

Hotels.com Rewards Terms and Conditions

Effective date: 6 July 2026

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1. Introduction

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

These Terms and Conditions explain the various elements of our loyalty programme and will apply to you if you create an Account on Hotels.com or access your Account on another 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 Programmes and Hotels.comCash.

Members can participate in the Programmes 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 19 will apply to you if you use your Account on Hotels.com in regions where Hotels.comCash is not in use.

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

2. Enrolling in the Programmes

The Programmes are 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 Programmes complies with your employer's policies related to participation in loyalty programmes.

To enrol in the Programmes, you must meet the eligibility requirements set out in this section and either: (a) create an Account with Hotels.com; (b) sign in to your existing Account on Hotels.com or 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 Programmes. Neither companies, groups, organisations nor travel agents can participate in the Programmes. Accounts cannot be shared or transferred. Accounts are only for personal and non-commercial use. Your Account can be used on Hotels.com and on other Participating Brands as and when the Programmes are made available on those Participating Brands.

If you'd rather not be part of the Programmes, 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 Hotels.comCash, and you will lose any

Hotels.comCash, Reward Progression Nights, Tier Qualification Nights and Tier status that you have previously accumulated. You will not be able to reactivate a deleted Account or the Hotels.comCash associated with a deleted Account at the time of deletion, if any. If you want to join the Programmes again in the future, you will need to create a new Account.

Membership in the Programmes 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

Note: please refer to section 18 of these Terms and Conditions for additional definitions.

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

'Available Hotels.comCash' means Base Hotels.comCash or Promotional Hotels.comCash that is made available in your Account and can be used for Redemption Rewards.

'Base Hotels.comCash' means Hotels.comCash that is earned by making an Eligible Booking through a Participating Brand but excluding Promotional Hotels.comCash, and further explained in section 18.

'Completed' is defined for each Participating Brand in section 18.

'Eligible Booking' is defined for each Participating Brand in section 18.

'Eligible Tier Booking' means an Eligible Booking or a Redemption Reward which qualifies for a Tier Qualification Night as outlined in section 18.

'Hotels.comCash' is earned as part of the Programmes in accordance with these Terms and Conditions and can mean Base Hotels.comCash or Promotional Hotels.comCash, or a combination of both. Hotels.comCash can be earned on Eligible Bookings and used on Redemption Rewards. 'Hotels.comCash' is interchangeable and synonymous with 'OneKeyCash'. OneKeyCash can be used on Hotels.com and Hotels.comCash can be used on Participating Brands.

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

'Participating Brands' means Hotels.com and such other EG company or brands offering the Programme from time to time, and includes South Africa-specific versions or mobile versions of those Participating Brand sites and any related mobile applications and regions where One Key is offered.

'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 Hotels.comCash' means Hotels.comCash that is not Available Hotels.comCash and cannot be used for Redemption Rewards.

'Programme Benefits' means the additional benefits a Member receives by being part of the Programme as set out [here](#) and updated from time to time.

'Programmes' means any loyalty programme offered by a Participating Brand from time to time.

'Promotional Hotels.comCash' 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 Hotels.comCash by a Member in accordance with these Terms and Conditions. R20 in Hotels.comCash will provide a R20 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 hire agency.

'Trip Element' or **'Tier Qualification Night'** is a method for calculating progress towards your Tier and explained in section 18. 'Tier Qualification Night' is interchangeable and synonymous with 'Trip Element'.

4. Earning Hotels.comCash (general)

This section will apply to Hotels.com and other Participating Brands where Hotels.comCash can be earned, and applies to all Participating Brands where Tier Qualification Nights can be earned. Please see section 18 for further specific terms relating to the earning of Hotels.comCash and Tier Qualification Nights.

Hotels.comCash, Reward Progression Nights (as defined in section 18) and Tier Qualification Nights 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 Hotels.comCash, Reward Progression Nights and Tier Qualification Nights for all Eligible Bookings, regardless of the traveller(s)

named on the itinerary of the Eligible Booking. Additional individuals named as travellers on the itinerary of the Eligible Booking will not earn Hotels.comCash, Reward Progression Nights or Tier Qualification Nights.

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

Hotels.comCash and Reward Progression Nights cannot be earned on taxes and fees, or on bookings where a coupon is redeemed. Additional restrictions on earning Hotels.comCash and Reward Progression Nights are set out in section 18. 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 Hotels.comCash (even where such amount is included in the total displayed when booking). No Hotels.comCash, Reward Progression Nights or Tier Qualification Nights will be earned on change or cancellation fees imposed by Travel Suppliers or cancelled bookings or refundable damage deposits. If Hotels.comCash is earned on an Eligible Booking made in a currency different to the currency associated with your Account, the value of the Hotels.comCash 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) Hotels.comCash at the rate of the Tier you are on, at the time of your Eligible Booking.

The amount of pending Hotels.comCash, pending Reward Progression Nights and pending Tier Qualification Nights 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 Hotels.comCash, pending Reward Progression Nights and pending Tier Qualification Nights and the actual amount of Hotels.comCash and Reward Progression Nights earned and actual Tier Qualification Nights collected for that itinerary. Pending Hotels.comCash is not eligible to be used for Redemption Rewards and pending Tier Qualification Nights do not count towards Tier status. For pending Hotels.comCash to move from pending to available status and pending Tier Qualification Nights to move to confirmed status, the Eligible Booking must be Completed (as defined in section 18), and will then be made available in your Account based on the time periods identified in the Posting/Reconciliation charts in section 18. Once in available status, Hotels.comCash can be used by the Member towards a Redemption Reward(s) and Tier Qualification Nights will count towards Tier status.

Hotels.comCash 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. Hotels.comCash 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 Hotels.comCash. You are solely responsible for any personal tax liability that may be related to participation in the Programmes and redemption of any Redemption Rewards.

5. Promotional Hotels.comCash

From time to time, we may offer opportunities to earn additional Hotels.comCash on Participating Brands ('**Promotional Hotels.comCash**'), at our sole discretion.

All applicable terms and conditions associated with the specific Promotional Hotels.comCash offer must be met in order to earn the Hotels.comCash. Hotels.comCash earned through a Promotional Hotels.comCash offer will be posted to your Account as pending and will move to available status in accordance with section 18.3 or otherwise as specified in the offer-specific terms and conditions. Promotional Hotels.comCash offers do not apply to cancelled bookings. Promotional Hotels.comCash offers are applied based on meeting eligibility requirements at the time of the original booking or as set out in the offer-specific terms and conditions. Promotional Hotels.comCash may have different expiry periods to Base Hotels.comCash, please check the offer-specific terms and conditions.

Promotional Hotels.comCash 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. Hotels.comCash Redemption (general)

Please see section 18 for further specific terms relating to redemption of Hotels.comCash on the Programmes.

Hotels.comCash 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 section 18.

Redeemed Hotels.comCash will be deducted from your Account at the time of booking. You may be provided with the option to adjust the amount of Hotels.comCash 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 Hotels.comCash is used on a Redemption Reward made in a currency different to the currency associated with your Account, the value of the Hotels.comCash 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 Hotels.comCash 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. Hotels.comCash cannot be used on any Pay Later bookings, or when using buy now pay later payment methods. Hotels.comCash is a promotional instrument and only redeemable on Redemption Rewards. Hotels.comCash cannot be used or refunded for cash in any currency and has no cash value. Unless stated otherwise, Hotels.comCash cannot be combined with gift cards, coupons, upgrades, awards or promotions. Hotels.comCash cannot be used on previously paid bookings; packages; or insurance (except where noted in section 18). Hotels.comCash can be used on taxes and fees, however 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); or 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 Programmes. You will enter the Programme 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 section 18) qualify towards reaching Silver, Gold or Platinum tier status.

Members can qualify for Silver, Gold or Platinum tier by collecting the specified number of Tier Qualification Nights in a calendar year as specified in the table below. The specific criteria for earning a Tier Qualification Night are defined further in section 18.

Tier	Number of Tier Qualification Nights
Silver	5 Tier Qualification Nights in a calendar year
Gold	15 Tier Qualification Nights in a calendar year
Platinum	30 Tier Qualification Nights in a calendar year

Tier Qualification Nights will be confirmed based on the conditions set out in section 18 and the time periods identified in the Posting/Reconciliation charts in section 18.

Tier Qualification Nights 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**').

Tier Qualification Nights 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 Tier Qualification Nights are earned for that travel, and where a single Tier Qualification Night 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 until 28 February of the following year. The Tier you earn in subsequent Membership Years will be determined by the number of Tier Qualification Nights 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 Tier Qualification Nights collected.

Bookings which are eligible for the purposes of qualifying for a higher tier are set out for each Participating Brand in section 18. Tier Qualification Nights 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 Programme Benefits, which may be subject to additional terms and conditions. Programme Benefits provided by third parties are subject to the terms and conditions of those third parties and are 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 Programme Benefits. Programme Benefits are promotional in nature and have no cash value and may not be transferred to another Member or any other 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 prior notice where the change is beneficial, or does not have a material impact on you or is due to just cause, 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 Hotels.comCash balances, Reward Progression Nights balance, Tier Qualification Nights balance and Tier status

We reserve the right to rescind or cancel at any time any pending or available Hotels.comCash, Reward Progression Nights or Tier Qualification Nights (or any portion of pending or available Hotels.comCash, Reward Progression Nights or Tier Qualification Nights) 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 Hotels.comCash used will be forfeited and no Trip Elements will be earned. Where you receive a partial refund or credit from either EG or a Travel Supplier and Hotels.comCash was used to pay in part (except for short-term rental bookings) or in full for the Redemption Reward, the Base Hotels.comCash used will be reinstated to your Account and no Trip Elements will be earned. Where you receive a partial refund or credit from either EG or a Travel Supplier, and Hotels.comCash was used to pay in part for the short-term rental Redemption Reward, some Base Hotels.comCash may be reinstated to your Account and no Trip Elements will be earned. In all other cases, Hotels.comCash, Reward Progression Nights and Tier Qualification Nights 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. Hotels.comCash, Reward Progression Nights or Tier Qualification Nights 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 Hotels.comCash to your Account (as set out above) for a booking made in a currency

different to the currency associated with your Account, your Hotels.comCash will be reinstated at the market exchange rate applicable on the date of the booking. Expired Promotional Hotels.comCash or Base Hotels.comCash will not be credited to your Account under any circumstances.

Your Hotels.comCash balance, Reward Progression Nights balance, Tier Qualification Nights 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 Hotels.comCash 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. The currency associated with your Account may be updated from time to time.

If your Account does not reflect the correct amount of Hotels.comCash or number of Reward Progression Nights or Tier Qualification Nights that you should have earned, we reserve the right to notify you of the inaccuracy, and to adjust your Hotels.comCash, Reward Progression Nights or Tier Qualification Nights balances to correct the inaccuracy within one hundred and eighty (180) days from the date the booking is Completed. If you believe you did not receive the correct amount of Hotels.comCash, Reward Progression Nights or Tier Qualification Nights 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 Hotels.comCash, Reward Progression Nights or Tier Qualification Nights 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 Hotels.comCash, Reward Progression Nights or Tier Qualification Nights you have earned may be transferred to a new Account.

Customer Service:

[Hotels.com Help Centre](#)

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

9. Member Prices

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

- Members signed in on a Participating Brand website or app;
- users of a Participating Brand app; or
- Members searching for travel on certain search engines.

Member Prices are available on selected properties 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, the struck-out price is based on the property's standard rate on our site or app, as determined and supplied by the property manager, 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 modify these Terms and Conditions for just cause or in case the amendment is beneficial to you – including, but not limited to, the rules and rates for earning and using Hotels.comCash, the Tiers and requirements for achieving Tier status and earning Tier Qualification Nights, the expiration policy for Hotels.comCash, the Redemption Rewards, the Programme Benefits, and the products and services on which Hotels.comCash may be earned and used.

Changes to these Terms and Conditions will take effect, to the fullest extent permitted by law, from the date they are published on our app and website or from a later date as specified by us and 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 Programmes 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.

11. Suspension and termination of Hotels.comCash and the Programmes

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

The Programmes have no predetermined termination date and may continue until such time as when we decide to terminate the Programmes. We may terminate one or more of the Programmes at any time. Upon termination, you will have at least sixty (60) days from the date the relevant Programme termination is announced to use any Available Hotels.comCash remaining in your Account. After that date, any Hotels.comCash 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 Programme/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 Programme/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 Programmes 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 Hotels.comCash and/or Tier Qualification Nights, using Hotels.comCash which has been fraudulently acquired, requesting Hotels.comCash if the requirements for earning Hotels.comCash on the booking were not successfully met, misuse of Promotional Hotels.comCash, accessing another Member's Account, or creating or using the Programme/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 Programme Benefits, and where such Improper Activity is found to have occurred, you may lose your accumulated Hotels.comCash, Redemption Rewards, and/or Programme 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 EG, including litigation costs and damages, and you will not be allowed to participate in the Programmes in the future. Eligible Bookings or Redemption Rewards discovered to be related to Improper Activity will have their Hotels.comCash rescinded, and the Account associated with such activity will be frozen from further Hotels.comCash earning or redemption activity. To contest freezing, disqualification or termination of an Account, the rescinding of Hotels.comCash or confiscation of Redemption Rewards, please contact the relevant Participating Brand Customer Service Centre at:

[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 below.

Customer Service:

[Hotels.com Help Centre](#)

14. Release and Limitation of Liability

The Programmes are provided without any warranty or condition (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 Programme/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 Programme/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 Programme/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 Programme/s nor responsible for administration of the Programme/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 Programme/s (including, for example, any use of the Programme/s and/or any delay or inability to use the Programme/s) which were not:

- (i) reasonably foreseeable by both you and us at the time of enrolment in the Programme/s;
- (ii) actually suffered or incurred by you; or
- (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 Programme/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:

16. General

The terms and conditions that are currently on the website available at [Hotels.com Rewards Terms and Conditions](#), will apply until 5 July 2026 (or later date as notified to you) and will supersede all previous versions of these Terms and Conditions, save as set out in the paragraph below. These new updated Terms and Conditions will be effective from 6 July 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 Hotels.com [Terms of Service](#) and (as applicable) the Terms of Service 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) constitute the entire agreement between you and us with respect to the Programmes and supersede all prior or contemporaneous communications and proposals, whether electronic, oral or written, between you and us with respect to the Programmes.

17. Governing Law

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

18. Hotels.com Rewards Terms

18.1 Hotels.com Definitions

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

'Completed' means that the Member, or other travellers 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 booked by a Member through Hotels.com that is later Completed.

'Hotels.com' means the Hotels.com South Africa site or mobile version of the site and any related mobile applications.

'Programme' means the Hotels.com Rewards programme as described in this section 18.

'Reward Night' means Available Hotels.comCash earned on Hotels.com which can be used for a Redemption Reward and received in accordance with the Hotels.comCash Posting/Reconciliation timelines set out in section 18.3.

'Reward Progression Night' means a method for calculating progress towards your Reward Night, collected for: (a) every room booked per night you stay at an Eligible Hotel; and (b) every night you stay at an Eligible Accommodation Rental, that in each case is not fully or partially paid for in Hotels.comCash or with a gift card or coupon.

18.2 Earning Hotels.comCash

Base Hotels.comCash can be earned by making an Eligible Booking on Hotels.com as set out below. Subject to this section 18.2, no Hotels.comCash or Reward Progression Nights will be earned for any night in a booking which is paid for or partially paid for in Hotels.comCash. See section 18.4 for further information on how Hotels.comCash is applied to multiple nights. No Hotels.comCash will be earned on any portion of the Redemption Reward paid for with a gift card.

18.2.1 Eligible Bookings

Subject to section 4, this section 18.2 and section 18.3, Members will earn 10% of the value of each Reward Progression Night in Hotels.comCash (excluding taxes and fees) on each Reward Progression Night.

18.2.2 Non-Eligible Bookings

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

- Gift cards
- Bookings made on the 'Groups & Meetings' link on Hotels.com
- Insurance
- Pricing products

18.3 Hotels.comCash Posting/Reconciliation

Hotels.comCash will become Available Hotels.comCash once 10 Reward Progression Nights are Completed according to the following time frames:

Eligible Booking	Reward Night Timing
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

18.4 Hotels.comCash Redemption

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

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; and

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

This paragraph will apply until 8 September 2026.

In addition to the earn restrictions set out in section 18.2, if you redeem your Available Hotels.comCash on a Redemption Reward that is longer than one (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 most expensive night, followed by the second most expensive night, and so on, until all Available Hotels.comCash (or all Available Hotels.comCash you have selected to apply) has been applied to that Redemption Reward. Hotels.comCash will be applied proportionately per night to taxes and fees that are not payable to the Travel Supplier at the time of travel.

This paragraph will apply from 9 September 2026.

In addition to the earn restrictions set out in section 18.2, 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.

18.5 Hotels.comCash Expiry

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. 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 eighteen (18) or twelve (12) months respectively, all accumulated Base and Promotional Hotels.comCash (whether Available or Pending) will expire and will 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 and Reward Nights will retain its original expiry dates, unless an Eligible Booking or Redemption Reward is made through a Participating Brand on your Account once these Terms and Conditions become effective in which case the above paragraph will apply.

18.6 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 Night, Tier Qualification Nights and Reward Progression Nights will be confirmed according to the following time frames:

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.

19. Hotels.com Rewards (stamps)

The following terms in this Section 19 will apply instead of Section 18 if you use your Account on Hotels.com in regions where Hotels.comCash is not in use and for regions where stamps are awarded instead of Hotels.comCash. The following terms will not apply if you use your Account on Hotels.com in South Africa:

Hotels.com Rewards Terms and Conditions

Last updated on 04/11/2022

Hotels.com™ Rewards is Hotels.com's™ loyalty programme (the '**Programme**'). For each night you book and actually stay at a participating property, you will receive a stamp ('**Stamp**'). Once you have accumulated 10 Stamps, you will receive 1 Bonus Night to use on future bookings ('**Bonus Night**'). The Bonus Night does not include taxes or charges, which must be paid at the time of use. All bookings must be made online or through our mobile app. You will only be able to earn Stamps or redeem Bonus Nights at a participating Hotels.com Rewards facility.

The Programme is available to all users over the age of 18 (or who have reached the age of majority in their country) who enrol in Hotels.com with a valid email address and join the Programme. Companies, associations or other groups are not eligible to participate. Expedia, Inc. employees will not be able to earn Stamps or redeem Bonus Nights if they make a reservation using an employee discount. If an Expedia, Inc. employee makes a reservation without using the dedicated discount, they will be able to earn Stamps and use Hotels.com Rewards Bonus Nights.

Hotels.com Rewards Levels

The Programme includes 3 levels:

Hotels.com Rewards;

Hotels.com Silver Rewards; and

Hotels.com Gold Rewards.

You will begin participating as a member of Hotels.com Rewards. When you have accumulated 10 to 29 Stamps in a membership year, you will become a Hotels.com Rewards Silver user. When you have accumulated 30 or more Stamps in a membership year, you will become a Hotels.com Gold Rewards user. The year of participation in the programme begins on the date of account creation and renews annually.

Silver and Gold members have a dedicated phone number available 24/7 to make reservations and receive support. Other benefits include access to early bird offers and exclusive offers. These promotions will be available within 2 weeks of being eligible for Silver or Gold membership status and will last for the remainder of that programme year and the following year. If you do not earn enough Stamps to maintain your Silver or Gold status, the next year you will be upgraded to the next programme year.

HOW TO ACCUMULATE STAMPS

You will be able to earn 1 Stamp for each night you stay at a Hotels.com Rewards participating property. Once you have earned 10 Stamps, you will receive 1 Bonus Night. When booking online and via the mobile app, you must log in to your Hotels.com account in order to receive the Stamps you earn at the end of your stay. If you make a reservation by phone, you will need to provide us with the email address of the account where you will earn Stamps. Only Hotels.com Rewards members will earn Stamps. Other guests in the same reservation will not earn Stamps, and you will not be able to earn Stamps for bookings made before joining the Programme.

We will add the accumulated Stamps to your account within 72 hours after you check out of the Hotels.com Rewards property. If you accumulate Stamps, but we later detect that you have not completed your stay (**'Invalid Stamp'**), we reserve the right to remove such invalid Stamps from your account. This may happen if you cancel your reservation or do not show up at the property, which will render the Stamps invalid. Any invalid Stamps do not contribute to the 10 Stamps required to use the Bonus Night. If a certain number of Stamps are accumulated with the 'pay later/pay at property' option, you may need to wait 35 days before you can take advantage of the Bonus Night.

You can check how many Stamps you have accumulated at any time by logging in to your account on Hotels.com, using the app or by calling our call centre. You are responsible for the correctness of your account details. If you believe that you have not accumulated the correct number of Stamps, we will carry out a check. If your bookings are invalid, as mentioned above, we will remove them from your account.

In addition to the above information, you will not accumulate Stamps in the following cases:

Bookings made with a Hotels.com affiliate site

Reservations made prior to enrolment in the Programme

Package bookings (e.g. property + flight)

Some bookings made using a coupon, voucher or code (individual terms must be checked)

Bookings made through the group travel service

Free bookings

HOW TO USE BONUS NIGHTS

When you accumulate 10 Stamps, you will receive 1 Bonus Night to use at any Hotels.com Rewards participating property. You can use the Bonus Night online or with our mobile app.

The maximum value of the Bonus Night is based on the value of the 10 Stamps you have earned (if they have not expired). This value is equal to the average daily rate, excluding taxes and fees, of the Stamps you have earned. If you have earned a Stamp by booking a Members-Only Rate (terms and conditions above), the amount of that rate and not the standard price will be used to determine the value of the Bonus Night. You will be responsible for the taxes, fees, meals and other costs associated with your Bonus Night.

If you have accumulated 10 Stamps using different currencies, the value of each Stamp is currently calculated with the currency associated with the country where you signed up for the programme.

Bonus Nights are subject to the terms and conditions applicable to your booking. You will not earn Stamps when using your Bonus Night. Stamps have no cash value and you cannot use the Bonus Night for cash.

If you use the Bonus Night for a stay whose value is less than the maximum value of the Bonus Night, you will not be able to claim the difference in cash, credit or any other way. You can redeem the Bonus Night for a stay that costs more than the maximum value of the Bonus Night, but the difference must be paid.

If you have more than one Bonus Night to use, you will be able to choose which booking to apply it to. You cannot combine the Bonus Night with any other offers or coupons/vouchers/discount codes, unless the terms of each of these promotions allow it. This means that when you book a stay and use your Bonus Nights, you will generally not be able to get an additional discount on that booking.

If you redeem your Bonus Nights on a multi-night booking, we'll automatically apply the bonus value to the most expensive night in the booking, based on the maximum value.

Bonus Nights are subject to all applicable cancellation policies imposed by the Hotels.com Rewards Participating Property. If you cancel a Bonus Night for which you would have received a full refund, if you had paid for and cancelled your booking, we will re-credit the Bonus Night back to your account. If you cancel a Bonus Night for which you would have received a refund of 1% to 99%, if you had paid for and cancelled your booking, we will not re-credit the Bonus Night to your account. If you cancel a Bonus Night for which you would not have received a refund, if you had paid for and cancelled your booking, we will not re-credit the Bonus Night to your account.

If you wish to change the dates of a reservation that includes a Bonus Night that has been used, you will need to cancel the reservation, wait for the Bonus Night to be reallocated to your account, and rebook in order to apply the Bonus Night to the new reservation.

VIP ACCESS FACILITIES

Gold and Silver Hotels.com Rewards members receive exclusive services at VIP Access properties. Eligibility for services is based on the Hotels.com Rewards level at the time of booking, and the services to be provided will be those indicated in the list of properties at the time of booking. Services may vary from property to property and are subject to change at any time. A minimum stay may be required.

Properties participating in the VIP Access property network offer benefits that may vary from property to property and are subject to change at any time without notice. Services are reserved for the primary account holder and may be extended, subject to availability and at the discretion of the property, only to other travellers named in the reservation made through the Silver or Gold user's account.

Silver and Gold members will have free Wi-Fi available at VIP Access facilities. This is standard Wi-Fi. Premium Wi-Fi may be available for an additional fee. This offer is subject to change at any time.

Gold members may be eligible to receive upgrades at early check-in at participating VIP Access properties, subject to availability. Room upgrade eligibility is based on the Hotels.com Rewards level at the time of booking. VIP Access upgrades are reserved for the primary account holder and may be extended, subject to availability and at the discretion of the property, only to other travellers named in the reservation made through the Gold member's account. Room upgrades may include complimentary upgrades to a higher value or quality room category. Instead of a room upgrade, travellers may be assigned to a preferred floor or preferred location on a floor, such as away from the lifts or ice machine. The room upgrade cannot be booked.

Gold members may receive upgrades to early check-in at participating VIP Access properties, subject to availability. Eligibility for early check-in and late check-out is based on the Hotels.com Rewards level at the time of booking. Early check-in and late check-out are reserved for the primary account holder and may be extended, subject to availability and property discretion, only to other travellers named in the reservation made through the Gold member's account.

CHANGES TO HOTELS.COM REWARDS, EXPIRATION OF STAMPS AND TERMINATION OF THE PROGRAMME

Stamps will remain valid for as long as you keep your account active by using it at least once every 12 months. This means that you will need to earn a Stamp or use a Bonus Night during that time, and the expiration date of your nights will be extended by an additional 12 months when you book. If you do not earn Stamps or use Bonus Nights in a 12-month period, your Stamps will expire and we may deactivate your account. If this happens, your Stamps will not be reactivated. To check the expiration of your accumulated Stamps, log in to your account.

We may change the terms and conditions of Hotels.com Rewards at any time, with or without notice, including the rules for earning Stamps, the different membership categories and their requirements for receiving the associated benefits, the rules for redeeming Bonus Nights, the list of eligible properties for Hotels.com Rewards and the maximum value of a Bonus Night. We may notify you of any changes by email or post them on the Hotels.com website. Please check your account regularly.

Hotels.com Rewards has no termination date for the Programme and will continue until we deactivate the Programme and this may happen at any time. If we deactivate the Programme, you will have 30 days from the time we announce the termination of the Programme to use any Bonus Nights in your account. After this end, the Bonus Nights will be forfeited and will not be refunded.

By continuing to earn Stamps and redeem Bonus Nights for Hotels.com Rewards, you agree to any changes to the terms and conditions of the Terms and Conditions. It is your responsibility to stay informed of any changes we may make. The most current version of the Terms of Use will always be available on our website.

HOTELS.COM REWARDS GENERAL TERMS

We reserve the right to suspend your membership if you act fraudulently or use the Programme in a manner that does not comply with our terms and conditions or other regulations, laws, statutes or ordinances. In the event that we deactivate your membership, you may forfeit your accumulated Stamps and related benefits. We will also have the right to take administrative and legal measures, including legal process, if necessary.

As a Hotels.com Rewards member, we may notify you of any updates to your account or transactions by email. We may cancel your Stamps at any time. You may not sell or transfer your Stamps, or combine them with another member's Stamps. Stamps and Bonus Nights are non-transferable in the event of the death of a member, or for legal reasons or any other legal effect.

The Programme is provided without warranty (express or implied) or implied terms of any kind, including but not limited to implied warranties or implied terms of satisfactory quality, fitness for a particular purpose, or non-infringement. We make no warranties or representations of any kind regarding the Programme, except to the extent that a particular warranty cannot be excluded under applicable law, including consumer law.

We will not be liable for inaccuracies regarding the accumulation, redemption and use of Stamps, unless we ourselves cause such inaccuracies. We will have no liability in relation to Bonus Nights that may be lost, stolen or cancelled after receipt, except where such liability was caused or facilitated by negligent or fraudulent action on the part of Hotels.com. Hotels.com's suppliers and partners are in no way affiliated with or responsible for the administration of the Programme.

The liability clause in the Terms of Service applies to these Hotels.com Rewards Terms and Conditions.

As a condition of your participation in the Programme, you authorise us to collect, use and disclose the personal information we hold about you, in accordance with the Privacy Policy and all applicable privacy and data protection laws.

If any part of the Hotels.com Rewards Terms and Conditions is held to be invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions shall not be affected or affected in any way. Our failure to enforce or delay in enforcing any provision of the Hotels.com Rewards Terms and Conditions at any time shall not limit our right to enforce the same or any other provision contained therein in the future.

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

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

The Programme is void to the extent prohibited by law. Our failure to enforce any of the provisions of these terms and conditions shall not constitute a waiver of these terms and conditions.

Our judgement on all matters or disputes concerning the Programme is final.

RATES FOR SUBSCRIBERS ONLY

Hotels.com's™ Members-Only Rates ('**Members-Only Rates**') are accessible to the following categories of customers:

Join Hotels.com Rewards.

If the customer searches the site having first logged in to his Hotels.com account, he will automatically see the members-only rates available at selected facilities. They will be easily recognisable thanks to the indication 'Members-only rate'.

Users who book through the mobile application (as defined in the terms and conditions below).

By using the mobile app, the customer will automatically see the members-only rates displayed on the selected properties next to the "Members-only rate" banner. Mobile app users cannot view members-only rates by connecting to the site from other platforms unless they are logged in to their Hotels.com Rewards account.

Members-only rates are only available at selected properties and on specific dates. Members-only rates will only be displayed if relevant to searches and are subject to change at any time. When a Members-Only Rate is displayed next to a cancelled price, that crossed-out price is based on this property's standard rate on our site, as determined and communicated by the property. The 'Pricing' section of the Terms of Service also applies to Members-Only Rates.