

FREQUENTLY ASKED QUESTIONS

Regarding the ScoreCard® Rewards Dynamic Travel Program

Travel Awards Q&A

Q: When are Travel Services agents available?

A: Travel Services agents are available Monday – Sunday 8:00am – 12:00am (Eastern Standard Time) to book your travel arrangements.

Q: Can I book my travel online?

A: Yes, your travel can be booked online. You can book online at www.scorecardrewards.com. In addition, you can purchase airline tickets and hotel/car reservations.

Q: How many Points are required for a ticket?

A: The actual number of Points required will be based on your travel dates, origin and destination cities, airline, availability, and how far in advance you are making your reservations. The good news is you are in control and the choice is yours!

Q: Can I still redeem if I do not have enough points for a ticket?

A: Yes! We want to make sure your next trip is within reach, which is why we've added the flexibility of allowing you to redeem the Points you do have and pay the difference via your ScoreCard or another payment card.

Q: Are there any origin or destination restrictions?

A: This new program allows you to fly from virtually anywhere to virtually anywhere in the world!

Q: How far in advance do I need to make my travel reservations?

A: You can now make reservations as close as one day prior to your actual departure date. We recommend you plan your travel at least 14 to 21 days in advance for the best availability, however you are no longer limited to a 30-day advance requirement.

Q: I want to save my Points for an airline ticket. How will I know the number of Points I need to save?

A: The actual Points required for your travel is dependent upon the specific itinerary you select. You can check point requirements via the online redemption site.

Note: Points required for travel may change and are not final until travel is redeemed.

Q: Can I change or return my airline ticket if my plans change after the ticket is issued?

A: Changes and cancellations can be made only if the Supplier and specific air ticket rules permit the modifications. A \$40 per ticket service fee will be charged by the travel supplier for all exchanges, modifications, or cancellations, in addition to any applicable airline penalties and/or fare difference.

Q: Can I book a cruise online?

A: Yes you can. If you are planning to book a flight or another component to go along with your cruise, you must book the cruise as a separate order from any other travel component you wish to redeem for on the catalog.

Q: How do I change or cancel my car, hotel, activity or cruise booking?

A: You must contact the Travel Rewards Center for all modification and cancellation requests as the policies are different for each travel award.

Q: Can I purchase airline tickets or other travel items from Travel Services without using my Points?

A: Yes. Travel Services can assist in booking your purchase travel needs and you can also purchase online.

Q: What are the fees for each award?

A: The booking fees are included in the total number of points required for the travel redemption so you can use your points and you don't have to pay the booking fees out of pocket. Please note the point requirement differs between on-line and travel agent assisted booking due to a higher fee charged for the agent assistance.

AWARD	CHANNEL	BOOKING FEE (PER TICKET)
Air	Web	\$15.00
	Call Center	\$25.00
Car	Web	\$ 5.00
	Call Center	\$15.00
Hotel	Web	\$ 5.00
	Call Center	\$15.00
Cruise	Web	\$30.00
	Call Center	\$40.00
Activities	Web	\$ 5.00
	Call Center	\$15.00
Tours/Packages	Web	\$30.00
	Call Center	\$40.00

Booking fees are included in the total number of points required for the travel redemption.

AWARD	CHANNEL	MODIFICATION FEE (PER TICKET)
Air Modifications Cruise Modifications	Web and Call Center	\$40.00
Hotel/Car/Activity Modifications Air Modifications	Web and Call Center	Fees may vary by cruise line
Cruise Modifications	Web and Call Center	Fees may vary by hotel, car rental or activity supplier

Modification fees are paid separately in cash.

Q: What is the order process for a hotel or car travel award certificate?

A: In addition to booking online, you can also order certificates to be used to cover a portion or the cost for hotel reservations and car bookings. Prior to redeeming Points for a hotel or car travel award certificate, please contact the hotel or car rental location you plan to visit to confirm they will accept the certificate with the discount offered in the certificate. Once confirmed, you can submit your order online or through an Award Headquarters representative by calling 1-800-854-0790. Certificates are usually shipped within 4-6 weeks of processing your order. Upon receipt of your certificate, make your advance reservation by calling the number listed on the certificate and inform the reservation agent of the certificate. **ADVANCE RESERVATIONS ARE REQUIRED IN ORDER TO USE YOUR CERTIFICATE.**

At time of check in, present your certificate with your method of payment for any additional fees.