Rewards Terms and Conditions

Effective date: 27 October 2026

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1. Introduction

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

These Rewards Terms and Conditions explain the various elements of our loyalty programme and will apply to you if you create an Account on Expedia or access your Account on Expedia or another Participating Brand. Use of OneKeyCash is offered by Expedia, Inc. (**'EI', 'we', 'our', 'us'**) on behalf of its subsidiaries and affiliates, all of which are Expedia Group companies (collectively, **'EG'**).

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.

NOTE: SECTION 9 GIVES US THE RIGHT TO MAKE CHANGES TO THESE TERMS AND CONDITIONS.

2. Enrolling in the Programmes

The Programme 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 Programmes comply 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 Expedia or (b) sign in to your existing Account on Expedia or a Participating Brand, or (c) otherwise be asked to accept these Terms and Conditions. Upon doing so, you will 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 Expedia and on other Participating Brands as and when the Programme is 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 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 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 9 below) as may be necessary to comply with such laws or regulations.

3. 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 Programme 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 17 and 18 below.

'Completed' is defined for each Participating Brand in sections 17, 18, 19, and 20.

'Eligible Booking' is defined for each Participating Brand in sections 17, 18, 19, and 20. For the avoidance of doubt, Eligible Bookings on Bookabach and Vrbo are eligible for Trip Elements and OneKeyCash redemption only, not for earning OneKeyCash.

'Eligible Tier Booking' means an Eligible Booking or a Redemption Reward which qualifies for a Trip Element as outlined in sections 17, 18, 19, and 20.

'Member' means an individual who meets the eligibility requirements set forth in Section 2 above and has an Account.

'OneKeyCash' or 'Hotels.comCash' is earned as a part of the Programmes 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 made through Expedia and Hotels.com, and used on Redemption Rewards on Participating Brands. 'OneKeyCash' is interchangeable and synonymous with 'Hotels.comCash', any reference in these Terms and Conditions sections 1 to 16 to 'OneKeyCash' shall be deemed a reference to 'Hotels.comCash', and any reference to 'Hotels.comCash' in section 18 shall be deemed a reference to 'OneKeyCash' in sections 1 to 16. Hotels.comCash can be used on Participating Brands and OneKeyCash can be used on Hotels.com.

'Participating Brand' means Expedia, Hotels.com, Bookabach and Vrbo and such other Expedia Group company or brand offering the Programme from time to time, and includes New Zealand specific versions or mobile versions of those Participating Brand sites and any related mobile applications. For the avoidance of doubt, Bookabach and Vrbo are Participating Brands for the purposes of awarding Promotional OneKeyCash, Trip Elements and OneKeyCash redemption only, and OneKeyCash cannot be earned on Eligible Bookings made through Bookabach or Vrbo.

'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.

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

'Programme Benefits' means the additional benefits a Member receives by being part of the Programme as set out here for Expedia, here for Hotels.com, here for Bookabach and here for Vrbo, and updated from time to time.

'Promotional OneKeyCash' is defined in section 4.

'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. NZ$1 in OneKeyCash will provide a NZ$1 discount on a Redemption Reward.

'Reward Progression Night' is defined in section 18.1.

'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, which may include, but not be limited to, a hotel, a short-term rental, an airline, an activity provider or a car hire agency.

'Trip Elements' or 'Tier Qualification Nights' is a method for calculating progress towards your Tier and is explained in sections 17, 18, 19, and 20. 'Trip Elements' is interchangeable and synonymous with 'Tier Qualification Nights', any reference in sections 1 to 16 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 section 18 shall be deemed a reference to 'Trip Elements' in sections 1 to 16.

4. Promotional OneKeyCash

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

All applicable terms and conditions associated with the specific Promotional OneKeyCash offer must be met in order to earn the OneKeyCash. OneKeyCash earned through a Promotional OneKeyCash offer will be posted to your Account as pending, and will move to available status in accordance with sections 17.3 and 18.3 or otherwise as specified in 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, for example Promotional OneKeyCash may be offered only to a certain Tier or Tiers. 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**.

5. OneKeyCash redemption (General)

Please see sections 17, 18, 19, and 20 for further specific terms relating to redemption of OneKeyCash on the Programmes.

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 17 and 18 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 17 and 18). In relation to Pay Now bookings, 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.

6. 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 sections 17 and 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 Trip Elements in a calendar year as specified in the table below. The specific criteria for earning a Trip Element are defined further in sections 17 and 18 for each Participating Brand.

Tier	Number of Trip Elements needed
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 17, 18, 19, and 20 and the time periods identified in the Posting/Reconciliation charts in sections 17, 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 17, 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 Programme Benefits, which may be subject to additional terms and conditions. Programme 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 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 notice where the change is beneficial, 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.

7. Changes to OneKeyCash balances, 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 from the date the booking is Completed. 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:

Expedia Help Centre

Hotels.com Help Centre

Bookabach Help Centre

Vrbo 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 your Reward Night. 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.

8. 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; 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, as determined and supplied by the property, 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.

9. 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 OneKeyCash, collecting Reward Progression Nights, the Tiers and requirements for achieving Tier status and earning Trip Elements, the expiration policy for OneKeyCash, the Redemption Rewards, the Programme Benefits, and the products and services on which OneKeyCash 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 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 above.

10. Suspension and termination of OneKeyCash and the Programmes

To the fullest extent permitted by law, we reserve the right to restrict the availability of OneKeyCash 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 available OneKeyCash remaining in your Account. After that date, any OneKeyCash and benefits will be forfeited without recourse or compensation.

11. 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 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 Programme/s for non-individual 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 OneKeyCash, Redemption Rewards and 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 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:

Expedia Help Centre

Hotels.com Help Centre

Bookabach Help Centre

Vrbo Help Centre

12. 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:

Expedia Help Centre

Hotels.com Help Centre

Bookabach Help Centre

Vrbo Help Centre

13. Release and limitation of liability

If you are a consumer under New Zealand consumer law, you have certain rights that cannot be excluded. Subject to New Zealand consumer law, the Programmes 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 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, and subject to New Zealand consumer law, 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; 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.

14. 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:

Expedia Privacy Statement

Hotels.com Privacy Statement

Bookabach Privacy Statement

Vrbo Privacy Statement

15. General

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 Expedia 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) constitutes 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.

16. Governing law

These Terms and Conditions are governed by the laws specified in the Terms of Service.

17. Expedia Terms

17.1 Expedia 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 a Participating Brand and later Completed.

'Eligible Activity' means any stand-alone activities and Ground Transportation booked by a Member through a Participating Brand and later Completed.

'Eligible Booking' means a booking by a Member through a Participating Brand 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 a Participating Brand that is later Completed.

'Eligible Flight' means any stand-alone flight booked by a Member through a Participating Brand 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 a Participating Brand that is later Completed.

'Eligible Package' means any pre-paid hotel + flight, hotel + car, hotel + flight + car, flight + hotel + activity, and hotel + flight + car + activity booked together by a Member through a Participating Brand 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 New Zealand site 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 Search Airport Transportation that is later Completed.

'Programme' means the One Key loyalty programme available on Expedia.

17.2 Earning OneKeyCash

OneKeyCash 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 and Trip Elements regardless of who travels on the Eligible Booking.

To earn OneKeyCash and Trip Elements 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.

OneKeyCash 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, OneKeyCash cannot be earned on those amounts.

The amount of pending OneKeyCash and pending Trip Elements to be earned are calculated at the time of making an Eligible Booking and (subject to section 15) are based on the details of the itinerary booked at that time.

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.

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 a Participating Brand as set forth below.

Eligible Flights

Earn 0.2% in OneKeyCash per NZ$1 spent (excluding taxes and fees) on Eligible Flight Bookings booked through a Participating Brand.

Eligible Bookings (non-flight)

Earn 1% in OneKeyCash as a Blue Member and 2% as Silver, Gold or Platinum Member per NZ$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

17.2.1 Preferred Inventory OneKeyCash

Preferred Inventory includes stand-alone 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'**).

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 NZ$1 spent (excluding taxes and fees) on an Eligible Booking.

- Gold members: 5% in OneKeyCash earned per NZ$1 spent (excluding taxes and fees) on an Eligible Booking.

- Platinum members: 6% in OneKeyCash earned per NZ$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 17.3. 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.

17.3 OneKeyCash and Trip Element Posting/Reconciliation

See the chart 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 35 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.

Eligible Booking	OneKeyCash and Trip Element Confirmation Timing
Car (‘Pay Later’)	Up to 90 days after the Eligible Booking is Completed.
Activities	Up to 3 days after the Eligible Booking is Completed.

17.4 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.

In such a case, where required by law or at our discretion, we will send you reasonable written notice before the date on which the Base or Preferred Inventory OneKeyCash is set to expire.

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 once these Terms become effective in which case the above paragraph will apply.

17.5 OneKeyCash Redemption

17.5.1 Flight Redemptions

Subject to the general exclusions set out at Section 5 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 return; 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.

17.5.2 Hotel Redemptions

Subject to the general exclusions set out in section 5 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.

17.5.3 Short-Term Rental Redemptions

Subject to the general exclusions set out in section 5 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.

17.5.4 Car Redemptions

Subject to the general exclusions set out in section 5 above, you can use available OneKeyCash to pay for the partial or full cost of a ‘Pay Now’ car hire. OneKeyCash cannot be used where some or all of the cost is required to be paid directly to the Travel Supplier.

17.5.5 Activities Redemptions

Subject to the general exclusions set out at section 5 above, you can use available OneKeyCash to pay for the partial or full cost of a ‘Pay Now’ activity.

17.6 Membership Tiers

A Trip Element will only be awarded where the Eligible Travel Component of the Eligible Tier Booking is NZ$35 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

Type of Booking	How Trip Element is calculated
Flights	1 Trip Element for an Eligible Flight where each ticket (a return 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 return trip.
Package	1 Trip Element for an Eligible Travel Component completed as outlined in this table.

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 New Zealand 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

Hotels.comCash, 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 Hotels.comCash, Reward Progression Nights and Trip Elements regardless of who travels on the Eligible Booking.

To earn Hotels.comCash, Reward Progression Nights and Trip Elements 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 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, Hotels.comCash cannot be earned on those amounts.

The amount of pending Hotels.comCash, 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 15) are based on the details of the itinerary booked at that time.

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.

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 this section 18.2, Members will earn 10% in Hotels.comCash per NZ$1 spent (excluding taxes and fees) on Eligible Hotels or Eligible Accommodation Rentals.

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 10th 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 10th 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 10th Reward Progression Night stayed) is Completed

18.4 Hotels.comCash Redemption

Subject to section 5, 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.

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.

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

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 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 Nights will be confirmed according to the following timeframes:

Eligible Booking	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. Bookabach Terms

19.1 Bookabach 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.

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

'Eligible Booking' means a booking by a Member through Bookabach for an Eligible Hotel or Eligible Accommodation Rental that is later Completed. For the avoidance of doubt, OneKeyCash cannot be earned on Eligible Bookings made through Bookabach.

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

'Programme' means the One Key loyalty programme as described in this section 19.

'Bookabach' means the Bookabach New Zealand site or mobile version of the site and any related mobile applications.

19.2 Trip Element Posting/Reconciliation

Base OneKeyCash cannot be earned on bookings made through Bookabach.

Trip Elements

Trip Elements are earned on Eligible Bookings. A Trip Element will only be awarded where the Eligible Tier Booking is NZ$35 or more (excluding taxes and fees and after any OneKeyCash is applied to the booking).

Non-Eligible Bookings

Bookings other than Eligible Bookings are **not** eligible to earn 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

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

Eligible Booking	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

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

19.3 OneKeyCash Redemption

19.3.1 Short-term rental redemption

Subject to the general exclusions set out at section 5, where you have OneKeyCash available 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.

19.3.2 Hotel redemption

Subject to the general exclusions set out at section 5, where you have OneKeyCash available 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.

20. Vrbo Terms

20.1 Vrbo 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.

‘**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. For the avoidance of doubt, OneKeyCash cannot be earned on Eligible Bookings made through Vrbo. OneKeyCash may be redeemed on Vrbo in accordance with section 20.3.

‘**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.

‘**Programme**’ means the One Key loyalty programme as described in this section 20.

‘**Vrbo**’ means the Vrbo New Zealand site or mobile version of the site and any related mobile applications.

20.2 Trip Element Posting/Reconciliation

Base OneKeyCash cannot be earned on bookings made through Vrbo.

Trip Elements

Trip Elements are earned on Eligible Bookings. A Trip Element will only be awarded where the Eligible Tier Booking is NZ$35 or more (excluding taxes and fees and after any OneKeyCash is applied to the booking).

Non-Eligible Bookings

Bookings other than Eligible Bookings are **not** eligible to earn 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

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

Eligible Booking	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

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

20.3 OneKeyCash Redemption

20.3.1 Short-term rental redemption

Subject to the general exclusions set out at section 5, where you have OneKeyCash available 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.

20.3.2 Hotel redemption

Subject to the general exclusions set out at section 5, where you have OneKeyCash available 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.