

## **HOTEL CASH TERMS & CONDITIONS**

Q: Why would someone want a Hotel Card?

A: Because it saves you money at over 50,000 hotels and resorts.

Q: What does "powered by EXPEDIA NETWORKS" mean?

A: Expedia Networks is one of the most powerful travel search engines in the world. Expedia Networks provides the search engine and most of the travel content featured on the Hotel Savings site. They also manage customer service and payment processing for travel booked on the site.

Q: How do I use the value of my Hotel Card when making a reservation?

A: You can then search for your desired date and destination for your hotel stay. You are then provided the best prices for your desired stay. Once you have decided on your best itinerary, you may book your reservation. When you are ready to pay for your reservation, you will enter your Hotel Card Number into the "Coupon Code" box that is provided during the payment process. It will automatically apply the value of your Hotel Card to your reservation, providing you with instant savings. You will then pay for the remaining balance with your credit card.

Q: What happens when I enter my Hotel Card Number into the Coupon Box?

A: The value of your Hotel Card is applied to your reservation. Example: If your Hotel Card is worth \$50, once you enter your Hotel Card Number in the designated place during the booking process, \$50 will be subtracted from the lowest price.

Q: What happens if I live outside of the U.S. and I don't use U.S. currency?

A: When booking your reservation, still make sure the Currency at the top of the screen is set to U.S. currency, otherwise the coupon might not work

Q: Are there any hooks, restrictions, or strings attached?

A: No, you can use the card for any hotel on this site. Some higher denomination cards might require a two night minimum

Q: Can I get a new Hotel Card if I loose it.

A: Since the card is worth real money, we are sorry, but we cannot replace your card.

Q: What if I forget, or loose my Hotel Card Number?

A: Your Hotel Card Number is located on the back on your card. If you lose your card, you can email us, and we will try to provide the card number to you. Note: You can only use one Hotel Card redemption per reservation.

Q: If I cancel or change my reservation, can I redeem my Hotel Card discount again?

A: Our Hotel Cards can only be redeemed one time.

Q: What if I make a reservation and forget to enter in my Hotel Card Number in the Coupon Box?

A: If this happens, you have two choices:

1. Use your Hotel Card Number for a future reservation, as you have approximately one year to use your Coupon Code
2. Go to the "Review/Cancel Reservations" link, and Cancel your Reservation, and then re-book it using your Hotel Card Number. Please make sure you understand all cancellation policies prior to cancelling your reservation.

Q: What if I want to change my reservation?

A: To change a reservation, you must contact Expedia directly, at US & Canada: 1-800-780-5733, and they will help you change your reservation.

Q: Does my card expire?

A: Hotel Cards expire one year from date of distribution, unless otherwise specified on the Hotel Card itself. Hotel Cards of denominations greater than \$150 expire within 6 months.

Q: What if I need help, or have questions about a reservation?

A: You can go to the "review/cancel reservations" link on this site, or email [reservations@redeemhotelcash.com](mailto:reservations@redeemhotelcash.com)