



FROM AMERICAN EXPRESS VACATIONS

Q: WHAT IS PERFECTLY PAIRED FROM AMERICAN EXPRESS VACATIONS?

A: It is AEV's romance product featuring over 100 upscale hotels and resorts designed to provide exclusive romantic services, amenities and activities for couples looking to embrace much-needed alone time together.

- Perfectly Paired benefits are valid through 12/31/2012

Q: HOW WERE THE HOTELS SELECTED?

A: This is an invite-only program. Participating hotels and resorts were hand-picked because of their reputation for catering to couples, romantic location and amenities.

Q: WHAT ARE THE FEATURED DESTINATIONS?

A: For the complete and most current fingertip guide featuring participating hotels & offers, visit the Perfectly Paired section of www.myAEV.com

- United States (Arizona, California, Colorado, Florida, Hawaii, Louisiana, Massachusetts, New York, Wyoming)
- Caribbean (Anguilla, Antigua, Aruba, Barbados, Bermuda, Curacao, Dominican Republic, Grand Cayman, Grenada, Jamaica, Puerto Rico, St. John, St. Lucia, St. Maarten, Turks & Caicos)
- Mexico (Cancun, Isla Mujeres, Los Cabos, Playa Mujeres, Puerto Vallarta, Riviera Maya, San Miguel de Allende)
- Central America (Belize, Costa Rica)
- South America (Brazil, Peru)
- Europe (France, Greece, Ireland, Italy, Spain, UK) – ONLY BOOKABLE IN TECH-7
- Tahiti and Her Islands
- South Africa

Q: WHERE IS THIS SOLD?

A: Perfectly Paired is sold to the entire American Express Consumer Travel Network through the following distribution channels:

- American Express Travel Service Offices (TSOs)
- Platinum and Centurion Cardmember Call Centers
- Independently-owned travel agencies enrolled in the American Express Representative Network
- www.americanexpress.com/vacations and www.americanexpressvacations.com (consumer direct)

Q: WHAT CONSTITUTES A COUPLE?

A: A couple is comprised of two people in a romantic relationship. It can be male/female or same sex

Q: ARE THERE ANY REQUIREMENTS OF THE COUPLES?

A: There are 2 requirements:

- 3-night minimum night stay
- Adult couples only

Q: WHAT ARE THE PERFECTLY PAIRED BENEFITS?

A: Hotels are required to provide a minimum of two benefits which differ by property so please refer to our Fingertip Guide on myAEV.com for specifics. Below are some of the options they were able to choose from:

- Complimentary spa for TWO

- Daily breakfast for TWO
- Romantic dinner for TWO
- Complimentary health club access for TWO
- Activity/excursion for TWO
- Golf for TWO
- Private lessons/classes for TWO
- Guaranteed early check-in and late check-out
- Private cabana
- Private transfers

Q: ARE PERFECTLY PAIRED OFFERS COMBINABLE?

A: Yes, with everything except Destination Family

Q: HOW DO AMEX TRAVEL COUNSELORS BOOK A PERFECTLY PAIRED PACKAGE?

A: It will be bookable in Quest for Agents and via AEV Reservations. Here's why.

- Majority of agents will use Quest for Agents for most packages, however...
- Perfectly Paired Europe hotels are only bookable by calling the AEV Reservations department at (800) 963-2639

Q: HOW DO WE BOOK IT IN QUEST FOR AGENTS?

A: In the Trip Work Area of a participating hotel:

1. Click on the Add Ons screen
2. You must ALWAYS select "AXLOVE Perfectly Paired benefits are per couple" tracking line. This will ensure that the booking registers as a Perfectly Paired booking and that the manifest with the coding will be sent to the hotel alerting them of it.
3. The benefits are identified as Axlove. Select all of the hotel's Axlove benefits.

Q: ANY OTHER DETAILS WE NEED TO KNOW?

A: Please note:

- All AEV/Travel Impressions blackout dates/stop sells will apply
- EUROPE hotels can only be booked through Tech-7 because of special allotments
- Your clients can use Membership Rewards Pay with Points to pay for all or part of their vacation
- There is a Perfectly Paired brochure and electronic brochure available
- If you have any questions about Perfectly Paired, please contact Brian Ehlers at (631-465-2631; brian.ehlers@americanexpressvacations.com)