Rewards Terms and Conditions

Effective date: November 10, 2026

1. Introduction

2. Enrolling in the Programs

3. Definitions

4. Earning OneKeyCash (General)

5. Promotional OneKeyCash

6. OneKeyCash Redemption (General)

7. Membership Tiers (General)

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

9. Member Prices

10. Changes to these Terms and Conditions

11. Suspension and Termination of OneKeyCash and the Programs

12. Improper Member Activity

13. Complaints

14. Release and Limitation of Liability

15. Privacy

16. General

17. Governing Law

18. Expedia Terms

19. Hotels.com Terms

20. Hotels.com Rewards (stamps)

21. Vrbo Terms

1. Introduction

This is our loyalty program which provides members with a range of rewards and benefits. By opening 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 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 Programs listed below for each Participating Brand subject to these Terms and Conditions. The terms "**you**" and "**your**" throughout these Terms and Conditions refer to any Member.

Section 20 below will apply to you if you use your Account on Hotels.com in regions where stamps are awarded instead of Reward Progression Nights (as defined in section 19).

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

2. Enrolling in the Programs

The Programs are open only to individual people who are residents of Canada, have reached the age of majority in their province/territory of residence, whichever is older—and have a valid email address. You are responsible for ensuring that your participation in the Programs complies with your employer's policies related to participation in loyalty programs.

To enrol in the Programs, you must meet the eligibility requirements set out in this section and either (a) create an Account with 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 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 Expedia and on other 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

"Account" means the account you have (or create) with Expedia that has been accessed from Expedia or 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 Vrbo or 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 section 18 below.

"Completed" is defined for each Participating Brand in sections 18, 19 and 21.

"Eligible Booking" is defined for each Participating Brand in sections 18, 19 and 21.

"Eligible Tier Booking" means an Eligible Booking or a Redemption Reward which qualifies for a Trip Element as outlined in sections 18, 19 and 21.

"OneKeyCash" or "Hotels.comCash" is earned as part of the Programs in accordance with these Terms and Conditions and can mean Base OneKeyCash or Promotional OneKeyCash or a combination of both. OneKeyCash can be earned on Eligible Bookings and used on Redemption Rewards. "OneKeyCash" is interchangeable and synonymous with ''Hotels.comCash", any reference in these Terms and Conditions sections 1 to 17 to "OneKeyCash" shall be deemed a reference to ''Hotels.comCash", and any reference to ''Hotels.comCash" in sections 19 shall be deemed a reference to "OneKeyCash" in sections 1 to 17. Hotels.comCash can be used on Participating Brands and OneKeyCash can be used on Hotels.com.

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

"Participating Brand" means Hotels.com, Expedia, and Vrbo and such other Expedia Group company or brand offering the Program from time to time, and includes Canada-specific versions or mobile versions of those Participating Brand sites and any related mobile applications.

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

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

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

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

"Program Benefits" means the additional benefits a Member receives by being part of the Program as set out here for Expedia, here for Hotels.com and here for Vrbo, and updated from time to time., and updated from time to time., and 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. CA $1 in OneKeyCash will provide a CA $1 discount on a Redemption Reward.

"Reward Progression Night" is defined in section 19.1.

"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, a cruise company or a car rental agency.

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

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 21 below for further specific terms relating to the earning of OneKeyCash, Reward Progression Nights and Trip Elements.

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

To earn OneKeyCash, Reward Progression Nights and Trip Elements for an Eligible Booking, you must be a Member prior to making an Eligible Booking and be signed in to your Account at the time of making the Eligible Booking. OneKeyCash, Reward Progression Nights and Trip Elements will not be earned for bookings made on a relevant Participating Brand when you are not signed in to 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, Reward Progression Nights or Trip Elements will be earned on change or cancellation fees imposed by Travel Suppliers or cancelled bookings or refundable damage deposits. If OneKeyCash is earned on an Eligible Booking made in a currency different to the currency associated with your Account, the value of the OneKeyCash earned for that booking will be converted based on the market exchange rate applicable on the date of booking. You will earn (or not earn, as the case may be) OneKeyCash at the rate of the Tier you are on, at the time of your Eligible Booking.

The amount of pending OneKeyCash, pending Reward Progression Nights and pending Trip Elements to be earned are calculated at the time of making an Eligible Booking and (subject to section 16) are based on the details of the itinerary booked. Changes or cancellations to the booked itinerary may result in differences between the anticipated amount of pending OneKeyCash 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 toward 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 21), and will then be made available in your Account based on the time periods identified in the Posting/Reconciliation charts in sections 18, 19 and 21 below. Once in available status, OneKeyCash can be used by the Member toward a Redemption Reward(s) and Trip Elements will count toward 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 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 will be posted to your Account as pending and will move to available status in accordance with sections 18.3, 19.3 and 21.3 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 offers are limited to the offer recipient, promotional in nature, not issued against payment of money, have no cash value, may not be transferred to another Member, may not be sold or purchased and may not be redeemed or exchanged for cash under any circumstances**.

6. OneKeyCash redemption (General)

Please see sections 18, 19 and 21 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 21 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 or exchanged 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 21). 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 21) qualify toward 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 18, 19 and 21 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 18, 19 and 21 and the time periods identified in the Posting/Reconciliation charts in sections 18, 19 and 21.

Trip Elements collected on Eligible Tier Bookings from January 1 (Pacific Standard Time) of each calendar year to 11:59pm (Pacific Standard Time) on December 31 of each calendar year count toward 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 February 28 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 21. 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 are promotional in nature, have no cash value and may not be transferred to another Member or redeemed for cash under any circumstances. To the fullest extent permitted by law, we reserve the right to introduce, vary, suspend or withdraw any benefits at any time without notice where the change is beneficial, does not have a material impact on you or is due to just cause, and otherwise with reasonable prior written notice via a notification or publication on our app, website or by email. Certain offers and benefits may not be available in all territories.

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

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

Where you receive a partial refund or credit from either EG or a Travel Supplier due to a cancellation within a penalty window, any OneKeyCash used will be forfeited and no Trip Elements will be earned. 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 and no Trip Elements will be earned. 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 and no Trip Elements will be earned. 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. The currency associated with your Account may be updated from time to time.

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

Customer Service:

Expedia Help Centre

Hotels.com 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. 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.

9. Member Prices

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

- Members signed in on the Participating Brand website and app;

- users of the Participating Brand app; or

- Members searching for travel on certain search engines.

Member Prices are available on selected properties and on selected dates only. Member Prices will only be displayed where applicable to your search and are liable to change at any time. Where a Member Price is displayed next to a price which has been struck out, the struck-out price is based on the property's standard rate on our site or app, as determined and supplied by the property, before all discounts and rewards are applied. The "Price" section of the Terms of Service will also apply to Member Prices.

10. Changes to these Terms and Conditions

We may at any time modify these Terms and Conditions and at our discretion —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 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 (including subject to any legally prescribed notice requirements) and except if you are a consumer residing in the province of Quebec, 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.

For consumers residing in the province of Quebec: if we make changes to these Terms and Conditions, we will send you a notice in writing, between 90 and 60 days before the change takes effect if it pertains to an essential element of the Program, or 30 days before it takes effect in the case of any other change. If the change increases your obligations or reduces ours, in the case that you disagree with the change and wish to terminate your participation in the Program, you may do so without cost, penalty or cancellation indemnity by sending us a notice to that effect no more than 30 days after the change takes effect.

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 non-individual purposes–or other violations of these Terms and Conditions (collectively, **"Improper Activity"**), we may close or freeze your Account immediately and suspend Program Benefits, and where such Improper Activity is found to have occurred, you may lose your accumulated OneKeyCash, Redemption Rewards and Program Benefits. If you have conducted any Improper Activity, we reserve the right to take any necessary legal action. In addition, you may be liable for monetary losses to EI, including litigation costs and damages, and you will not be allowed to participate in the Programs in the future. Eligible Bookings or Redemption Rewards discovered to be related to Improper Activity will have their OneKeyCash rescinded, and the Account associated with such activity will be frozen from further OneKeyCash earning or redemption activity. To contest freezing, disqualification or termination of an Account, the rescinding of OneKeyCash or confiscation of Redemption Rewards, please contact the relevant Participating Brand Customer Service Centre at:

Expedia Help Centre

Hotels.com Help Centre

Vrbo Help Centre

13. Complaints

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

To the extent permitted by applicable law and except with regards to consumers residing in the province of Quebec, 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 representations made by us, or our Privacy Statement ("**Claims**") by contacting the relevant Participating Brand Customer Service Centre. 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:

Expedia Help Centre

Hotels.com Help Centre

Vrbo Help Centre

To the extent permitted by applicable law and except with regards to consumers residing in the province of Quebec, 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 Canadian Arbitration Association (CAA) under its rules. The CAA's rules are available at https://canadianarbitrationassociation.ca/ or by calling 1-877-862-8825. Payment of all filing, administration and arbitrator fees will be governed by the CAA's rules, except as provided in this section. If your total Claims seek less than CA $10,000, we will reimburse you for the filing fees you pay to the CAA 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 jurisdiction 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 Notice of Arbitration to the CAA, at 180 Duncan Mill Road, 4th Floor, Toronto, Ontario, M3B 1Z6.

To the extent permitted by applicable law and except with regards to consumers residing in the province of Quebec, any and all proceedings to resolve Claims will be conducted only on an individual basis and not in a class, consolidated or representative action. The Arbitration Act (Ontario) applies to this agreement. An arbitration decision may be confirmed by any court with competent jurisdiction.

14. Release and limitation of liability

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

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

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

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

(ii) actually suffered or incurred by you; and

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

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

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

15. Privacy

Your privacy is important to us.

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

Expedia Privacy Statement

Hotels.com 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 Expedia Terms of Service, Hotels.com Terms of Service, Vrbo 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 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

We are a US-owned entity and, except as restricted by applicable law, and except with regards to consumers residing in the province of Quebec, these Terms and Conditions are governed by the laws of the state of Washington, USA.

18. Expedia Terms

18.1 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 standalone booking of a participating short-term rental accommodation booked by a Member through a Participating Brand and later Completed.

“Eligible Activity” means any standalone 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, Eligible Cruise or Eligible Package that is later Completed.

“Eligible Car” means any standalone car rental booked by a Member through a Participating Brand that is later Completed.

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

“Eligible Flight” means any standalone 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 standalone 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, flight + car, and flight + hotel + activity + car 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, Eligible Cruise or Eligible Hotel.

“Expedia” means the Expedia Canada 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.

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

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 a Participating Brand as set forth below.

Eligible Flights

Subject to section 4, earn 0.2% in OneKeyCash per CA $1 spent (excluding taxes and fees) on Eligible Flight Bookings booked through a Participating Brand.

Eligible Bookings (non-flight)

Subject to section 4, earn 1% in OneKeyCash as a Blue Member and 2% as Silver, Gold or Platinum Member per CA $1 spent (excluding taxes and fees) on the following Eligible Bookings:

- Eligible Hotels

- Eligible Accommodation Rentals

- Eligible Activities

- Eligible Packages

- Eligible Cars

- Eligible Cruises

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

- Packages booked through the “All-inclusive vacations” tab on our site which are provided by third-party tour operators and not by us or a Participating Brand.

18.2.1 Preferred Inventory OneKeyCash

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

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

- Blue members: no Preferred Inventory OneKeyCash awarded on Eligible Bookings.

- Silver members: 3% in OneKeyCash earned per CA $1 spent (excluding taxes and fees) on an Eligible Booking.

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

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

18.3 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.
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.

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. If there has been no such activity, all accumulated Base and Promotional OneKeyCash in your Account will expire and will not be reinstated. In such a case, where required by law or at our discretion, we will send you a notice between 30 and 60 days 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.

18.5 OneKeyCash Redemption

18.5.1 Flight Redemptions

Subject to the general exclusions set out at Section 6 above, Flight Redemption Rewards are available on eligible airlines. 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.

18.5.2 Hotel Redemptions

Subject to the general exclusions set out in 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.

18.5.3 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.

18.5.4 Car Redemptions

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

18.5.5 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.

18.6 Membership Tiers

A Trip Element will only be awarded where the Eligible Travel Component of the Eligible Tier Booking is CA $30 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 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

Type of Booking	How Trip Element is calculated
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 round trip.
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).

19. Hotels.com Rewards Terms

The following terms in this section 19 will apply if you use your Account on Hotels.com in regions where Hotels.comCash are in use. The following terms will apply if you use your Account on Hotels.com Canada.

19.1 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 standalone 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 standalone 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 Canada site or mobile version of the site and any related mobile applications.

"**Program**" means the Hotels.com Rewards program as described in this section 19.

"**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 19.3.

"**Reward Progression Night**" means a method for calculating progress toward 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.

19.2 Earning Hotels.comCash

Base Hotels.comCash can be earned by making an Eligible Booking on Hotels.com as set out below. Subject to this section 19.2, 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 19.4 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.

19.2.1 Eligible Bookings

Subject to section 4, this section 19.2 and section 19.3, Members will earn 10% of the value of each Reward Progression Night in Hotels.comCash (excluding taxes and fees) on each Reward Progression Night.

19.2.2 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:

- Car rentals

- Gift cards

- Bookings made on the "Groups & Meetings" link on Hotels.com

- Insurance

- Pricing products

19.3 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

19.4 Hotels.comCash Redemption

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

(a) 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

(b) 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.

Available Hotels.comCash will be automatically applied to the average per night value (including taxes and fees that are not payable to the Travel Supplier at the time of travel) of your Redemption Reward for each night of your booking until all Available Hotels.comCash (or all Available Hotels.comCash you have selected to apply) has been applied to that Redemption Reward.

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

19.5 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. In such a case, where required by law or at our discretion, we will send you a notice between 30 and 60 days before the date on which the Base and Promotional Hotels.comCash is set to expire.

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.

19.6 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 toward a Tier or a Reward Night, Tier Qualification Nights and Nights will be confirmed according to the following time frames:

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.

20. Hotels.com Rewards (stamps)

The following terms in this Section 20 will apply if you use your Account on Hotels.com in regions where Hotels.comCash is not in use and for regions where stamps are awarded instead of Hotels.comCash. The following terms will not apply if you use your Account on Hotels.com in Canada:

Hotels.com Rewards Terms and Conditions

Last updated on 11/04/2022

Hotels.com™ Rewards is a Hotels.com™ loyalty program (the "**Program**"). For each night you book and stay at an eligible Hotels.com Rewards property, you collect one stamp ("**Stamp**"). When you collect 10 Stamps with us, we give you 1 reward night to redeem ("**Reward Night**"). This Reward Night does not include taxes and fees, which you must pay when redeeming your Reward Night. All bookings must be made online or on our mobile app. You can only collect Stamps or redeem Reward Nights at an eligible Hotels.com Rewards property.

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

REWARDS TIERS

The Program has 3 tiers:

- Hotels.com Rewards;
- Hotels.com Rewards Silver; and
- Hotels.com Rewards Gold.

You will join as a Hotels.com Rewards member. When you collect 10–29 Stamps in a Membership Year, you will qualify for Hotels.com Rewards Silver. When you collect 30 Stamps or more in a Membership Year, you will qualify for Hotels.com Rewards Gold. A Membership Year runs for a year from the date you first created an account, and each anniversary after that.

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

COLLECTING STAMPS

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

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

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

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

- Bookings made with an affiliate Hotels.com website;
- Bookings made before you joined the Program
- Package bookings, i.e. property + flight;
- Some bookings made using a discount coupon, voucher or code—you will need to check the terms for each of these;
- Bookings made through Group Travel Services
- Bookings that do not cost you anything, i.e. are free.

REDEEMING REWARD NIGHTS

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

The maximum value of your Reward Night is based on the value of the 10 Stamps you collected as long as they have not expired. This value is equal to the average daily rate—excluding taxes and fees—of the Stamps you previously collected. If you collected a Stamp at a Hotels.com Member Price (defined above), this price rather than the regular price will be used for the purposes of the calculation. You must pay for taxes, fees, meals and any other costs associated with your Reward Night.

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

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

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

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

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

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

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

VIP ACCESS PROPERTIES

Silver and Gold Hotels.com Rewards members are eligible for exclusive amenities at selected VIP Access properties. Eligibility for the amenities is based on your Hotels.com Rewards Tier at time of booking, and the amenities to be provided will be as shown on the property listing at the time of booking. Amenities can vary by property and are subject to change at any time. A minimum length of stay may be required.

Properties participating in the VIP Access property network offer benefits which can vary by property and are subject to change at any time without notice. The amenities are intended for the primary account holder and will only be extended to additional travellers booked via the Silver and Gold member's account at the property’s discretion and subject to availability.

Silver and Gold members are guaranteed complimentary WiFi at VIP Access properties. This refers to standard WiFi. Premium WiFi may be available for an extra charge. This is subject to change at any time.

Gold Members may qualify to receive upgrades at check-in at participating VIP Access properties, subject to availability. Eligibility for the room upgrade is based on Hotels.com Rewards Tier at time of booking. VIP Access property upgrades are intended for the primary account holder and will only be extended to additional rooms booked via the Gold Member’s account at the property’s discretion and subject to availability. Room upgrades may include complimentary upgrades to a room category of greater value or quality. Instead of a room upgrade, travellers may receive assignment to a preferred floor or assignment to a preferred location on a floor, such as away from the elevators or ice machine. Room upgrade cannot be reserved.

Gold members may receive early check-in and late check-out at participating VIP Access properties, subject to availability. Eligibility for early check-in and late check-out is based on Hotels.com Rewards Tier at time of booking. Early check-in and late check-out are intended for the primary account holder and will only be extended to additional travellers booked via the Gold Member’s account at the property’s discretion and subject to availability.

CHANGES TO HOTELS.COM™ REWARDS, STAMP EXPIRY AND PROGRAM TERMINATION

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

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

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

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

HOTELS.COM™ REWARDS GENERAL

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

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

The Program is 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, except where a particular guarantee or warranty cannot be excluded under applicable law, including consumer law.

We will not be liable for any inaccuracies regarding the earning, redemption and use of Stamps and/or Reward Nights, unless and only to the extent that we directly caused such inaccuracies. We will not be liable with regards to Reward Nights that, after receipt, may be lost, stolen or destroyed, other than where such liability was caused or contributed to by a negligent or fraudulent act of Hotels.com. Hotels.com suppliers and partners are in no way affiliated with or responsible for Program administration.

The "Liability" clause in the Terms of Service apply to these Hotels.com Rewards Terms and Conditions.

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

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

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

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

The Program is void where prohibited by law. Our failure to enforce any provision of these Hotels.com Rewards Terms and Conditions shall not constitute a waiver of that or any other provision.

Our decision on all questions or disputes regarding the Program is final.

MEMBER PRICES

Hotels.com Member Prices ("**Member Prices**") are available to the following customers:

- Hotels.com Rewards members;
- If you are signed in to your Hotels.com account when browsing the website, you will automatically be shown Member Prices on selected properties where the "Your Member Price" banner is displayed.
- Users of the Mobile Application (as defined in these terms and conditions below).
- When using the Mobile Application, you will automatically be shown Member Prices on selected properties where the "Your Member Price" banner is displayed. A user of the Mobile Application will not see Member Prices when accessing the website via other platforms, unless they are signed in as a Hotels.com Rewards Member.

Member Prices are available on selected properties and on selected dates only. Member Prices will only be displayed where applicable to your 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. The "Price" section of the Terms of Service will also apply to Member Prices.

21. Vrbo Terms

21.1 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 standalone 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, Eligible Cruise or Eligible Accommodation Rental that is later Completed.

"Eligible Hotel" means any standalone property that is not an Eligible Accommodation Rental and booked by a Member through Vrbo that is later Completed.

"Program" means the One Key loyalty program as described in this section 18.

"Vrbo" means the Vrbo Canada site or mobile version of the site and any related mobile applications.

21.2 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 CA $1.00 spent (excluding taxes and fees).
- Gold and Platinum members earn 2% in OneKeyCash per CA $1.00 spent (excluding taxes and fees).

Eligible Hotels

On Vrbo:

- Silver members earn 1% in OneKeyCash per CA $1.00 spent (excluding taxes and fees).
- Gold and Platinum members earn 2% in OneKeyCash per CA $1.00 spent (excluding taxes and fees).

Non-Eligible Bookings

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

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

21.3 OneKeyCash and Trip Element Posting/Reconciliation

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

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

Trip Elements

A Trip Element will only be awarded where the Eligible Tier Booking is CA$30 or more (excluding taxes and fees and after any OneKeyCash is applied to the booking). Bookings which are eligible for the purposes of qualifying for a higher tier on Vrbo are set out below.

Eligible Tier Bookings

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

21.4 OneKeyCash Redemption

21.4.1 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.

21.4.2 Hotel redemption

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

21.5 OneKeyCash expiry

Base OneKeyCash in your Account will not expire as long as you have made an Eligible Booking or redeemed a Redemption Reward through a Participating Brand on your Account at least once every eighteen (18) months. If there has been no such activity, all accumulated Base and Promotional OneKeyCash in your Account will expire and will not be reinstated. In such cases, where required by law or at our discretion, we will send you a notice between 30 and 60 days before the date on which the Base and Promotional OneKeyCash is set to expire.