can I adjust my travel schedule?

We can absolutely adjust your travel schedule! Two items to note:

- *Depending on when you arrive / depart, you may miss scheduled events or activities.*
- *Any additional fees incurred due to travelling on different dates will not be covered by Sovos.*

3. If I choose to extend my stay or arrive earlier than the dates specified, will Sovos reimburse me?

Sovos only covers expenses during specific trip dates; from October 23– 27, 2022. Exceptions may be made for international travelers who need to travel on October 22 to arrive in time for scheduled events. If you meet that criteria, you will receive separate communication from presidentsclub@sovos.com confirming this.

4. How much will a room cost should I decide to extend my stay or arrive earlier than the dates specified?

The hotel is offering us a limited number of rooms at a reduced rate of \$599 plus taxes and fees. Reduced rate rooms are available on a first-come-first-serve basis. Check the Ritz Carlton website for room rates after reduced rate room are filled."

5. How do I book my travel to the event?

*During the online registration process, you will complete the flight booking form for you and your guest. A travel representative from our corporate travel agency, CB Travel will contact you **10 to 15 business days after** you complete your registration.*

6. Can I upgrade my flight to business class?

Sovos will only cover travel tickets booked in Economy Class. However, you may feel free to upgrade your flight with your accumulated miles or cash after we send you your confirmation number.

7. Can I bring my family?

Sovos President's Club is a company function to reward top qualifiers, where each activity and event has been designed to cater to adults over the age of 21. No attendees other than the qualifier and his/her guest will be permitted to attend during the event dates, regardless of who is paying. There is no exception for children.

8. I have special food requirements. Will there be food options for me?

Yes, you will be able to specify any food allergies and/or restrictions during registration.

9. During our stay in St. Thomas, are masks mandatory in public?

We expect Sovos employees and guests to comply with local regulations and requirements. We will share a summary of those requirements closer to the event. For now, see more at <https://usviupdate.com/>.

10. I am unable to attend, can I have the cash equivalent?



During the registration process, you can select “choose your own adventure bonus” and will receive a cash bonus.

Alternative Reward

11. What is meant by “choose your own adventure” option?

“Choose your own adventure” refers to opting in for a bonus, where you can use to fund your own adventure, whether it is at your home, hometown or another part of the world. “

12. If we select the “choose your own adventure bonus”, can we submit an expense report after our trip?

Sovos will not be reimbursing any additional expenses for the “choose your own adventure” trip.

13. When will we receive bonus payments?

We plan to make US bonus payments and gross-up payments during October payroll.

14. Am I required to take PTO for President’s Club?

No. President’s Club is considered a business activity, and as such, you are not required to take PTO. However, if you plan to extend your trip for personal reasons or would like to if you have selected “choose your own adventure bonus” option, PTO must be approved and taken.

15. Once we select our award option, are we able to change it?

No. We will be finalizing the reservations with the hotel, so we are unable to adjust your award option upon the completion of your registration.