

TERMS AND CONDITIONS

Activities

Activities

All Activity redemptions are final. We are unable to process refunds, exchanges or cancellations.

General

- All Activity redemptions must be completed by the Reward Headquarters Customer Care Team.
- All Activities are fulfilled by a variety of Suppliers, Tickets and Tour/Travel Operators.
- Unless otherwise stated, purchases/redemptions made through Activities on this site all are subject to these Terms & Conditions; in all booking arrangements, the person making the booking shall be deemed to have accepted these conditions on behalf of the persons named in the booking.

Terms of Use

- By using Activities, you agree to be legally bound by these terms, which shall take effect immediately.
- If you do not agree to be legally bound by all the following Terms & Conditions, please do not access, redeem for and/or use Activities.
- Activities Terms & Conditions may change at any time by posting changes online. Please review these Terms & Conditions regularly to ensure you are aware of any changes made. Your continued use of Activities, after changes are posted, means you agree to be legally bound by these terms as updated and/or amended.
- Your use of Activities is intended for personal, non-commercial use and/or to make legitimate requests to book the products or services offered.

Cancellations & Refunds

- All redemptions/sales are final and no modifications/amendments or changes are allowed.
- Activity suppliers do not allow changes once a booking has been made.
- It is not possible to change or modify a special event, theater, or show ticket. Sales of these tickets are final and cannot be amended once your original purchase is confirmed.
- In case of emergency all other date-change requests and amendments are subject to review of the service providers and we cannot guarantee the success of any date-change requests.
- In case of an emergency and a change is requested, if possible – additional fees may apply.
- All requests for modifications must be directed to Reward Headquarters Customer Care via the contact information supplied by your award program administrator.
- All products, tickets, tours and services offered by Activities are valid as per the dates displayed in Activities. Program sponsor and suppliers are not responsible or liable for any information that they do not directly provide.
- Occasionally our suppliers and/or service providers make changes to tour dates, prices, inclusions, coverage, age requirements, etc. As a result, Activities suppliers reserve the right to cancel, change or substitute any service, tour, ticket or product that you have booked in Activities, at any time, for any reason.
- In such cases, if you are dissatisfied with the alternatives offered, we will work to cancel your activity and then offer a refund of your redemption.

- Notwithstanding the above, when we are informed in advance by our service providers and/or suppliers of a significant change to a booking and/or to a tour, product or event, we make every reasonable effort to notify the program administrator as appropriate, in order to amend or re-issue the booking where feasible.

Pricing & Inclusions/Exclusions

- Prices are per person, unless otherwise specified.
- Prices are subject to change without notice, until a booking has been confirmed.
- Unless otherwise specified, prices do not include any local taxes or use-fees, including foreign departure, security, port charges, park fees, customs, immigration, agricultural, passenger-facility charges or international transportation tax.
- Prices do not include tips/gratuities to tour directors, drivers or local guides; passport and visa fees; baggage and personal insurance; any items of a personal nature; and any beverages or food not specifically listed under “Inclusions” on the product pages.

Passports, Visas & Insurance

- It is the responsibility of all passengers, regardless of nationality and destination, to check with the consulate of the country they are visiting for current entry requirements.
- As Visa and health requirements are subject to change without notice, we recommend that you verify health and visa requirements with the appropriate consulate prior to departure.
- We strongly recommend that you purchase a comprehensive Travel Insurance Policy prior to departure. If you cancel your trip or significantly alter travel dates, many policies will reimburse the cost of cancellation fees and related expenses.

Disclaimers & Limitations of Liability

- Under no circumstances will your program sponsor, Activities Suppliers, agents, affiliates, service providers, suppliers, and/or distributors be liable for any of the following losses or damage (whether such losses were foreseeable, foreseeable, known or otherwise): (a) loss of data; (b) loss of revenue or anticipated profits; (c) loss of business; (d) loss of opportunity; (e) loss of goodwill or injury to reputation; (f) losses suffered by third parties; or (g) any indirect, consequential, special or exemplary damages arising from the use of Activities regardless of the form of action.
- Activities Suppliers, in making arrangements for hotels, tours, transportation or any service in connection with the itineraries of individual customers, shall not be liable for injury, damage, loss, accident, delay or irregularity, liability or expense to person or property due to act of default by any hotel, carrier or other company or person providing services included in the tours.
- Furthermore, Activities Suppliers, agents and operators accept no responsibility for any sickness, pilferage, labor disputes, machinery breakdown, government restraints, acts of war and/or terrorism, weather conditions, defect in any vehicle of transportation or for any misadventure or casualty, or any other causes beyond their control.
- Activities Suppliers' content - including the information, names, images, pictures, logos, prices, dates, and availability regarding or relating to Activities Suppliers, service provider, operator and/or distribution partner – is provided “AS IS” and on an “AS AVAILABLE” basis without any representations or any kind of warranty made (whether express or implied by law) to the extent permitted by law, including the implied warranties of satisfactory quality, fitness for a particular purpose, non-infringement, compatibility, security and accuracy.
- At Reward Headquarters we check and recheck the details about all the products and services we offer for accuracy. However, Activities Suppliers and Reward Headquarters do not warrant that functionality, content or information contained in Activities will be uninterrupted or error free, that defects will be corrected, or that Activities or the servers that make it available are free of viruses or bugs.
- If any of these terms are determined to be illegal, invalid or otherwise unenforceable by reason of the laws of any state or country in which these terms are intended to be effective, then to the extent and within the

jurisdiction in which that term is illegal, invalid or unenforceable, it shall be severed and deleted from these terms and the remaining terms shall survive, remain in full force and effect and continue to be binding and enforceable.

Cruises

Cruises

All Cruise redemptions are final. We are unable to process refunds, exchanges or cancellations.

General

- All Cruise redemptions must be completed by the Reward Headquarters Customer Care Team.

Deposit to checking

Deposit to Checking

All Cash Reward redemptions for Deposit to Checking are final. We are unable to process refunds, exchanges or cancellations.

General

- Cash Rewards redemptions for a deposit into a checking account are generated as an ACH deposit to the designated account typically within 4-7 business days.
- You must enter an accurate routing number and account number for your Cash Reward redemption to be processed correctly.
- If you would like to learn the exact date of when your transaction will be deposited to your account please contact your financial institution. Their contact information can be found on the back of your card.

Deposit to savings

Deposit to Savings

All Cash Reward redemptions for Deposit to Savings are final. We are unable to process refunds, exchanges or cancellations.

General

- Cash Rewards redemptions for a deposit into a savings account are generated as an ACH deposit to the designated account typically within 4-7 business days.
- You must enter an accurate routing number and account number for your Cash Reward redemption to be processed correctly.
- If you would like to learn the exact date of when your transaction will be deposited to your account please contact your financial institution. Their contact information can be found on the back of your card.

Statement Credit

Statement Credit

All Statement Credit redemptions are final. We are unable to process refunds, exchanges or cancellations.

General

- Statement Credits will be applied to your Program card billing statement within 45 days of the redemption request.

- The Statement Credits will be issued to your Program card account only and may not be redeemed for cash equivalent, transferred to another card or used as a payment on other accounts.
- If you would like to learn the exact date the Statement Credit will post or was posted to your statement please contact your financial institution. Their contact number can be found on the back of your card.

STATEMENT CREDITS ARE NOT A PAYMENT. PLEASE REMEMBER TO SUBMIT YOUR NORMAL MONTHLY PAYMENT BEFORE YOUR NEXT DUE DATE.

Flights

Flights

All Flight redemptions are final. We are unable to process refunds, exchanges or cancellations.

General

- All airline ticket purchases are non-refundable and non-transferable.
- All tickets MUST be purchased at least 72 hours in advance of travel date to accommodate processing requirements. Please note, advanced booking times are based upon Eastern Standard Time.
- Should you have any questions, contact the airline (operator) directly.
- All reservations must be made in the EXACT name of the person traveling. U.S. billing and delivery address, if applicable, is required. It is the customer's responsibility to review the final amount of the reservation prior to ending the booking and making a purchase.
- Prices are subject to change without notice, until a booking has been confirmed.

General Policies for Airline Tickets

- Once the ticket has been issued the passenger name on the ticket cannot be changed.
- Airline tickets are non-refundable, and non-transferable.

Change Policies for Airline Tickets

- Your ticket is non-refundable.
- If you change your reservation, airlines may charge a fee to use your ticket as credit for a new reservation. This fee varies by airline, market, and specific fare rules, and may be \$150 or more for domestic tickets and \$200 or more for international tickets.

Cancellation Policies for Airline Tickets

- Your ticket is non-refundable.
- If you cancel your reservation you will not receive any refund of reward points for the travel catalog or money back.
- You may be eligible to apply part of your ticket price towards future travel (for a limited time, usually a year).
- If you cancel your reservation, airlines usually deduct \$150 or more for domestic tickets and \$200 or more for international tickets before determining the amount that can be applied towards future travel.

Travel Information for Your Trip

E-mail confirmations

1. Order confirmation email: you will receive an order confirmation within 24 hours of your order submission. This confirms that your flight request has been received by Reward Headquarters.
2. E-ticket confirmation: you will receive an e-ticket confirmation within 72 hours of your order submission. This confirms that your flight request has been secured with the airline.

Printed itinerary: Most reservations are handled with e-ticketing processes and therefore you will not receive a paper ticket, except in certain circumstances. If a paper ticket is required, we will contact you via the email address provided on the travel redemption catalog site. Even though ticketing is handled in an electronic fashion, it is recommended you print your confirmation page to take with you on your trip.

Photo ID: Every ticketed passenger must have a valid government-issued photo ID (such as a driver's license or passport). Please note that the name on the photo ID must match the passenger name in the reservation.

International Travel: Every ticketed passenger must have a valid government issued passport to present to the airline representative at the time of check-in and also to pass through any required security checkpoints. Other required documents, such as a visa, for entry and visitation to a country are the sole responsibility of the passenger(s) to obtain prior to travel and be able to present at time of check-in, if required.

Airport Information: It is advisable to check with the airline(s) you are traveling on for any updated terminal and/or gate information on the date of your trip. You can typically access the airline(s) website to verify current and future flight status and information. It is recommended to arrive at the departure airport at least two hours prior to departure to allow for check-in and clearance through security checkpoints.

Schedule changes: Prior to the departure of your flight, the airline may change your flight itinerary at any time. If we receive notification of an itinerary change(s), we will attempt to send an email to you with the updated schedule and/or notice to contact the airline directly to manage any issues requiring possible flight changes or alternative flights and/or travel times and dates. Check with the airline 24 hours in advance of your travel to confirm your reservation. If you are flying internationally check with the airline 72 hours in advance of your travel to confirm your reservation.

Airport Check-In Process: Once you check-in with the airline, you will receive your boarding pass. You will then be required to pass through a security checkpoint(s) to gain access to board your airplane. You can also check-in with some airlines online which will allow you to print your boarding pass. Please check with your individual airlines for this availability. Allow a minimum check-in time of 2 hours for domestic flights and 3 hours for international flights.

Reservation Updates/Maintenance: With most airlines, you can access your reservation online using either a combination of your passenger name, e-ticket number, confirmation number or travel date. You may be able to select/change your current seating assignment and add information for frequent flyer program(s).

Boarding: Airline flights may be overbooked and there is a chance that a seat assignment will not be available on a flight for which a person has a confirmed reservation. If the flight is overbooked, no one will be denied a seat until airline personnel first ask for volunteers willing to give up their reservation in exchange for a payment of the airlines choosing. If there are not enough volunteers, the airline will deny boarding to other persons in accordance with their particular boarding priority. With few exceptions, persons denied boarding involuntarily are entitled to compensation.

Baggage guidelines: Be sure to review your airlines baggage allowance guidelines. Airline rules for checked baggage allowances vary. Many carriers allow passengers two checked bags and one carry-on while some only permit two checked bags. All carry-on baggage will be subject to search. Review the Transportation Security Administrations guidelines for baggage.

International Travel: U.S. citizens are required to present at flight check-in a valid U.S. passport. Hospital certificates are not acceptable. Children under the age of 18 years old must present a valid U.S. passport or an original county or state-issued birth certificate or a certified copy of a county or state-issued birth certificate. Hospital certificates are not acceptable. A notarized letter of permission to carry the child outside U.S. borders is required from any legal parent or guardian not traveling with the child. In cases of divorce, the original custody papers verifying full custody to the traveling parent eliminates the need for a notarized letter. Non-U.S. citizens may require specific documentation related to their citizenship including a valid passport and visas (requirements vary by country). Visas and other special documents are the responsibility of the traveler including all costs involved. We highly recommend all non-U.S.

citizens contact the United States State Department directly for documentation requirements required for your country of origin. U.S. citizens and non-U.S. citizens are responsible for obtaining current information regarding entry requirements and security.

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Gift Cards

Gift Cards

All gift card redemptions are final. We are unable to process refunds, exchanges or cancellations.

General

- All gift card redemptions are non-returnable and non-refundable. Reward Headquarters will not authorize a reshipment of gift card(s) that are lost/misplaced.
- Every effort is made to deliver your gift card(s) within 7-10 business days after an order has been placed. On occasion, gift card(s) may be received outside of the standard window.
- Please note, it may take longer to receive gift cards ordered during the holiday season.
- We ship gift cards First Class USPS. If a gift card order exceeds \$700.00 the order will be sent via traceable method with a signature required.
- A shipping confirmation email will be sent to the email address on file once the gift card order has been shipped.

Hotels

Hotels

All Hotel redemptions are final. We are unable to process refunds, exchanges or cancellations.

General

- All hotel redemptions are final. We are unable to process refunds, exchanges or cancellations. Please refer to the hotel information page or your confirmation email for specific hotel policies and procedures.
- All hotel reservations MUST be purchased at least 3 days in advance of check-in date to accommodate processing requirements.
- You must be 18 years old or older or the age of majority in the laws of your jurisdiction or residence to register for, use or book the Products or Services available on the Site.
- You may book up to four rooms per reservation and there is a limit of six people per room, including at least one adult.
- Unless otherwise indicated in the hotel details and descriptions, all hotel rates are based on a maximum of double occupancy. Rates are subject to change and may not include hotel service charges, extra person charges, or incidentals, such as room service.
- You may be required to present a valid credit card or cash deposit at check-in for incidentals.
- You are responsible for any incidental charges at your hotel, including, but not limited to charges for telephone access, in-room movies, energy surcharges, room service, mini-bar, and any applicable increases in taxes.
- Hotel requests for specific features (non-smoking, bedding) are not guaranteed.
- You may be asked to present a photo ID when checking in.
- The check-in age for some hotels is 21. Guests between the ages of 18 – 20 should check with the hotel directly to understand the check-in policies and/or restrictions prior to booking.

- Hotel photos are representative only and do not necessarily depict the actual room in which guests will be accommodated.

Hotel Cancellation and Change Policies

- Hotel redemptions are final and non-refundable. Cancellations or changes made at any time are subject to a 100% charge. We are sorry, but refunds are not available for delayed check-in or early check-out. The hotel is not authorized to make an exception to this policy. Please refer to the hotel information page or your confirmation email for specific hotel policies and procedures.
- We cannot guarantee changes to the name on a reservation but will make every attempt to accommodate requests.
- All hotel redemptions are final. Amendment requests to existing reservations must be made through Reward Headquarters Customer Care.

Merchandise

Merchandise

All merchandise redemptions are final. We are unable to process refunds, exchanges or cancellations.

Note: You must contact Reward Headquarters Customer Care for all return requests.

General

- Most new, unopened items may be returned within 15 days of receiving the item for a full refund with original packaging and receipt. There are some exceptions where returns are not allowed. We'll also pay the return shipping costs if the return is a result of our error (you received an incorrect or defective item, etc.).
- Items that are opened, used or received more than 15 days ago may not be eligible for a refund. Restocking and/or shipping fees may also apply on items returned that are not damaged or the wrong item was ordered. The amount deducted will be equivalent to our standard shipping cost for that item and will be determined by the supplier at the time of refund.

Return Instructions

1. Participant contacts Reward Headquarters Customer Care.
2. CSR initiates the return/replacement.
3. Participant receives return shipping label and returns item(s).
4. Replacement item is shipped to participant once original item is returned & received, depending on current availability OR eligible points will be deposited back to participant account within 3 weeks of receipt of returned item.

Note: The return shipping labels obtained from Reward Headquarters are valid only for returns shipped within the U.S. Each return shipping label is coded for a specific shipment and for specific items. Please do not include items from other orders, or other items and/or shipments from the same order, in the same box, or you may not receive the correct refund.

Non-Returnable Items

- Opened music, movies, computer software, video games and collectibles cannot be refunded
- If the original packaging has been opened or tags or labels have been removed, other items, including folding guest beds, air/inflatable beds, continuous air bouncers, water slides, pools, gas powered lawn equipment, power tools, scooters over \$149.99, specialty occasion clothing, video cameras/camcorders, handbags, jewelry and watches, these items may not be returned.

- Items damaged, altered, or abused after delivery to the customer and mattresses or foundations that are damaged, soiled, stained or missing law tags cannot be returned.
- Delivery, labor and/or installation fees cannot be refunded.
- Adjustable base beds and customized items, including customized jewelry cannot be returned.
- Hazardous items that are gas-powered or contain flammable liquids cannot be returned.
- Computer laptops and desktops more than 14 days after delivery cannot be returned.
- Any product missing the serial number or UPC cannot be returned.
- Giftcards/certificate cannot be returned.
- Gourmet gift baskets cannot be returned.
- Custom and personalized orders cannot be returned.
- All Final Sale merchandise cannot be returned. Other nonreturnable purchases include digital content, prepaid cards, memberships, completed services, consumable items including ink and batteries, and items returned that are damaged or missing major contents.

Backordered Items

- Items which are on back order for more than sixty (60) days may be cancelled due to unavailability, and a full refund will be processed for the item(s).

Product Specific Returns

- Most items may be returned within 30 days of shipment. These items must be in new condition with all original packaging, receipts, packing slips and accessories. We cannot accept returns of products missing the serial number or UPC; we will not issue refunds for such items.
- Some product lines have special restrictions or return policies. Please contact our Customer Care Team for details.