



## **Global Escapes Do Not Call Policy**

Policy last updated: 01/01/08

V.3

Any consumer requesting a copy of our “Do Not Call” policy will receive a copy via U.S. mail or electronic mail.

Consumers may request, by telephone or in writing, that Global Escapes and/or its vendors stop calling them and place their number on a “Do Not Call” list. Although the company may ask for your name, address and telephone number, your request will be accepted even if you only provide your telephone number. You have a right to have calls stopped and to be put on our “Do Not Call” list even if you are still a customer.

When the company receives your request, your telephone number is added to the company’s “Do Not Call” list within 5 business days. In some cases it may take up to 2 business days for your number to be removed from other company-wide calling lists. Your request will stay on the Global Escapes “Do Not Call” list for at least 5 years. If you move, change your telephone number, or add an additional telephone number, you must provide Global Escapes with the new telephone number in order for the company to prevent calls to that number. The company will not share the information you provide with anyone except affiliated companies or subsidiaries without prior written permission.

The company may perform and/or contract other companies to perform telemarketing services. In this case, the company will also forward updates to the “Do Not Call” list(s) to these companies on a regular basis, typically within days of a “Do Not Call” request. Though not required to do so, Global Escapes maintains at its own expense a private and secure FTP site whereby direct marketing vendors may obtain updates to both Global Escapes policy and “Do No Call” lists 24 hours a day, 7 days a week.

Any employees that engage in outbound telephone solicitation are trained in this policy and made aware of these procedures before they are allowed to place calls to consumers. Managers, supervisors, or trainers review the policy with these employees monthly. Direct marketing vendors are contractually obligated to abide by all pertinent state and federal regulations that govern their activities, including “Do Not Call” compliance. Because Global Escapes currently utilizes third parties to engage in telemarketing on its behalf, we encourage consumers to contact our company directly with “Do Not Call” requests. They may



do so by calling toll free (800) 604-8166 and dialing option 3 for customer service or by emailing [customerservice@global-escapes.net](mailto:customerservice@global-escapes.net). “Do Not Call” requests directed to a Global Escapes sales office will be forwarded to the Global Escapes corporate offices for processing. Vendors that receive “Do Not Call” requests from consumers are required to forward any and all such requests to our corporate office so that such requests may be distributed throughout our vendor network.

The companies that call consumers on behalf of Global Escapes have their own, company-specific, DNC policy and are obligated by law and by their own contractual obligations to our company to provide that information to consumers who request it.

The Direct Marketing Association (DMA) offers a free service to consumers called the “Telephone Preference Service” (TPS), which will typically reduce, but not eliminate the number of telemarketing calls received. Consumers may have their name added to the TPS at no charge by sending a written request to the DMA. Your written request must include your name, complete address, telephone number and signature, and should be sent to: DMA Telephone Preference Service; PO Box 9014; Farmingdale NY 11735. The DMA states that the TPS is updated quarterly and it may take up to three months after your name is entered before you begin to see a reduction in calls. To learn more about this service, visit <http://www.the-dma.org/consumers>.

A consumer may also register with the Federal “Do Not Call” list. They can apply online for free at [www.ftc.gov/donotcall](http://www.ftc.gov/donotcall). This will remove them from most, if not all telemarketing lists.

Consumers who wish to provide Global Escapes with information about a telemarketing call are encouraged to contact our corporate offices with the following information:

- 1) Consumer’s name
- 2) The telephone number called
- 3) The date and time of the phone call
- 4) The 6 or more alpha numeric confirmation/reservation code provided by the marketer during the call
- 5) Call back number provided by the marketer

Global Escapes will make every attempt to positively identify the vendor based upon the information provided by the consumer and to take whatever action is appropriate, consistent with our policies in regards to vendor performance and compliance. If Global Escapes cannot positively identify the specific



vendor that placed the call, then the company will call and/or email all vendors currently providing outbound telemarketing services with a request for all vendors to review Global Escapes policies or take other action as appropriate.

There are numerous legitimate and legal ways for a consumer who is listed on a “Do Not Call” list to receive a telemarketing phone call – too many to list for the purposes of this document. Global Escapes does not sell, buy or trade consumer information for any reason. Marketing vendors are required to generate their own leads consistent with their contracts with our company and with all pertinent state and federal laws that regulate their activities. Global Escapes does transmit information to third parties to fulfill its contractual obligations to consumers – for more information regarding Global Escapes’ Privacy Policy, download the Privacy Policy located at <http://www.global-escapes.net/privacypolicy.pdf>. Global Escapes encourages consumers to read and understand the privacy policies of the companies with which they choose to do business with so that they are aware of the permissions they are providing to those companies in regards to the transmission of their personally identifying information.

The methods and procedures in this “Do Not Call” policy are reviewed by Global Escapes quarterly.