

# Frequently Asked Questions for Manila & Davao Experience Centers

**1. What are the operating hours of Manila & Davao Experience Centers?**

You may visit us from Tuesdays to Saturdays, 10 AM to 7 PM.

**2. What are the transactions allowed inside the Experience Center (EC)?**

The following transactions are allowed in the EC:

- Express Order (Quick Order/Essential Rewards via Card and Cash)
- Order Processing (Essential Rewards/Quick Order/Rewards Points Order via Card, Cash or GCash)
- Onsite Enrollment
- Pick Up of Regular and Bulk Orders
- Order Returns (RMA)
- Account Maintenance
- Reprocessing of Failed Order Payments
- Group Meetings at the Training Room

**3. How long will my order(s) be stored in the EC?**

We will strictly implement a 3-day holding period for Manila and Davao EC pick up orders from the date the orders have been successfully paid.

Please refer to the table below showing the deadline for pick-up orders:

ORDER CREATION DAY	LAST DAY TO PICK UP AT THE EC
Monday	Thursday
Tuesday	Friday
Wednesday	Saturday
Thursday	Tuesday
Friday	Wednesday
Saturday	Thursday
Sunday	Thursday

**4. What will happen if I am unable to pick up my order(s) by the deadline?**

Unpicked order(s) after the deadline will be shipped to the member's default shipping address on account. Shipping costs will be charged either to the member's credit card on file or account credits, whichever is available. In case these 2 payment credits are not available, we will leave an A/R owing on your account and will be charged to your future commissions.

**5. What do I need to bring or prepare when picking up my order(s)?**

You will be required to scan the QR code at the EC. Please prepare your order ID and PIN. Kindly bring enough reusable bag/s to hold all your orders.

**6. Can I have a representative pick up my order(s) on my behalf?**

Yes. Your representative will be asked to present his/her identification (ID) card, your signed authorization letter, and your ID. Kindly remind your representative to bring reusable bag/s to hold all your orders. For your security, third party logistics pick up such as, but not limited to, Grab, Lalamove, and Mr. Speedy are strictly not allowed.

**7. Should I fail to bring my own reusable bag, will you issue a paper bag instead?**

Young Living Philippines seriously takes its part in conserving our environment. We are currently implementing the Bring Your Own Bag (BYOB) campaign. Plastic, paper bags, and boxes will no longer be issued at the Manila EC. Members may purchase the YL Reusable Canvas Bag Extra Large Size for P150.00 or the YL Reusable Canvas Bag Medium Size for P85.00 at the EC using credit card, cash, and account credits. New members who will pick up their Premium Experience Set at the Manila EC will receive a YL Reusable Canvas Bag Extra Large for free.

**8. Can you still accommodate bulk order requests?**

Yes, members may pick up Bulk Orders with a minimum of 3 paid orders at the EC.

Here are the Bulk Order guidelines:

- Jotform: Fill out this link [bit.ly/YLPHBulkOrders](https://bit.ly/YLPHBulkOrders) with the necessary details. To manage volume requests, the jot form link will be only open from Mondays to Saturdays, between 10AM to 2PM, and will close at 2:01 PM. Bulk order requests will be acknowledged via email.
- Email: Send your bulk order requests from Tuesdays to Saturdays, between 10AM to 7PM through [bulkorder.ylph@youngliving.com](mailto:bulkorder.ylph@youngliving.com) (for Manila EC) and [ylphdavaoec@gmail.com](mailto:ylphdavaoec@gmail.com) (for Davao EC). Submissions after 7PM will be processed the following day.
- There should be a minimum of 3 paid orders per request.
- Bulk orders will be available for pick up on the NEXT business day. Once orders have been prepared and packed, members will receive an email with the bulk order reference number.
- From the request date, the member is given a maximum of 3 days to pick up the bulk orders. Any unpicked bulk orders beyond this time frame will be shipped to the default shipping address on each account. Shipping charges will be credited to the card on file or to the available account credits.
- Bulk order queue is separate from regular orders. During pick up, members should get a bulk order number from the Quebee machine, fill out the bulk order form and provide the bulk order reference number.
- An ID is required to be presented before the orders are released. In case a representative will pick up your orders, he/she should have your signed authorization letter, your ID and his/her ID too.

**9. Is parking available?**

Parking is not available for Manila Experience Center.

For Davao Experience Center, parking may be available inside the Azuela Cove for a certain fee.

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**10. Can I reserve a training room at Manila and Davao EC?**

Training room reservations are open for Silvers and above\* with good standing. Limit to 2 bookings per month, per member.

*\*Members below Silver must be endorsed by their Silver upline to reserve.*

Steps to reserve a training room:

1. Reservation requests can be sent through Live Help ([bit.ly/YLPHChat](https://bit.ly/YLPHChat)), Hotline (8249-9555), or email:

**Manila EC:** [younglivingph.trainingroom@gmail.com](mailto:younglivingph.trainingroom@gmail.com)

**Davao EC:** [ylphdavaoec@gmail.com](mailto:ylphdavaoec@gmail.com)

Please include the following information:

- Member Name
- Member ID Number
- Event Date/ Time
- Title of Event
- Event Description
- Projected Attendance (number of Members & Guests)

2. A notification email will be sent to the member, informing them if the request is approved or denied.

Availability and Fees:

These are available booking times of our Training Rooms:

Manila Center Experience Center	Davao Experience Center
Tuesday – Saturdays, 10 AM to 7 PM	Tuesday- Saturdays, 10 AM to 7 PM

- Rooms may be booked on a first come, first served basis; and upon YLPH confirmation.
- A member may only book a maximum of 3-month in advance.
- Requesting members must have a valid credit card account number on-file.

YLPH will not charge any fees to members upon reservation of any slot. However, in cases of cancellation, or the training room was not utilized on the event itself. Young Living Philippines will charge member a fee of 500.00 PHP via the credit card on-file or thru commission deduction.

YLPH will waive the cancellation fee of 500.00 PHP if cancellation is done at least 48-hrs before the reserved date. This is to give other members a chance to utilize the facility.

Rooms:

- Elemi Room A (20pax)
- Elemi Room B (20pax)
- Elemi Room A & B (40pax)
- 12th floor Freedom Room (40pax)
- Davao Training Room (15pax)

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3. Member with confirmed reservation should sign the Facility Rental Agreement form and present it to the Experience Center staff on their scheduled training date.

- The member must ensure that events do not exceed the maximum capacity.
- Bookings are available on a first come, first-served basis.  
Maximum 3-month advance booking.

For any assistance needed, you may reach out to our Member Services through the following channels:

- Hotline - (632) 8249-9555
- Live Help - [bit.ly/YLPHChat](https://bit.ly/YLPHChat)
- Email - [custserv.ph@youngliving.com](mailto:custserv.ph@youngliving.com)

#### REMINDERS:

1. No food/drinks inside the training room.
2. Please note that any materials (papers, pens, projectors, essential oils, DIY materials, enrollment kits, etc.) to be used must be provided by the member.
3. For DIY classes, only Eleme and Davao training rooms can be used.
4. Note on Freedom Training room (20th Floor). Due to building policy, Members and guests are advised to wear modest & proper clothing. Please avoid wearing tattered jeans, slippers, short skirts, and shorts. Security personnel will not allow participants wearing the above-mentioned attire to enter the building.
5. YLPH will not charge any fees to members upon reservation of any slot. However, in cases of cancellation, or the training room was not utilized on the event itself. Young Living Philippines will charge member a fee of 500.00 PHP via the cc on-file or thru commission deduction. YLPH will waive the cancellation fee of 500.00 PHP if cancellation is done at least 48-hrs before the reservation date.  
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