Rewards Terms and Conditions

Effective date: October 28, 2026

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1. Introduction

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

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

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

NOTE: PLEASE NOTE THAT SECTION 13 OF THESE TERMS AND CONDITIONS CONTAINS AN ARBITRATION CLAUSE. IT AFFECTS HOW ANY DISPUTES BETWEEN YOU AND EI WOULD BE RESOLVED. ALSO NOTE THAT SECTION 10 GIVES US THE RIGHT TO MAKE CHANGES TO THESE TERMS AND CONDITIONS.

2. Enrolling in the Programs

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

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

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

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

3. Definitions

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

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

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

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

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

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

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

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

“OneKeyCash” is earned as a part of the Programs in accordance with these Terms and Conditions and can mean Base OneKeyCash or Promotional OneKeyCash, or a combination of both. OneKeyCash can be earned on Eligible Bookings and used on Redemption Rewards on Participating Brands.

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

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

“Pay Now” means selecting the “Pay Now” option prior to completing your booking. If you select the “Pay Now” option, you will be charged the indicated amount to your preferred payment method immediately, less any OneKeyCash, coupons or credits applied at checkout.

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

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

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

“Promotional OneKeyCash" is defined in section 5.

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

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

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

“Trip Elements” is a method for calculating progress towards your Tier and is explained in sections 18, 19 and 20.

4. Earning OneKeyCash (General)

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

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 for all Eligible Bookings, regardless of the traveler(s) named on the booking. Additional individuals named as travelers on the itinerary of the Eligible Booking will not earn OneKeyCash or Trip Elements.

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

OneKeyCash cannot be earned on taxes and fees. In addition, if any additional amounts are payable to a Travel Supplier at the time of travel, check-in, or check-out – including, but not limited to, taxes, security fees or deposits, resort fees, insurance, or fuel charges – such amounts will not be included when calculating OneKeyCash (even where such amount is included in the total displayed when booking). No OneKeyCash or Trip Elements will be earned on change or cancellation fees imposed by Travel Suppliers or cancelled bookings or refundable damage deposits. If OneKeyCash is earned on an Eligible Booking made in a currency different to the currency associated with your Account, the value of the OneKeyCash earned for that booking will be converted based on the market exchange rate applicable on the date of booking. You will earn (or not earn, as the case may be) OneKeyCash at the rate of the Tier you are on, at the time of your Eligible Booking.

The amount of pending OneKeyCash, and pending Trip Elements to be earned are calculated at the time of making an Eligible Booking and (subject to section 16) are based on the details of the itinerary booked. Changes or cancellations to the booked

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

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

5. Promotional OneKeyCash

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

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

6. OneKeyCash Redemption (General)

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

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

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

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

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

7. Membership Tiers (General)

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

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

Tier	Trip Elements
Silver	5 Trip Elements in a calendar year
Gold	15 Trip Elements in a calendar year

Tier	Trip Elements
Platinum	30 Trip Elements in a calendar year

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

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

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

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

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

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

8. Changes to OneKeyCash balances, Trip Elements balances and Tier status

We reserve the right to rescind or cancel at any time any pending or available OneKeyCash, or Trip Elements (or any portion of pending or available OneKeyCash 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 and Trip Elements will be rescinded or canceled where you receive a refund or credit, from either EG, a Travel Supplier, a financial institution, or a card issuer. OneKeyCash 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, 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 that you should have earned, we reserve the right to notify you of the inaccuracy, and to adjust your OneKeyCash, or Trip Elements balances to correct the inaccuracy within one hundred and eighty (180) days. If you believe you did not receive the correct amount of OneKeyCash 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 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 or Trip Elements you have earned may be transferred to a new Account.

Customer Service:

Hotels.com Help Center

Expedia Help Center

Vrbo Help Center

If we cancel or rescind OneKeyCash or Trip Elements , as set forth above, and the changes to your OneKeyCash 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. Likewise, if, following your contact with our Customer Service Center 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.

9. Member Prices

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

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

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

10. Changes to these Terms and Conditions

We may at any time, at our sole discretion modify any of the Terms and Conditions governing the Program including, but not limited to, the rules and rates for earning and using OneKeyCash, the Tiers and requirements for achieving Tier status, the expiration policy for OneKeyCash, the Redemption Rewards, the Program Benefits, and the products and services on which 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 also endeavour to provide you with prior reasonable notice via a notification or publication on our app, website, or by email.

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

11. Suspension and Termination of OneKeyCash and the Programs

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

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

12. Improper Member Activity

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

We have the right to monitor all activity in relation to the Programs for compliance with these Terms and Conditions. If we have reasonable grounds to believe your Account shows signs of fraud, abuse, improper conduct or suspicious activity – including, but not limited to, selling, bartering, or trading OneKeyCash and/or Trip Elements, using OneKeyCash which has been fraudulently acquired, requesting OneKeyCash if the requirements for earning OneKeyCash on the booking were not successfully met, misuse of Promotional OneKeyCash, accessing another member's Account, or creating or using the Program/s for commercial purposes – or other violations of these Terms and Conditions (collectively, "**Improper Activity**"), we may close or freeze your Account immediately and suspend Program Benefits, and where such Improper Activity is found to have occurred, you may lose your accumulated OneKeyCash, Redemption Rewards, and Program Benefits. If you have conducted any Improper Activity, we reserve the right to take any necessary legal action. In addition, you may be liable for monetary losses to EI, including litigation costs and damages, and you will not be allowed to participate in the Programs in the future. Eligible Bookings or Redemption Rewards discovered to be related to Improper Activity will have their OneKeyCash rescinded, and the Account associated with such activity will be frozen from further OneKeyCash earning or redemption activity. To contest freezing, disqualification or termination of an Account, the rescinding of OneKeyCash or confiscation of Redemption Rewards, please contact the relevant Participating Brand Customer Service Center at:

Hotels.com Help Center

Expedia Help Center

Vrbo Help Center

13. Disputes

We are committed to customer satisfaction, so if you have a problem or complaint, we would like to try to resolve your concerns. But if we are unsuccessful, you may pursue claims as explained in this section.

You agree to give us an opportunity to resolve any disputes or claims relating in any way to the Program, any dealings with our customer service agents, any services or products provided, any representation made by us, or our Privacy Statement ("Claims") by contacting the relevant Participating Brand Customer Service Center. If we are not able to resolve your Claims within 60 days, you may seek relief through arbitration or in small claims court, as set forth below.

Customer Service:

Hotels.com Help Center

Expedia Help Center

Vrbo Help Center

Any and all Claims will be resolved by binding arbitration, rather than in court, except you may assert Claims on an individual basis in small claims court if they qualify. This includes any Claims you assert against us, our subsidiaries, Travel Suppliers, or any companies offering products or services through us (which are beneficiaries of this arbitration agreement). This also includes any Claims that arose before you accepted these Terms and Conditions, regardless of whether prior versions of the Terms and Conditions required arbitration.

There is no judge or jury in arbitration, and court review of an arbitration award is limited. However, an arbitrator can award on an individual basis the same damages and relief as a court (including statutory damages, attorneys' fees, and costs), and must follow and enforce these Terms and Conditions as a court would.

Arbitrations will be conducted by the American Arbitration Association (AAA) under its rules, including the AAA Consumer Rules. The AAA's rules are available at www.adr.org or by calling 1-800-778-7879. Payment of all filing, administration, and arbitrator fees will be governed by the AAA's rules, except as provided in this section. If your total Claims seek less than $10,000, we will reimburse you for filing fees you pay to the AAA and will pay arbitrator's fees, unless the arbitrator determines your Claims are frivolous. You may choose to have an arbitration conducted by telephone, based on written submissions, or in person in the state where you live or at another mutually agreed location.

To begin an arbitration proceeding, you must send a letter requesting arbitration and describing your Claims to "Expedia Legal: Arbitration Claim Manager," at Expedia, Inc., 1111 Expedia Group Way, Seattle, WA 98119. If we request arbitration against you, we will give you notice at the email address or street address you have provided. A party requesting arbitration must also provide a copy of the request to the AAA, at Case Filing Services, 1101 Laurel Oak Road, Suite 100, Voorhees, NJ 08043 or online at www.adr.org or at any AAA office.

Any and all proceedings to resolve Claims will be conducted only on an individual basis and not in a class, consolidated or representative action. If for any reason a Claim proceeds in court rather than in arbitration we each waive any right to a jury trial. The Federal Arbitration Act and federal arbitration law apply to this agreement. An arbitration decision may be confirmed by any court with competent jurisdiction.

14. Release and Limitation of Liability

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

Although we will endeavor to employ commercially reasonable measures to help ensure the Program runs as planned, you agree that we shall not be liable for any errors, inaccuracies, or other issues that may impair your participation in the Program. Without limiting the generality of the previous sentence, by participating in the Program, you agree to release and hold harmless EG, its affiliates, its Travel Suppliers, any promotional partners, and each of their respective officers, directors, employees, and agents (collectively, the "Released Parties") from and against any claim or cause of action arising out of your participation in the Program – including, but not limited to (a) inability to earn or use OneKeyCash; (b) inaccuracies in the awarding, using or reporting of OneKeyCash; (c) inaccuracies in the awarding or reporting of Trip Elements; (d) inability to use any Program Benefits or Redemption Rewards; (e) Program Benefits that are lost or stolen; (f) interference by third parties in the Program or your Account; or (g) injury or damage to persons or property – unless the claim was caused by the negligence of any of the Released Parties. You further understand that neither our Travel Suppliers nor promotional partners are affiliated with the Program nor responsible for Program administration.

Subject to the limitations set out in these Terms and Conditions, you further agree that to the extent permitted by applicable law, EG, its affiliates, its Travel Suppliers, any promotional partners, and each of their respective officers, directors, employees, and

agents (collectively, the "**Released Parties**") will not be liable for any losses arising out of or in connection with the Program/s (including, for example, any use of the Program/s and/or any delay or inability to use the Program/s) which were not:

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

(ii) actually suffered or incurred by you; and

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

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

15. Privacy

Your privacy is important to us.

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

Hotels.com Privacy Statement

Expedia Privacy Statement

Vrbo Privacy Statement

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

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

17. Governing Law

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

18. Hotels.com Terms

18.1 Hotels.com 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 or used the Eligible Car.

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

"Eligible Booking" means a booking by a Member through Hotels.com for any Eligible Accommodation Rental, Eligible Car, or Eligible Hotel that is later Completed.

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

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

"Eligible Travel Component" means any of the following: Eligible Accommodation Rental, Eligible Car or Eligible Hotel.

"Hotels.com" means the Hotels.com US site or mobile version of the site and any related mobile applications.

"Program" means the One Key loyalty program available on Hotels.com.

18.2 Earning OneKeyCash

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

Earning Base OneKeyCash

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

Eligible Bookings

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

- Eligible Hotels
- Eligible Accommodation Rentals
- Eligible 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
- Gift cards
- Pricing products

18.2.1 Preferred Inventory OneKeyCash

Preferred Inventory is liable to change at any time and will be displayed where applicable to your search **(“Preferred Inventory”)**.

Subject to section 4, Promotional OneKeyCash offers which are Preferred Inventory OneKeyCash offers will be awarded in accordance with the terms set out here.

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 18.3. 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.

18.2.2 Save Your Way OneKeyCash

Save Your Way OneKeyCash is offered on participating Pay Now hotel bookings on the US and UK Hotels.com sites. For Save Your Way OneKeyCash to move from pending to available status, the booking must be Completed and will then be made available in your Account based on the time period for Pay Now hotel bookings identified in the Posting/Reconciliation chart in section 18.3.

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

18.3 OneKeyCash and Trip Element Posting/Reconciliation

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

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

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

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

18.4 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. Save Your Way OneKeyCash doesn’t expire so long as you’ve made an Eligible Booking at least once in the preceding three (3) years. If there has been no such activity, all accumulated Base and Promotional OneKeyCash in your Account will expire and will not be reinstated. Promotional OneKeyCash may have a different expiry period, please check the offer-specific terms and conditions for details.

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

18.5 OneKeyCash Redemption

18.5.1 Hotel Redemptions

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

18.5.2 Short Term Rental Redemptions

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

18.5.3 Car Redemptions

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

18.6 Membership Tiers

A Trip Element on Expedia will only be awarded where the Eligible Travel Component of the Eligible Tier Booking is $25 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 a Trip Element is earned
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

Type of Booking	How a Trip Element is earned
Car	1 Trip Element for an Eligible Car per Completed car hire day

19. Expedia Terms

19.1 Expedia Definitions

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

“Completed” means that the Member, or other travelers 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, completed the Eligible Cruise or completed the Eligible Package.

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

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

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

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

“Eligible Cruise” means any stand-alone cruise booked by a Member through a Participating Brand that is later Completed.

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

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

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

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

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

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

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

19.2 Earning OneKeyCash

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

Earning Base OneKeyCash

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

Eligible Bookings

Subject to section 4, earn 1% in OneKeyCash for Blue members, 2% in OneKeyCash for Silver and Gold members and 3% for Platinum members per $1 spent (excluding taxes and fees) on the following Eligible Bookings:

- Eligible Hotels
- Eligible Accommodation Rentals
- Eligible Activities
- Eligible Packages (except where the Eligible Package includes a flight portion there will be no earn on the flight portion of that Eligible Package)
- Eligible Cars
- Eligible Cruise

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
- Flight portion of an Eligible Package

- Event tickets purchased on https://www.expedia.com/event-tickets/
- Pricing products including without limitation Price Drop Protection

19.2.1 Preferred Inventory OneKeyCash

Preferred Inventory is liable to change at any time, and will be displayed where applicable to your search **(“Preferred Inventory”)**.

Subject to section 4, Promotional OneKeyCash offers which are Preferred Inventory OneKeyCash offers will be awarded in accordance with the terms set out here.

For Preferred Inventory OneKeyCash to move from pending to Available status, the Eligible Booking must be Completed and will then be made available in your Account based on the time periods identified in the Posting/Reconciliation chart in section 19.3. Preferred Inventory OneKeyCash offers are not applicable to changed bookings. You will not earn additional Trip Elements on Preferred Inventory OneKeyCash offers.

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

19.3 OneKeyCash and Trip Element Posting/Reconciliation

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

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

19.4 OneKeyCash Expiry

Subject to the paragraph below, Base and Preferred Inventory OneKeyCash in your Account will not expire as long as you have made an Eligible Booking or redeemed a Redemption Reward through a Participating Brand on your Account at least once every eighteen (18) months. If there has been no such activity, all accumulated Base and Promotional OneKeyCash in your Account will expire and will not be reinstated. Promotional OneKeyCash may have a different expiry period, please check the offer-specific terms and conditions for details. OneKeyCash will be set for expiry at 11.59pm PST on the applicable OneKeyCash expiry date.

19.5 OneKeyCash Redemption

19.5.1 Flight Redemptions

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

19.5.2 Hotel Redemptions

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

19.5.3 Short Term Rental Redemptions

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

19.5.4 Car Redemptions

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

19.5.5 Activities Redemptions

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

19.5.6 Package Redemptions

You can use Available OneKeyCash to pay for the partial or full cost of an eligible select package on Expedia. The eligibility for using OneKeyCash on each portion of the package will be determined by the specific eligibility of that portion. For example, if a package includes a flight and a hotel stay, the eligibility for using OneKeyCash on the flight portion will be governed by the terms outlined in section 18.5.1 Flight Redemptions, and the eligibility for using OneKeyCash on the hotel portion will be governed by the terms outlined in section 18.5.2 Hotel Redemptions. If any portion of the package is not eligible for OneKeyCash redemption, then OneKeyCash can still be used to pay for the eligible portions of the package. The amount of your OneKeyCash that can be applied on the eligible portions of the package will be displayed on the checkout page.

19.6 Membership Tiers

A Trip Element on Expedia will only be awarded where the Eligible Travel Component of the Eligible Tier Booking is $25 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 a Trip Element is earned
Flights	1 Trip Element for an Eligible Flight where each ticket (a roundtrip flight ticket and any stopover(s) are deemed to be 1 Trip Element, a multi-city ticket is deemed to be 1 Trip Element for each segment) in the booked flight itinerary is flown
Hotel	1 Trip Element for an Eligible Hotel per room per Completed night stayed
Accommodation Rental	1 Trip Element for an Eligible Accommodation Rental per Completed night stayed
Car	1 Trip Element for an Eligible Car per Completed car hire day

Type of Booking	How a Trip Element is earned
Activities	1 Trip Element for an Eligible Activity for each ticket where the activity is Completed. Where the Eligible Activity is Ground Transportation, 1 Trip Element for a completed roundtrip
Package	1 Trip Element for an Eligible Travel Component Completed as outlined in this table
Cruise	1 Trip Element per cabin per night for the length of the voyage (regardless of the number of guests)

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 travelers booked under the Account, must have completed the stay in an Eligible Hotel or an Eligible Accommodation Rental.

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

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

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

“Program” means the One Key loyalty program as described in this section 20.

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

20.2 OneKeyCash Earn

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

Eligible Accommodation Rentals

On Vrbo:

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

Eligible Hotels

On Vrbo:

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

Non-Eligible Bookings

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

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

20.3 OneKeyCash and Trip Element Posting/Reconciliation

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

Eligible Booking	OneKeyCash and Trip Element Confirmation Timing
Hotel paid at time of booking (“Pay Now”)	Up to 3 days after the Eligible Booking is Completed

Eligible Booking	OneKeyCash and Trip Element Confirmation Timing
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

Trip Elements

A Trip Element will only be awarded where the Eligible Tier Booking is $25 or more (excluding taxes and fees and after any OneKeyCash is applied to the booking).

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

Eligible Tier Bookings

Type of Booking	How a Trip Element is earned
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

20.4 OneKeyCash Redemption

20.4.1 Short term rental redemption

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

20.4.2 Hotel redemption

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

20.5 OneKeyCash expiry

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