

Rewards Terms and Conditions

Effective date: 8 April 2026

- [1. Introduction](#)
- [2. Enrolling in the Programs](#)
- [3. Definitions](#)
- [4. Earning OneKeyCash \(General\)](#)
- [5. Promotional OneKeyCash](#)
- [6. OneKeyCash Redemption \(General\)](#)
- [7. Membership Tiers \(General\)](#)
- [8. Changes to OneKeyCash balances, Reward Progression Nights balance, Tier Elements balance and Tier Status](#)
- [9. Member Prices](#)
- [10. Changes to these Terms and Conditions](#)
- [11. Suspension and Termination of OneKeyCash and the Programs](#)
- [12. Improper Member Activity](#)
- [13. Complaints](#)
- [14. Release and Limitation of Liability](#)
- [15. Privacy](#)
- [16. General](#)
- [17. Governing Law](#)
- [18. Vrbo Terms](#)
- [19. Expedia Terms](#)
- [20. Hotels.com Terms](#)
- [21. Hotels.com Rewards \(stamps\)](#)

1. Introduction

This is our loyalty program which provides members with a range of rewards and benefits. By creating an account you automatically become a member of our loyalty program.

These Rewards Terms and Conditions explain the various elements of our loyalty program and will apply to you if you create an Account or access your Account on a Participating Brand. Expedia, Inc. (“**EI**”, “**we**”, “**our**”, “**us**”) on behalf of its subsidiaries and affiliates, all of which are Expedia Group companies (collectively, “**EG**”), offers members the ability to use the Program and OneKeyCash.

Members can participate in the Programs listed below for each Participating Brand subject to these Terms and Conditions. The terms “**you**” and “**your**” throughout these Terms and Conditions refer to any Member.

Section 21 below will apply to you if you use your Account on Hotels.com in regions where stamps are awarded instead of Reward Progression Nights (as defined in section 20).

NOTE: SECTION 10 GIVES US THE RIGHT TO MAKE CHANGES TO THESE TERMS AND CONDITIONS.

2. Enrolling in the Programs

The Program is open only to individual people who are at least eighteen (18) years old – or the age of majority in their country of residence, whichever is older – and have a valid email address. You are responsible for ensuring that your participation in the Programs complies with your employer’s policies related to participation in loyalty programs.

To enrol in the Programs, you must meet the eligibility requirements set out in this section and either (a) create an Account with a Participating Brand or (b) sign into your existing Account on a Participating Brand, or (c) otherwise be asked to accept these Terms and Conditions. You will then be required to indicate your acceptance of these Terms and Conditions. Only eligible individuals can participate in the Programs. Neither companies, groups, organisations, nor travel agents can participate in the Programs. Accounts cannot be shared or transferred. Accounts are only for personal and non-commercial use. Your Account can be used on Participating Brands as and when the Program is made available on those Participating Brands.

If you’d rather not be part of the Programs, you can delete your Account and still book with Participating Brands as a guest. To find out more about how to delete your Account, please click [here](#). If you delete your Account, you will no longer have access to your profile or Account statement information, you will no longer earn OneKeyCash, and you will lose any OneKeyCash, Reward Progression Nights, Trip Elements and Tier status that you have previously accumulated. You will not be able to reactivate a deleted Account or the OneKeyCash associated with a deleted Account at the time of deletion, if any. If you want to join the Programs again in the future, you will need to create a new Account.

Membership in the Programs is void if prohibited by law in your country of residence, and these Terms and Conditions are subject to change (in accordance with section 10 below) as may be necessary to comply with such laws or regulations.

3. Definitions

Please refer to sections 18, 19 and 20 of these Terms and Conditions for additional Definitions.

“**Account**” means the account you have (or create) with Participating Brands, that has been accessed from a Participating Brand. If you meet the eligibility requirements set forth in section 2 above, that Account automatically gives you access to each Program on a Participating Brand.

“Available OneKeyCash” means Base OneKeyCash or Promotional OneKeyCash that is made available in your Account and can be used for Redemption Rewards.

“Base OneKeyCash” means OneKeyCash that is earned by making an Eligible Booking through a Participating Brand but excluding Promotional OneKeyCash, and further explained in sections 18, 19 and 20 below.

“Completed” is defined for each Participating Brand in sections 18, 19 and 20.

“Eligible Booking” is defined for each Participating Brand in sections 18, 19 and 20.

“Eligible Tier Booking” means an Eligible Booking or a Redemption Reward which qualifies for a Tier Qualification Night as outlined in sections 18, 19 and 20.

“Member” means an individual who meets the eligibility requirements set forth at section 2 above and has an Account.

“OneKeyCash” or “Hotels.comCash” is earned as a part of the Programs in accordance with these Terms and Conditions and can mean Base OneKeyCash or Promotional OneKeyCash, or a combination of both. OneKeyCash can be earned on Eligible Bookings and used on Redemption Rewards. “OneKeyCash” is interchangeable and synonymous with “Hotels.comCash”, any reference in these Terms and Conditions sections 1-17 to “OneKeyCash” shall be deemed a reference to “Hotels.comCash”, and any reference to “Hotels.comCash” in sections 20 and 21 shall be deemed a reference to “OneKeyCash” in sections 1-17. Hotels.comCash can be used on Participating Brands and OneKeyCash can be used on Hotels.com.

“Participating Brand” means UK specific Vrbo, Expedia and Hotels.com brand sites, mobile versions of those brand sites and any related mobile applications plus such other Expedia Group company or brand offering the Program from time to time.

“Pay Later” means selecting the “Pay Later” option (where available) prior to completing your booking. If you select the “Pay Later” option, you will pay the Travel Supplier directly.

“Pay Now” means selecting the “Pay Now” option prior to completing your booking.

“Pending OneKeyCash” means OneKeyCash that is not Available OneKeyCash and cannot be used for Redemption Rewards.

“Program” means a loyalty program offered by a Participating Brand from time to time.

“Program Benefits” means the additional benefits a Member receives by being part of the Program as set out [here](#) for Vrbo, [here](#) for Expedia and [here](#) for Hotels.com and as updated from time to time.

“Promotional OneKeyCash” is defined in section 5.

“Redemption Reward” means a booking through a Participating Brand that can be paid for (or partially paid for) by the redemption of OneKeyCash by a Member in accordance with these Terms and Conditions. £1 in OneKeyCash will provide a £1 discount on a Redemption Reward.

“Tier” means either Blue, Silver, Gold or Platinum tier as determined in accordance with these Terms and Conditions.

“Travel Supplier” means a provider of any element of an Eligible Booking or Redemption Reward, including but not limited to, a hotel, a short-term rental, an airline, an activity provider, or a car rental agency.

“Trip Elements” or “Tier Qualification Nights” is a method for calculating progress towards your Tier and is explained in sections 18, 19 and 20. “Trip Elements” is interchangeable and synonymous with “Tier Qualification Nights”, any reference in sections 1 to 17 of these Terms and Conditions to “Trip Elements” shall be deemed a reference to “Tier Qualification Nights” and any reference to “Tier Qualification Nights” in sections 20 and 21 shall be deemed a reference to “Trip Elements” in sections 1 to 17.

4. Earning Hotels.comCash (General)

This section will apply to all Participating Brands where OneKeyCash can be earned and applies to all Participating Brands where Trip Elements can be earned. Please see sections 18, 19 and 20 below for further specific terms relating to the earning of OneKeyCash, Reward Progression Nights and Trip Elements.

OneKeyCash, Reward Progression Nights and Trip Elements can only be earned by the Member who registered for and controls the Account through which any Eligible Booking is made. The Member will earn OneKeyCash, Reward Progression Nights and Trip Elements for all Eligible Bookings, regardless of the traveller(s) named on the booking. Additional individuals named as travellers on the itinerary of the Eligible Booking will not earn OneKeyCash, Reward Progression Nights or Trip Elements.

To earn OneKeyCash, Reward Progression Nights and Trip Elements for an Eligible Booking, you must be a Member prior to making an Eligible Booking and be signed into your Account at the time of making the Eligible Booking. OneKeyCash, Reward Progression Nights and Trip Elements will not be earned for bookings made on a relevant Participating Brand when you are not signed into your Account or if you create an Account after booking.

OneKeyCash and Reward Progression Nights cannot be earned on taxes and fees. In addition, if any additional amounts are payable to a Travel Supplier at the time of travel, check-in, or check-out – including, but not limited to, taxes, security fees or deposits, resort fees, insurance, or fuel charges – such amounts will not be included when calculating OneKeyCash (even where such amount is included in the total displayed when booking). No OneKeyCash, Reward Progression Nights or Trip Elements will be earned on change or cancellation fees imposed by Travel Suppliers or cancelled bookings or refundable

damage deposits. If OneKeyCash is earned on an Eligible Booking made in a currency different to the currency associated with your Account, the value of the OneKeyCash earned for that booking will be converted based on the market exchange rate applicable on the date of booking. You will earn (or not earn, as the case may be) OneKeyCash at the rate of the Tier you are on, at the time of your Eligible Booking.

The amount of pending OneKeyCash, pending Reward Progression Nights and pending Trip Elements to be earned are calculated at the time of making an Eligible Booking and (subject to section 16) are based on the details of the itinerary booked. Changes or cancellations to the booked itinerary may result in differences between the anticipated amount of pending OneKeyCash, pending Reward Progression Nights and pending Trip Elements and the actual amount of OneKeyCash and Reward Progression Nights earned and actual Trip Elements collected for that itinerary. Pending OneKeyCash is not eligible to be used for Redemption Rewards and pending Trip Elements do not count towards Tier status. For pending OneKeyCash to move from pending to available status and pending Trip Elements to move to confirmed status, the Eligible Booking must be Completed (as defined in sections 18, 19 and 20), and will then be made available in your Account based on the time periods identified in the Posting/Reconciliation tables in sections 18, 19 and 20 below. Once in available status, OneKeyCash can be used by the Member towards a Redemption Reward(s) and Trip Elements will count towards Tier status.

OneKeyCash is promotional in nature, cannot be purchased directly, has no cash value and may not be transferred to another Member or redeemed for cash under any circumstances. OneKeyCash may not be assigned, sold, transferred, and/or pledged by you to any third party. You have no property rights or other legal interests in OneKeyCash. You are responsible for any personal tax liability that may be related to participation in the Programs and redemption of any Redemption Rewards.

5. Promotional OneKeyCash

From time to time, we may offer opportunities to earn additional OneKeyCash on Participating Brands (“**Promotional OneKeyCash**”), in our sole discretion.

All applicable terms and conditions associated with the specific Promotional OneKeyCash offer must be met in order to earn the OneKeyCash. Subject to section 20.3, OneKeyCash earned through a Promotional OneKeyCash offer will be posted to your Account as pending and will move to available status in accordance with the offer-specific terms and conditions. Promotional OneKeyCash offers do not apply to cancelled bookings. Promotional OneKeyCash offers are applied based on meeting eligibility requirements at the time of the original booking as set out in the offer-specific terms and conditions. Promotional OneKeyCash may have different expiry periods to Base OneKeyCash, please check the offer-specific terms and conditions. **Promotional OneKeyCash offers are limited to the offer recipient, promotional in nature, may not be transferred to another Member and may not be redeemed for cash under any circumstances.**

6. OneKeyCash Redemption (General)

Please see sections 18, 19 and 20 for further specific terms relating to redemption of OneKeyCash on the Programs.

OneKeyCash can be used for Redemption Rewards when signed in to your Account and where specified on a Participating Brand and subject to the further terms relating to each booking type set out in sections 18, 19 and 20 below.

Redeemed OneKeyCash will be deducted from your Account at the time of booking. You may be provided with the option to adjust the amount of OneKeyCash to be applied on your Redemption Reward; where the option is provided you will see this on the checkout page. This option may not be available on all Redemption Rewards, or all Participating Brands.

If OneKeyCash is used on a Redemption Reward made in a currency different to the currency associated with your Account, the value of the OneKeyCash used will be converted to the currency of the Redemption Reward based on the market exchange rate applicable on the date of booking and deducted from your Account.

If OneKeyCash is used to partially redeem a Redemption Reward then the balance of the payment must be paid with a credit or debit card and not with any other payment method. OneKeyCash cannot be used on any Pay Later bookings, or when using buy now pay later payment methods. OneKeyCash is a promotional instrument and only redeemable on Redemption Rewards. OneKeyCash cannot be used or refunded for cash in any currency and has no cash value. Unless stated otherwise, OneKeyCash cannot be combined with gift cards, coupons, upgrades, awards, or promotions. OneKeyCash cannot be used on previously paid bookings; packages; or insurance (except where noted in sections 18, 19 and 20). OneKeyCash can be used on taxes and fees, however it cannot be used on: any additional amounts payable to the Travel Supplier at the time of travel, check-in, or check-out (including but not limited to taxes, security fees or deposits, resort fees, insurance, or fuel charges, even where such amounts are included in the total displayed when booking); cancellation fees or change fees or other exclusions as listed under each category below. Redemption Rewards are not valid where prohibited by law.

7. Membership Tiers (General)

Tier status is a benefit of membership of the Programs. You will enter the Program as a Blue tier Member and you must meet the stated criteria below to qualify for a higher tier. Alternatively, Silver, Gold or Platinum tier status may be offered by us, or our partners, to you according to the criteria stated below or criteria specified by the partner or otherwise specified by us. Only Eligible Bookings (as defined in sections 18, 19 and 20) qualify towards reaching Silver, Gold or Platinum tier status.

Members can qualify for Silver, Gold or Platinum tier by collecting the specified number of Trip Elements in a calendar year as specified in the table below. The specific criteria for earning a Trip Element is defined further in sections 18, 19 and 20 for each Participating Brand.

Silver	5 Trip Elements in a calendar year
Gold	15 Trip Elements in a calendar year
Platinum	30 Trip Elements in a calendar year

Trip Elements will be confirmed based on the conditions set out in sections 18, 19 and 20 and the time periods identified in the Posting/Reconciliation tables in sections 18, 19 and 20.

Trip Elements collected on Eligible Tier Bookings from 1 January (Pacific Standard Time) of each calendar year to 11.59pm (Pacific Standard Time) on 31 December of each calendar year count towards tier status for that calendar year ("**Membership Year**").

Trip Elements earned on travel that begins in one Membership Year and ends the next Membership Year will be allocated on a pro-rata basis where multiple Trip Elements are earned for that travel, and where a single Trip Element is earned for that travel it will be allocated to the next Membership Year.

Once earned, your Tier is valid for the remainder of the Membership Year in which you qualified, the next full calendar year, and through 28 February of the following year. The Tier you earn in subsequent Membership Years will be determined by the number of Trip Elements collected in the previous Membership Year. Your Tier will be reviewed at the end of each Membership Year, and your Tier may be reduced in subsequent years depending on the number of Trip Elements collected.

Bookings which are eligible for the purposes of qualifying for a higher tier are set out for each Participating Brand in sections 18, 19 and 20. Trip Elements are collected on travel that is Completed and will be displayed once confirmed on your rewards activity page.

Silver, Gold and Platinum members may have additional Program Benefits, which may be subject to additional terms and conditions. Program Benefits offered by third parties are subject to the terms offered by those third parties and provided at the reasonable discretion of the third party. We are not responsible for any claims, losses or liability arising out of, or in connection with, the acts or omissions of those third parties in the provision of the Program Benefits. Program Benefits are promotional in nature and have no cash value and may not be transferred to another Member or any third party or redeemed for cash under any circumstances. To the fullest extent permitted by law, we reserve the right to introduce, vary, suspend, or withdraw any benefits at any time without notice where the change is beneficial or does not have a material impact on you and otherwise with reasonable prior written notice via a notification or publication on our app, website, or by email. Certain offers and benefits may not be available in all territories.

8. Changes to OneKeyCash balances, Reward Progression Nights balance, Trip Elements balance and Tier status

We reserve the right to rescind or cancel at any time any pending or available OneKeyCash, Reward Progression Nights or Trip Elements (or any portion of pending or available OneKeyCash, Reward Progression Nights or Trip Elements) that were earned for an Eligible Booking or Redemption Reward that was not Completed.

Where you receive a partial refund or credit from either EG or a Travel Supplier due to a cancellation within a penalty window, any OneKeyCash used will be forfeited. Where you receive a partial refund or credit from either EG or a Travel Supplier and OneKeyCash was used to pay in part (except for short term rental bookings) or in full for the Redemption Reward, the Base OneKeyCash used will be reinstated to your Account. Where you receive a partial refund or credit from either EG or a Travel Supplier, and OneKeyCash was used to pay in part for the short-term rental Redemption Reward, some Base OneKeyCash may be reinstated to your Account. In all other cases, OneKeyCash, Reward Progression Nights and Trip Elements will be rescinded or cancelled where you receive a refund or credit, from either EG, a Travel Supplier, a financial institution, or a card issuer. OneKeyCash, Reward Progression Nights or Trip Elements earned pursuant to fraudulent, falsified information, or otherwise in violation of these Terms and Conditions will be rescinded or cancelled by us. Where you are entitled to a reinstatement of some or all of your OneKeyCash to your Account (as set out above) for a booking made in a currency different to the currency associated with your Account, your OneKeyCash will be reinstated at the market exchange rate applicable on the date of the booking. Expired Promotional OneKeyCash or Base OneKeyCash will not be credited to your Account under any circumstances.

Your OneKeyCash balance, Reward Progression Nights balance, Trip Elements balance, earn and redemption activity can be accessed on your rewards activity page on each Participating Brand's page where applicable and you will receive periodic updates via email. Your OneKeyCash balance will always be displayed in the currency of the region you are using. If the currency is different to the currency associated with your Account, the balance displayed will be an estimate based on the market exchange rate applicable on the date the balance was displayed. To see the currency associated with your Account, please check your rewards activity page as this may be updated from time to time.

If your Account does not reflect the correct amount of OneKeyCash or number of Trip Elements or Reward Progression Nights that you should have earned, we reserve the right to notify you of the inaccuracy, and to adjust your OneKeyCash, Reward Progression Nights or Trip Elements balances to correct the inaccuracy within one hundred and eighty (180) days. If you believe you did not receive the correct amount of OneKeyCash, Reward Progression Nights or Trip Elements for an Eligible Booking, you must contact the Customer Service Centre for the relevant Participating Brand within one hundred and eighty (180) days from the date the booking is Completed. We will make the final determination as to whether OneKeyCash, Reward Progression Nights or Trip Elements adjustments of any kind are justified for the travel in question. If you believe your Account has been the subject of any suspicious activity, please contact the relevant Participating Brand Customer Service Centre immediately. If we

determine you have been the victim of fraud, the OneKeyCash, Reward Progression Nights or Trip Elements you have earned may be transferred to a new Account.

Customer Service:

[Vrbo Help Centre](#)

[Expedia Help Centre](#)

[Hotels.com Help Centre](#)

If we cancel or rescind OneKeyCash, Reward Progression Nights or Trip Elements, as set forth above, and the changes to your OneKeyCash, Reward Progression Nights or Trip Elements balances means that you no longer have a sufficient number of Trip Elements to be in a certain Tier, we reserve the right to change your Tier Status based on your Trip Elements balance or to remove any £100 in Hotels.comCash awarded to you in accordance with section 20. Likewise, if, following your contact with our Customer Service Centre as set out above, we credit your account with additional Trip Elements, we will review your Tier Status and make any necessary changes based on your new Trip Elements balance and new Reward Progression Nights balance.

9. Member Prices

Member prices ("**Member Prices**") are available to the following customers:

- Members signed in on a Participating Brand website and app.
- Users of a Participating Brand app.
- Members searching for travel on certain search engines.

Member Prices are available on selected properties, activities, cars, and flights and on selected dates only. Member Prices will only be displayed where applicable to your search and are liable to change at any time. Where a Member Price is displayed next to a price which has been struck out (e.g. "~~£150~~ £100"), the struck-out price is based on the Travel Supplier's standard rate on our site, as determined and supplied by the Travel Supplier, before all discounts and rewards are applied. Members may see different Member Prices depending on their Membership Tier. The "Price" section of the Terms of Service will also apply to Member Prices.

10. Changes to these Terms and Conditions

We may at any time, at our sole discretion modify any of the Terms and Conditions governing the Program including, but not limited to, the rules and rates for earning and using OneKeyCash, collecting Reward Progression Nights, the Tiers and requirements for achieving Tier status, the expiration policy for OneKeyCash, the Redemption Rewards, the Program Benefits, and the products and services on which Hotels.comCash may be earned and used.

Changes to the Terms and Conditions will take effect, to the fullest extent permitted by law, from the date they are published or from a later date as specified by us and, where those changes are material, we will also endeavour to provide you with prior reasonable notice via a notification or publication on our app, website, or by email.

Your continued participation in one or more Programs as a Member following the changes coming into effect constitutes your acceptance of the notified changes to these Terms and Conditions. If you do not agree with the changes, you can delete your Account by following the instructions in section 2 above.

11. Suspension and Termination of OneKeyCash and the Programs

To the fullest extent permitted by law, we reserve the right to restrict the availability of OneKeyCash and the Programs at any time for just cause, with prior reasonable written notice and without liability to you.

The Programs have no predetermined termination date and may continue until such time as when we decide to terminate the Programs. We may terminate one or more of the Programs at any time. Upon termination, you will have at least sixty (60) days from the date the relevant Program termination is announced to use available OneKeyCash remaining in your Account. After that date, any OneKeyCash and benefits will be forfeited without recourse or compensation.

12. Improper Member Activity

We reserve the right in our sole discretion to disqualify any Member we reasonably believe to be tampering with the operation of the Program/s or to be acting in breach of these Terms and Conditions or in a fraudulent or deceptive manner. Any attempt by any Member to undermine the legitimate operation of the Program/s may be a breach of criminal and civil law, and should such an attempt be made or threatened, we reserve the right to seek damages from any such person to the fullest extent permitted by law.

We have the right to monitor all activity in relation to the Programs for compliance with these Terms and Conditions. If we have reasonable grounds to believe your Account shows signs of fraud, abuse, improper conduct or suspicious activity – including, but not limited to, selling, bartering, or trading OneKeyCash and/or Trip Elements, using OneKeyCash which has been fraudulently acquired, requesting OneKeyCash if the requirements for earning OneKeyCash on the booking were not successfully met, misuse of Promotional OneKeyCash, accessing another member's Account, or creating or using the Program/s for commercial purposes – or other violations of these Terms and Conditions (collectively, "**Improper Activity**"), we may close or freeze your Account immediately and suspend Program Benefits, and where such Improper Activity is found to have occurred, you may lose your accumulated OneKeyCash, Redemption Rewards, and Program Benefits. If you have conducted any Improper Activity, we reserve the right to take any necessary legal action. In addition, you may be liable for

monetary losses to EI, including litigation costs and damages, and you will not be allowed to participate in the Programs in the future. Eligible Bookings or Redemption Rewards discovered to be related to Improper Activity will have their OneKeyCash rescinded, and the Account associated with such activity will be frozen from further OneKeyCash earning or redemption activity. To contest freezing, disqualification or termination of an Account, the rescinding of OneKeyCash or confiscation of Redemption Rewards, please contact the relevant Participating Brand Customer Service Centre at:

[Vrbo Help Centre](#)

[Expedia Help Centre](#)

[Hotels.com Help Centre](#)

13. Complaints

We are committed to customer satisfaction, so if you have a problem or complaint, we would like to try to resolve your concerns. You can contact the relevant Participating Brand Customer Service Centre using the details box.

Customer Service:

[Vrbo Help Centre](#)

[Expedia Help Centre](#)

[Hotels.com Help Centre](#)

14. Release and Limitation of Liability

The Programs are provided without any warranty (either express or implied) or implied term of any kind, including but not limited to any implied warranties or implied terms of satisfactory quality, fitness for a particular purpose, or non-infringement. We make no guarantees, warranties, or representations of any kind concerning the Program/s, except where a particular guarantee or warranty cannot be excluded under applicable law, including consumer law.

Although we will endeavour to employ commercially reasonable measures to help ensure the Program/s runs as planned, you agree that, to the fullest extent permitted by law, we shall not be liable for any errors, inaccuracies, or other issues that may impair your participation in the Program/s, unless and only to the extent directly caused by us. You further understand that neither our Travel Suppliers nor promotional partners are affiliated with the Program/s nor responsible for administration of the Program/s.

Subject to the limitations set out in these Terms and Conditions, you further agree that to the extent permitted by applicable law, EG, its affiliates, its Travel Suppliers, any promotional partners, and each of their respective officers, directors, employees, and agents (collectively, the "**Released Parties**") will not be liable for any losses arising out of or in connection with the Program/s (including, for example, any use of the Program/s and/or any delay or inability to use the Program/s) which were not:

(i) reasonably foreseeable by both you and us at the time of enrolment in the Program/s;

(ii) actually suffered or incurred by you; and

(iii) caused by a breach of our obligations under these Terms and Conditions or our failure to use reasonable care and skill.

Subject to the limitations set out in these Terms and Conditions, and to the fullest extent permitted by applicable law, in no event shall the Released Parties be liable for any business losses and/or losses to non-consumers including (without limitation) loss of profits or loss of revenue.

Nothing in these Terms and Conditions shall limit or exclude our liability for death or personal injury caused by our negligence; for fraud, fraudulent misrepresentation or gross negligence; or for any other liability which cannot be legally excluded or limited under applicable law, including consumer law.

15. Privacy

Your privacy is important to us.

In signing up to the Program/s, you acknowledge that you have read and accepted the processing of your personal data by us in compliance with applicable data protection laws and our Privacy Statement. Please see our full Privacy Statement for more information on the personal data we collect about you, how and why we process it, the safeguards put in place to protect it, who we may disclose it to, your rights and who to contact for potential claims or questions:

[Vrbo Privacy Statement](#)

[Expedia Privacy Statement](#)

[Hotels.com Privacy Statement](#)

16. General

The Terms and Conditions that are currently on the website available [here](#), will apply until 7 April 2026 (or later date as notified to you). These new updated Terms and Conditions will be effective from 8 April 2026, or a later date as notified to you.

Please note that if these Terms and Conditions change between the time you made an Eligible Booking and the time the Eligible Booking is Completed, the version of the Terms and Conditions that was in effect at the time the Eligible Booking is made will control.

If any part of these Terms and Conditions is found to be invalid, illegal, or unenforceable, the validity, legality, and enforceability of the remaining provisions will not in any way be affected or impaired. Our failure or delay in enforcing any provision in these Terms and Conditions at any time does not waive our right to enforce the same or any other provision(s) hereof in the future.

The [Vrbo Terms of Service](#), [Expedia Terms of Service](#) and [Hotels.com Terms of Service](#) (as applicable) displayed on the Participating Brand will apply in addition to these Terms and Conditions.

These Terms and Conditions (and any other terms and conditions referenced herein) constitutes the entire agreement between you and us with respect to the Programs and supersede all prior or contemporaneous communications and proposals, whether electronic, oral, or written, between you and us with respect to the Programs.

17. Governing Law

These Terms and Conditions are governed by the laws specified in the [Terms of Service](#).

18. Vrbo Terms

18.1 Vrbo Definitions

Please refer to section 3 of these Terms and Conditions for additional Definitions.

“**Completed**” means that the Member, or other travelers booked under the Account, must have completed the stay in an Eligible Hotel or an Eligible Accommodation Rental.

“**Eligible Accommodation Rental**” means a stand-alone booking of a participating short-term rental accommodation booked by a Member through Vrbo and later Completed.

“**Eligible Booking**” means a booking by a Member through Vrbo for an Eligible Hotel or Eligible Accommodation Rental that is later Completed.

“**Eligible Hotel**” means any stand-alone property that is not an Eligible Accommodation Rental and booked by a Member through Vrbo that is later Completed.

“**Program**” means the One Key loyalty program as described in this section 18.

“**Vrbo**” means the Vrbo UK site or mobile version of the site and any related mobile applications.

18.2 OneKeyCash Earn

Base OneKeyCash can be earned by making an Eligible Booking through Vrbo as set forth below.

Eligible Accommodation Rentals

On Vrbo :

- Silver members earn 1% in OneKeyCash per £1 spent (excluding taxes and fees).
- Gold and Platinum members earn 2% in OneKeyCash per £1 spent (excluding taxes and fees).

Eligible Hotels

On Vrbo :

- Silver members earn 1% in OneKeyCash per £1 spent (excluding taxes and fees).
- Gold and Platinum members earn 2% in OneKeyCash per £1 spent (excluding taxes and fees).

Non-Eligible Bookings

Purchases other than those expressly listed above are **not** eligible to earn OneKeyCash or Trip Elements. These include but are not limited to:

- Gift cards
- Bookings made on the “Groups & Meetings” link on a Participating Brand
- Insurance
- Pricing products

18.3 OneKeyCash and Trip Element Posting/Reconciliation

See the table below for the length of time it may take for OneKeyCash and Trip Elements to move from pending to available status.

Eligible Booking	OneKeyCash and Trip Element Confirmation Timing
Hotel paid at time of booking ("Pay Now")	Up to 3 days after the Eligible Booking is Completed
Hotel paid at time of stay ("Pay Later")	Up to 35 days after the Eligible Booking is Completed
Accommodation Rental	Up to 45 days after the Eligible Booking is Completed

Trip Elements

A Trip Element will only be awarded where the Eligible Tier Booking is £20 or more (excluding taxes and fees and after any OneKeyCash is applied to the booking).

Bookings which are eligible for the purposes of qualifying for a higher tier on Vrbo are set out below.

Eligible Tier Bookings

Hotel	1 Trip Element for an Eligible Hotel per room per Completed night stayed
Accommodation Rental	1 Trip Element for an Eligible Accommodation Rental per Completed night stayed

18.4 OneKeyCash Redemption

18.4.1 Short term rental redemption

Subject to the general exclusions set out at section 6, you can use available OneKeyCash to pay for the partial or full cost of a participating short-term rental. Where a participating short-term rental offers multiple instalment payments, OneKeyCash may only be used to pay for the partial or full cost of a first instalment payment. OneKeyCash cannot be used on a refundable damage deposit. Where making a booking request, OneKeyCash is only used to pay for the partial or full cost of the participating short-term rental once the booking has been confirmed. OneKeyCash cannot be used on all short-term rentals, please check the short-term rental details page to see eligibility.

18.4.2 Hotel redemption

Subject to the general exclusions set out at section 6, you can use available OneKeyCash to pay the partial or full cost of a "Pay Now" hotel. OneKeyCash can only be used where payment is being made on a Participating Brand at time of booking where the "Pay Now" option is presented.

21.5 OneKeyCash expiry

Base OneKeyCash in your Account will not expire as long as you have made an Eligible Booking or redeemed a Redemption Reward through a Participating Brand on your Account at least once every eighteen (18) months. If there has been no such activity, all accumulated Base and Promotional OneKeyCash in your Account will expire and will not be reinstated. Promotional OneKeyCash may have a different expiry period, please check the offer-specific terms and conditions for details.

19. Expedia Terms

19.1 Expedia Definitions

Please refer to section 3 of these Terms and Conditions for additional Definitions.

"Completed" means that the Member, or other travellers booked under the Account, must have completed the stay in an Eligible Hotel or an Eligible Accommodation Rental, flown on the Eligible Flight, used the Eligible Car, used the ticket(s) for the Eligible Activity or completed the Eligible Package.

"Eligible Accommodation Rental" means a stand-alone booking of a participating short-term rental accommodation booked by a Member through Expedia and later Completed.

"Eligible Activity" means any stand-alone activities and Ground Transportation booked by a Member through Expedia and later Completed.

"Eligible Booking" means a booking by a Member through Expedia for any Eligible Accommodation Rental, Eligible Activity, Eligible Car, Eligible Flight, Eligible Hotel, or Eligible Package that is later Completed.

"Eligible Car" means any stand-alone car hire booked by a Member through Expedia that is later Completed.

“Eligible Flight” means any stand-alone flight booked by a Member through Expedia that is later Completed but does not include items not included in the fare such as seat choice or baggage.

“Eligible Hotel” means any stand-alone property that is not an Eligible Accommodation Rental and booked by a Member through Expedia that is later Completed.

“Eligible Package” means any pre-paid hotel + flight, hotel + car, hotel + flight + car, flight + hotel + activity, flight + car, and hotel + flight + car + activity booked together by a Member through Expedia that is later Completed.

“Eligible Travel Component” means any of the following: Eligible Activity, Eligible Accommodation Rental, Eligible Car, Eligible Flight, or Eligible Hotel.

“Expedia” means the Expedia.co.uk website or mobile version of the site and any related mobile applications.

“Ground Transportation” forms part of Eligible Activity and means ground transportation booked by a Member at <https://www.expedia.co.uk/ground-transfers> that is later Completed.

“Program” means the One Key loyalty program available on Expedia.

“Third Party Package Holiday” means a package booked through the “Package Holidays” tab (where made available) on the Expedia site and mobile application (or those of a Participating Brand) which are provided by a third-party tour operator and not by us or a Participating Brand.

19.2 Earning OneKeyCash

Subject to section 4, after completing an Eligible Booking, the anticipated amount of OneKeyCash and Trip Elements to be earned will be held in pending status. You will earn OneKeyCash on a portion of the Redemption Reward if partially paid for with OneKeyCash. If you use a coupon when making an Eligible Booking, the value of the coupon will be deducted prior to calculating the OneKeyCash earned on the Eligible Booking.

Earning Base OneKeyCash

Base OneKeyCash can be earned by making an Eligible Booking through Expedia as set forth below.

Eligible Flights

Subject to section 4, earn 0.2% in OneKeyCash per £1 spent (excluding taxes and fees) on Eligible Flight Bookings booked through Expedia.

Eligible Bookings (non-flight)

Subject to section 4, earn 2% in OneKeyCash per £1 spent (excluding taxes and fees) on the following Eligible Bookings:

- Eligible Hotels
- Eligible Accommodation Rentals
- Eligible Activities
- Eligible Packages
- Eligible Cars

Non-Eligible Bookings

Purchases other than those expressly listed above are **not** eligible to earn OneKeyCash or Trip Elements. These include but are not limited to:

- Bookings made on the “Groups & Meetings” link on a Participating Brand
- Insurance
- Flights booked directly via an airline’s website, even if your original flight search was conducted on a Participating Brand
- Pricing products
- Third Party Package Holidays

19.2.1 Preferred Inventory OneKeyCash

Preferred Inventory includes standalone VIP Access properties, is liable to change at any time, and will be displayed where applicable to your search, along with any additional terms and conditions (if applicable) (**“Preferred Inventory”**).

Subject to section 4, Promotional OneKeyCash offers which are Preferred Inventory OneKeyCash offers will be awarded at the following rates inclusive of Base OneKeyCash earn rates, based on the Member’s Tier at the time of booking:

- Blue members: no Preferred Inventory OneKeyCash awarded on Eligible Bookings
- Silver members: 3% in OneKeyCash earned per £1 spent (excluding taxes and fees) on an Eligible Booking
- Gold members: 4% in OneKeyCash earned per £1 spent (excluding taxes and fees) on an Eligible Booking
- Platinum members: 6% in OneKeyCash earned per £1 spent (excluding taxes and fees) on an Eligible Booking

For Preferred Inventory OneKeyCash to move from pending to Available status, the Eligible Booking must be Completed, and will then be made available in your Account based on the time periods identified in the Posting/Reconciliation chart in section

19.3. Preferred Inventory OneKeyCash offers are not applicable to changed bookings. You will not earn additional Trip Elements on Preferred Inventory OneKeyCash offers.

As is the case with all categories of OneKeyCash, Preferred Inventory OneKeyCash is promotional in nature, has no cash value and may not be transferred to another Member or redeemed for cash under any circumstances.

19.3 OneKeyCash and Trip Element Posting/Reconciliation

See the table below for the length of time it may take for OneKeyCash and Trip Elements to move from pending to available status.

Eligible Booking	OneKeyCash and Trip Element Confirmation Timing
Hotel paid at time of booking ("Pay Now")	Up to 3 days after the Eligible Booking is Completed
Hotel paid at time of stay ("Pay Later")	Up to 35 days after the Eligible Booking is Completed
Accommodation Rental	Up to 45 days after the Eligible Booking is Completed
Flights	Up to 10 days after the Eligible Booking is Completed
Packages	Up to 3 days after the Eligible Booking is Completed
Car ("Pay Now")	Up to 3 days after the Eligible Booking is Completed
Car ("Pay Later")	Up to 90 days after the Eligible Booking is Completed
Activities	Up to 3 days after the Eligible Booking is Completed

19.4 OneKeyCash Expiry

Subject to the paragraph below, Base and Preferred Inventory OneKeyCash in your Account will not expire as long as you have made an Eligible Booking or redeemed a Redemption Reward through a Participating Brand on your Account at least once every eighteen (18) months. If there has been no such activity, all accumulated Base and Promotional OneKeyCash in your Account will expire and will not be reinstated. Promotional OneKeyCash may have a different expiry period, please check the offer-specific terms and conditions for details.

OneKeyCash that has been converted from Expedia Rewards points will retain original expiry dates, unless an Eligible Booking or Redemption Reward is made through a Participating Brand on your Account from 8 July 2024 in which case the above paragraph will apply.

19.5 OneKeyCash Redemption

19.5.1 Flight Redemptions

Subject to the general exclusions set out in Section 6 above, Flight Redemption Rewards are available on eligible airlines, and on insurance. In order to book a flight using OneKeyCash, you must have enough OneKeyCash available to cover the entire cost of the flight being booked, including all taxes and fees. OneKeyCash cannot be used to pay for items not included in the fare such as seat choice or baggage, and cannot be used to pay for flight booking changes. If you do not see the ability to apply OneKeyCash on the checkout page, this is an indicator that: you do not have enough OneKeyCash to cover the entire flight cost, you have added additional items for purchase such as seat choice or baggage, and/or the flight is not eligible for a Redemption Reward, and therefore ineligible to use OneKeyCash on that booking. Flights do not have to be roundtrip, one-way flights and flights into and out of different airports are permitted. Holds cannot be placed on flight Redemption Rewards. Only the Member can use OneKeyCash to book a flight on their Account, but the flight Redemption Reward may be booked in the name of the Member or any other person the Member designates.

19.5.2 Hotel Redemptions

Subject to the general exclusions set out at section 6 above, you can use available OneKeyCash to pay the partial or full cost of a "Pay Now" hotel. OneKeyCash can only be used where payment is being made on a Participating Brand at time of booking where the "Pay Now" option is presented. OneKeyCash may be used on insurance where the redemption is being made with a "Pay Now" hotel as described in this paragraph.

19.5.3 Short Term Rental Redemptions

Subject to the general exclusions set out at section 6 above, you can use available OneKeyCash to pay for the partial or full cost of a participating short-term rental. OneKeyCash cannot be used on a refundable damage deposit. Where making a booking request, OneKeyCash is only used to pay for the partial or full cost of the participating short-term rental once the booking has been confirmed. OneKeyCash cannot be used on all short-term rentals, please check the short-term rental details page to see eligibility.

19.5.4 Car Redemptions

Subject to the general exclusions set out at section 6 above, you can use available OneKeyCash to pay for the partial or full cost of a “Pay Now” car hire and insurance. OneKeyCash cannot be used where some or all of the cost is required to be paid directly to the Travel Supplier.

19.5.5 Activities Redemptions

Subject to the general exclusions set out at section 6 above, you can use available OneKeyCash to pay for the partial or full cost of a “Pay Now” activity and insurance.

19.6 Membership Tiers

A Trip Element on Expedia will only be awarded where the Eligible Travel Component of the Eligible Tier Booking is £20 or more (excluding taxes and fees and after any coupons and any OneKeyCash are applied to the booking).

Bookings which are eligible for the purposes of qualifying for a higher tier for Expedia are set out below.

Eligible Tier Bookings

Flights	1 Trip Element for an Eligible Flight where each ticket (a roundtrip flight ticket and any stopover(s) are deemed to be 1 Trip Element, a multi-city ticket is deemed to be 1 Trip Element for each segment) in the booked flight itinerary is flown
Hotel	1 Trip Element for an Eligible Hotel per room per Completed night stayed
Accommodation Rental	1 Trip Element for an Eligible Accommodation Rental per Completed night stayed
Car	1 Trip Element for an Eligible Car per Completed car hire day
Activities	1 Trip Element for an Eligible Activity for each ticket where the activity is Completed. Where the Eligible Activity is Ground Transportation, 1 Trip Element for a completed roundtrip
Package	1 Trip Element for an Eligible Travel Component Completed as outlined in this table

20. Hotels.com Terms

20.1 Hotels.com Definitions

Note: Please refer to section 3 of these Terms and Conditions for additional Definitions.

“**Completed**” means that the Member, or other travelers booked under the Account, must have completed the stay in an Eligible Hotel or an Eligible Accommodation Rental.

“**Eligible Accommodation Rental**” means a stand-alone booking of a participating short-term rental accommodation booked by a Member through Hotels.com that is later Completed.

“**Eligible Booking**” means a booking by a Member through Hotels.com for an Eligible Hotel or Eligible Accommodation Rental that is later Completed.

“**Eligible Hotel**” means any stand-alone property that is not an Eligible Accommodation Rental and booked by a Member through Hotels.com that is later Completed.

“**Hotels.com**” means the Hotels.com UK site or mobile version of the site and any related mobile applications.

“**Program**” means the Hotels.com Rewards program as described in this section 20.

“**Reward Progression Night**” means a method for calculating your progression towards earning a reward of £100 in Hotels.comCash, collected for (a) every room booked per night on Hotels.com, where you stay at an Eligible Hotel that is not fully or partially paid for in Hotels.comCash or with a gift card or coupon and (b) every night booked on Hotels.com where you stay at an Eligible Accommodation Rental that is not fully or partially paid for in Hotels.comCash or with a gift card or coupon;

and specifically excludes any night/s you stay at a hotel or accommodation rental, booked on Hotels.com, where the average cost of the night/s (on a per booking basis) is less than £75 (including taxes and fees and after any discounts have been applied).

20.2 Earning Hotels.comCash

Base Hotels.comCash can be earned by making an Eligible Booking on Hotels.com as set forth below. Subject to this section 20.2, no Hotels.comCash or Reward Progression Nights towards a reward of £100 in Hotels.comCash will be earned for any night in a booking which is paid for or partially paid for in Hotels.comCash. See section 20.4 for further information on how Hotels.comCash is applied to multiple nights.

20.2.1 Eligible Bookings

Subject to section 4 and this 20.2, Members can collect Reward Progression Nights on Eligible Bookings. Once a Member has collected 10 Reward Progression Nights they will earn a £100 in Hotels.comCash reward.

20.2.2 Non-Eligible Bookings

Purchases other than those expressly listed above are **not** eligible to earn Hotels.comCash or collect Reward Progression Nights. These include but are not limited to:

Car hire booked on Hotels.com

Gift cards

Bookings made on the “Groups & Meetings” link on Hotels.com

Insurance

Pricing products

Any accommodation rental or hotel booking made on Hotels.com where the average cost of the night/s (on a per booking basis) is less than £75 (including taxes and fees and after any discount has been applied)

20.2.3 Save Your Way Hotels.comCash

Save Your Way Hotels.comCash is offered on participating Pay Now hotel bookings on the US and UK Hotels.com sites. For Save Your Way Hotels.comCash to move from pending to available status, the booking must be Completed and will then be made available in your Account based on the time period for Pay Now hotel bookings identified in the Posting/Reconciliation chart in section 20.3.

Bookings for which you’ve earned Save Your Way Hotels.comCash cannot be changed online. You must contact customer service (using the details in section 8) who will assist you with your changes if possible or cancel your booking so you can rebook your reservation with the changes you desire, subject to room availability and the property’s rules and restrictions. In the event the booking is cancelled for any reason, the portion of the amount paid to earn the Save Your Way Hotels.comCash will be refunded to your payment method.

As is the case with all categories of Hotels.comCash, Save Your Way Hotels.comCash is promotional in nature, has no cash value and may not be transferred to another Member or redeemed for cash under any circumstances.

20.3 Hotels.comCash Posting/Reconciliation

A reward of £100 in Hotels.comCash will become Available Hotels.comCash once 10 Reward Progression Nights are Completed according to the following timeframes:

Eligible Booking	Timing to receive £100 in Hotels.comCash
All 10 Reward Progression Nights stayed were paid for at time of booking (“Pay Now”)	Up to 3 days after the Eligible Booking (with the 10 th Reward Progression Night stayed) is Completed
One or more Reward Progression Nights stayed were paid for at the time of stay (“Pay Later”)	Up to 35 days after the Eligible Booking (with the 10 th Reward Progression Night stayed) is Completed
One or more Reward Progression Nights stayed at Accommodation Rentals	Up to 35 days after the Eligible Booking (with the 10 th Reward Progression Night stayed) is Completed

Save Your Way Hotels.comCash and Promotional Hotels.comCash (where Hotels.ComCash availability status timeframes are not specified as part of the promotional offer terms) will become Available Hotels.comCash once an Eligible Booking is Completed according to the following timeframes:

Eligible Booking	Timing to receive Save Your Way and/or Promotional Hotels.comCash (where timeframes are not specified as part of the promotional offer terms)
Pay Now Hotels	Up to 3 days after the Eligible Booking is Completed

20.4 Hotels.comCash Redemption

Subject to section 6, you can redeem your Available Hotels.comCash to pay the following types of Redemption Rewards:

1. the partial or full cost of a "Pay Now" hotel including taxes and fees payable at the time of booking. Hotels.comCash can only be used where payment is being made on Hotels.com at the time of booking where the "Pay Now" option is presented.
2. the partial or full cost of a participating short-term rental including taxes and fees. Hotels.comCash cannot be used on all short-term rentals, please check the short-term rental details page to see eligibility.

Any Hotels.comCash balance remaining after redemption will be retained in your Account.

In addition to the earn restrictions set out in section 20.2, if you redeem your Available Hotels.comCash on a Redemption Reward that is longer than 1 night, and your Redemption Reward value is higher than the amount of Available Hotels.comCash in your Account, Available Hotels.comCash will be automatically applied to the average per night value (including taxes and fees that are not payable to the Travel Supplier at the time of travel) of your Redemption Reward for each night of your booking until all Available Hotels.comCash (or all Available Hotels.comCash you have selected to apply) has been applied to that Redemption Reward.

Hotels.comCash cannot be redeemed on insurance or car hire booked on Hotels.com.

20.5 Hotels.comCash and Reward Progression Nights Expiry

Pending Hotels.comCash and Reward Progression Nights will not expire as long as you have made an Eligible Booking or redeemed a Redemption Reward through Hotels.com on your Account at least once every twelve (12) months. If there has been no such activity in twelve (12) months all accumulated Pending Base and Promotional Hotels.comCash and Reward Progression Nights will expire and not be reinstated.

Available Hotels.comCash in your Account will not expire as long as you have made an Eligible Booking or redeemed a Redemption Reward through a Participating Brand on your Account at least once every eighteen (18) months. If there has been no such activity in eighteen (18) months all accumulated Available Base, Promotional and Pending Base and Promotional Hotels.comCash will expire and not be reinstated.

Promotional Hotels.comCash may have a different expiry period, please check the offer-specific terms and conditions for details.

Hotels.comCash that has been converted from Hotels.com Rewards stamps, reward nights and any OneKeyCash earned on Hotels.com prior to the date these terms become effective will retain original expiry dates, unless an Eligible Booking or Redemption Reward is made through a Participating Brand on your Account once these Terms become effective in which case the above paragraphs will apply.

20.6 Reward Progression Night and Tier Qualification Night confirmation

A Tier Qualification Night will only be awarded where an Eligible Booking is Completed. There is no minimum value threshold for earning a Tier Qualification Night. Tier Qualification Nights can be earned on Redemption Rewards that are fully or partially paid for with Hotels.comCash.

When calculating progress towards a Tier or a reward of £100 in Hotels.comCash, Tier Qualification Nights and Reward Progression Nights will be confirmed according to the following timeframes:

Eligible Booking	Reward Progression Nights Timing
Pay Now hotels	Up to 3 days after the Eligible Booking is Completed
Pay Later hotels	Up to 35 days after the Eligible Booking is Completed
Accommodation Rentals	Up to 35 days after the Eligible Booking is Completed

21. Hotels.com Rewards (stamps)

The following terms in this Section 21 will apply if you use your Account on Hotels.com outside the UK in regions where stamps are awarded instead of Reward Progression Nights. The terms below will not apply if you use your Account on Hotels.com in the United Kingdom:

Hotels.com Rewards Terms and Conditions Rewards (hotels.com)

Last updated on 8 July 2024

Hotels.com® Rewards is a Hotels.com® loyalty programme (the “**Programme**”). For each night you book and stay at an eligible Hotels.com Rewards property you collect one stamp (“**Stamp**”). When you collect 10 Stamps with us, we give you 1 reward night to redeem (“**Reward Night**”). This Reward Night does not include taxes and fees, which you must pay when redeeming your Reward Night.

All bookings must be made online or on our mobile app. You can only collect Stamps or redeem Reward Nights at an eligible Hotels.com Rewards property.

The Programme is open to anyone over 18 years old (or the age of majority in your country) who signs up to Hotels.com with a valid email address, and then joins the Programme. Companies, associations or other groups may not join. Employees of Expedia, Inc. will not be able to collect Stamps or redeem Reward Nights if they make a booking using an employee discount. If an Expedia, Inc. employee makes a booking without using their discount, they will be able to collect Stamps and redeem Hotels.com Rewards nights.

Hotels.com Rewards tiers

The Programme has 3 tiers: Hotels.com Rewards, Hotels.com Rewards Silver and Hotels.com Rewards Gold. You will join as a Hotels.com Rewards member. When you collect 10-29 Stamps in a membership year, you will qualify for Hotels.com Rewards Silver. When you collect 30 Stamps or more in a membership year, you will qualify for Hotels.com Rewards Gold. A membership year runs for a year from the date you first created an account, and each anniversary after that.

Silver and Gold members have a dedicated phone number they can call 24/7 to make or discuss their bookings and there are other benefits like early sale access and exclusive offers. These will all be available within 2 weeks of qualifying for Silver or Gold, and will last for the rest of that membership year and the whole of the following membership year. If you do not collect enough Stamps to stay in Silver or Gold, we will move you down a tier for the next membership year.

Collecting Stamps

You will collect 1 Stamp for every night you stay at an eligible Hotels.com Rewards property. Collect 10 Stamps and we will give you 1 Reward Night. You must be signed in to your Hotels.com account when you book online and on our mobile app so we can add the Stamps you collect to your account after your stay. If you make a booking with us by phone, you must tell us the email address on your account so we know where to add the Stamps. Only Hotels.com Rewards members collect Stamps. Other guests on the same booking do not, and you cannot collect Stamps for any property bookings you made before you joined the Programme.

We will add any Stamps you collect to your account up to 72 hours after you check out of the Hotels.com Rewards property. If you collect Stamps but we later believe that you did not complete your property stay (an “**Invalid Stamp**”), we reserve the right to remove these Invalid Stamps from your account. This could happen if you cancel your booking or did not check in at the property, which would make the Stamps invalid. Invalid Stamps do not count towards the 10 Stamps you need to redeem a Reward Night. You may need to wait up to 35 days to redeem your Rewards Night if a number of your Stamps are collected via the “pay later/pay at property” option.

You can check your account to see how many Stamps you have collected at any time. Just sign in at Hotels.com, use our mobile app, or phone our call centre. You are responsible for making sure your account is correct. If you believe that you have not collected the correct amount of Stamps, we will look into this for you. If any bookings are invalid as mentioned earlier, we will remove them from your account.

In addition to the information above, you will not collect Stamps for the following:

Bookings made with an affiliate Hotels.com site

Bookings made before you joined the Programme

Package bookings i.e. property + flight

Some bookings made using a discount coupon, voucher or code – you will need to check the terms for each of these

Bookings made through Group Travel Services

Bookings that do not cost you anything, i.e. are free

Bookings made for car hire on Hotels.com

Redeeming Reward Nights

When you collect 10 Stamps, we will give you 1 Reward Night to redeem at any eligible Hotels.com Rewards property. You can redeem your Reward Night online and on our mobile app.

The maximum value of your Reward Night is based on the value of the 10 Stamps you collected as long as they have not expired. This value is equal to the average daily rate, excluding taxes and fees, of the Stamps you previously collected. If you

collected a Stamp at a Hotels.com Secret Price (defined below), this price rather than the regular price will be used for the purposes of the calculation. You must pay for taxes, fees, meals and any other costs associated with your Reward Night.

If you used different currencies when collecting your 10 Stamps, the value of each Stamp is currently calculated using the currency associated with the territory you were in when you joined the Programme.

Reward Night stays are subject to all applicable booking terms and conditions. You will not collect a Stamp when you redeem your Reward Night. Collected Stamps have no cash value, and you cannot redeem your Reward Night for cash.

If you redeem your Reward Night on a stay that is less than the maximum value of your Reward Night, you will not get the difference in cash, credit or anything else. You can redeem your Reward Night on a stay that costs more than the maximum value of your Reward Night – you just pay the difference.

If you have more than 1 Reward Night to redeem, you can choose which booking you want to apply it to. You cannot combine your Reward Night with any other offer, discount coupon, voucher or code, unless the terms for each of these say you can. This means that when you book a stay and redeem your Reward Night, you generally will not be able to get an additional discount on that booking.

If you redeem your Reward Night on a booking that is longer than 1 night, we will automatically apply its value to the most expensive night in that booking, subject to its maximum value.

Reward Night stays are subject to all applicable cancellation policies that are passed onto us by the Hotels.com Rewards property. If you cancel a Reward Night for which, had you paid for the night and cancelled it you would have been entitled to a full refund, we will return the Reward Night to your account. If you cancel a Reward Night for which, had you paid for the night and cancelled it you would have been entitled to a 1-99% refund, the Reward Night will not be returned to your account. If you cancel a Reward Night for which, had you paid for the night and cancelled it you would have not been entitled to any refund, the Reward Night will not be returned to your account.

If you want to change the dates of a booking that includes the Reward Night you redeemed, you will need to cancel the booking, wait for the Reward Night to be returned to your account, then rebook so you can apply your Reward Night to your new booking.

Benefits

Hotels.com Rewards Silver and Gold members will have additional benefits, which may be subject to additional terms and conditions. Benefits are promotional in nature and have no cash value and may not be transferred to another member or redeemed for cash under any circumstances. To the fullest extent permitted by law, we reserve the right to introduce, vary, suspend or withdraw any benefits at any time without notice where the change is beneficial or does not have a material impact on you and otherwise with no less than 90 days' notice. Certain programme offers and programme benefits may not be available in all territories.

Changes and Termination

Your Stamps and Reward Nights will not expire as long as you keep your account active at least once every 12 months. This means you must collect a Stamp or redeem a Reward Night in that time, and when you do, the expiry date will be extended for another 12 months. If you do not collect Stamps or redeem Reward Nights in a 12 month period, your Stamps and Reward Nights will expire and we may deactivate your account. If this happens, your Stamps will not be reissued. Sign in to your account to check when your Stamps are due to expire.

We may change our terms and conditions at any time, with or without notice, including the rules for collecting Stamps, the different membership tiers and their qualification requirements and associated benefits, the rules for redeeming your Reward Night, the list of eligible Hotels.com Rewards properties, and the maximum value of a Reward Night. We may communicate these changes to you by email or on our Hotels.com website so please make sure you check your account regularly.

Hotels.com Rewards has no end date and will continue until we close it, which could happen at any time. If we do close the Programme, you will have 30 days from when we announce its closure to redeem any Reward Nights you have in your account. After that date, you will lose your Reward Nights and you will not be compensated.

By continuing to collect Stamps and redeem Reward Nights with Hotels.com Rewards, you accept any changes to these terms and conditions. You are responsible for keeping up to date on any changes that we may make. The most current version will always be available on our website.

General Hotels.com Rewards Terms & Conditions

We reserve the right to discontinue your membership if you act fraudulently or use our loyalty programme in a way that does not comply with our terms and conditions, or any federal or state laws, regulations, statutes or ordinances. If we discontinue your membership, you may lose your collected Stamps and benefits. We also have the right to take appropriate administrative and/or legal action, including criminal prosecution if necessary.

While you are signed up to Hotels.com Rewards, we may communicate any updates to your account or transactions to you by email. We may take back your Stamps at any time. You cannot sell or transfer your Stamps, or combine them with another member's Stamps. Stamps are not transferable if a member dies, if there is a domestic relations issue, or otherwise by operation of law.

We make no guarantees, warranties or representations of any kind concerning the Programme, except where a particular guarantee or warranty cannot be excluded under applicable law. Nothing in these Terms and Conditions is intended to exclude or restrict any non-excludable rights that you have under applicable law.

To the fullest extent permitted by law, you release Hotels.com and its affiliates, suppliers and partners from all liability regarding the earning, redemption and use of Stamps, including any Reward Nights that, after receipt, may be lost, stolen or destroyed, other than where such liability was caused or contributed to by a negligent or fraudulent act of Hotels.com. Hotels.com suppliers and partners are in no way affiliated with or responsible for Programme administration.

It is a condition of membership to the Programme that you consent and authorise us to collect, use and disclose the personal information collected by us in accordance with the Privacy Statement and all applicable privacy and data protection laws.

If any part of these Hotels.com Rewards Terms and Conditions are found to be invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions will not in any way be affected or impaired. Our failure or delay in enforcing any provision in these Hotels.com Rewards Terms and Conditions at any time does not waive our right to enforce the same or any other provision(s) hereof in the future.

These Hotels.com Rewards Terms and Conditions (and any other terms and conditions referenced herein) constitutes the entire agreement between you and us with respect to this Programme and it supersedes all prior or contemporaneous communications and proposals, whether electronic, oral or written, between you and us with respect to the Programme.

The Hotels.com Rewards Programme and Hotels.com Rewards Terms and Conditions are governed by the laws specified in the Terms of Service.

The Programme is void where prohibited by law. Our failure to enforce any provision of these terms and conditions shall not constitute a waiver of that or any other provision. Our decision on all questions or disputes regarding the Programme is final.

Member Prices

Member Prices are available to the following customers:

Hotels.com Rewards members; and

Users of the Mobile Application (as defined in these terms and conditions below).

Hotels.com Rewards members – If you are signed in to your Hotels.com account when browsing the website, you will automatically be shown Member Prices on selected properties where the "Member Price" banner is displayed.

Mobile Application users – When using the Mobile Application, you will automatically be shown Member Prices on selected properties where the "Member Price" banner is displayed. A user of the Mobile Application will not see Member Prices when accessing the website via other platforms, unless they are signed in as a Hotels.com Rewards Member.

Member Prices are available on selected properties and on selected dates only. Member Prices will only be displayed where applicable to your property search and are liable to change at any time.

Where a Member Price is displayed next to a price which has been struck out (e.g. "~~£150~~ £100"), the struck-out price is based on the property's standard rate on our site, as determined and supplied by the property. The "Prices" section of the Terms of Service will also apply to Member Prices.