

FREQUENTLY ASKED QUESTIONS

How old do I need to be to enter?

This promotion is only open to people aged 18 years or older.

How do I enter the promotion and get my unique Booking.com offer codes?

Purchase a pack of promotional Energizer[®] brand batteries, battery chargers or flashlights within the Promotion Period

Go to energizerholidays.com and enter the pack's barcode (on the reverse of the product packaging) alongside the following details:

- First Name
- Last name
- Date of Birth
- Email address
- Mobile number
- Residential Address
- Barcode from the product pack
- Upload a clear copy of the receipt

You will then receive an email asking you to verify your email address. Once you have verified your email, you will then receive another email containing two codes, 1 code for 10% off accommodation and 1 code for 10% off car hire.

How long does this promotion last?

The Promotion is open from **12:01 AM on November 1, 2022 and closes at 11:59 PM on December 31, 2022.** Beyond the promo period, you will not be able to enter the promotion to receive a discount code.

Which Energizer® products are included in this promotion?

Energizer[®] Max Plus AA Blister Pack 2s *Energizer*[®] Powerplus AAA NiMH Blister Pack Energizer[®] Max Plus AA Blister Pack 4s Energizer[®] Extreme AA NiMH Blister Pack *Energizer*[®] Max AA Blister Pack 2s *Energizer*[®] Powerplus AA NiMH Blister Pack Energizer[®] Max AA Blister Pack 4s Energizer[®] NH22 9V 175mAh Blister Pack Energizer® Mini Charger w/2 AAA Energizer[®] Max Plus AAA Blister Pack 2s Energizer[®] Max AAA Blister Pack 2s Energizer[®] Maxi Charger Energizer[®] Pro Charger w/2 AA Universal Energizer[®] Max AAA Blister Pack 4s Energizer[®] Max C Blister Pack *Energizer*[®] Max D Blister Pack Energizer[®] Lithium AA Blister Pack 2s Energizer[®] Max 9-Volts Blister Pack *Energizer*[®] Lithium AAA Blister Pack 2s Energizer[®] Touchtech Flashlight w/2 AA Energizer® CR2016 Lithium Coin 3V Blister Energizer[®] Hard Case Task Light w/2 AA Pack Energizer[®] Rechargeable Spotlight Energizer® CR2025 Lithium Coin 3V Blister Energizer[®] Universal Plus Headlight Pack Energizer[®] Vision Headlight Energizer® CR2032 Lithium Coin 3V Blister Energizer[®] Compact Metal Light Pack Energizer[®] A23 Mng Dioxide 12V Blister Pack Energizer® Metal Penlite Energizer® Penlight Energizer[®] A27 Mng Dioxide 12V Blister Pack Energizer[®] Bike Light Energizer[®] A76 Mng Dioxide Blister Pack Energizer[®] Lithium EL123A Photo Blister Pack

Where can I find my barcode?

The barcode is printed at the back of *Energizer*[®] batteries, flashlights or battery chargers pack.

What happens if my barcode doesn't work?

If the barcode does not work on the website, try re-entering it to make sure it is entered correctly. If you are still having problems, please contact Energizer customer services at <u>support@energizerholidays.com</u> or send a message via Energizer Philippines' FB PAGE @EnergizerPH.

Can I use a barcode more than once?

You can only enter the promotion once per each Energizer product purchased, and you can only receive one discount code per product purchased.

I've input my barcode, first name, surname & email address, but I haven't received an email containing my discount codes.

Please contact Energizer customer services at support@energizerholidays.com or send a message via Energizer Philippines' FB PAGE @EnergizerPH.

How long will it take for my discount code to be sent to my email?

After entering the promotion online and confirming your email, you will receive your codes immediately.

I am experiencing issues with the Energizer promotional website, what do I do?

Please try rebooting your device and refreshing the page. If you are still experiencing issues, please contact Energizer customer services on support@energizerholidays.com or send a message via Energizer Philippines' FB PAGE @EnergizerPH.

How do I know if I won in the raffle promotion?

Winners will be contacted via SMS, email address and registered mail within 7 working days of the draw. Winners will be required to respond to confirm eligibility and acceptance of the Prize, within 60 days of notification. In the event that a potential winner does not respond to the initial contact within 60 days, the promoter reserves the right to disqualify that winner with prior DTI approval.

I won, how will I claim my prize?

Physical prizes will be delivered to the winner's registered address. The winner must receive the delivery and present the original Official Receipt and Valid ID must be presented to the courier for checking. In case a winner assigns a representative to claim the prize on his/her behalf, the winner must send a notification letter to EnergizerPH.promo@gmail.com.

In case you want to physically claim the prize, you may do so at ATMOSPHERE EVENTS OFFICE. 19/F Marco Polo Ortigas Manila, Sapphire Road, Ortigas Center, Pasig City 1600.

Electronic prize, in this case, the tickets and accommodation, shall be delivered to the winner's registered email address.

Can I use more than one discount code per booking?

You can only use one discount code per booking. You can, however, combine your reward with Genius discounts and deals on the Booking.com website.

What if I am not a Booking.com member?

You do not need to be a Booking.com member to use your discount code on accommodation or car hire. However if you are a Booking.com member you can combine your discount codes with Genius discounts and deals on the Booking.com website.

Will I receive two separate discount codes for accommodation and car hire?

Yes. You will receive one discount code for accommodation, and a separate discount code for car hire.

When do my discount codes expire?

Discount codes are redeemable until 30 April 2023. Stay & car hire must be completed by 30 April 2024.

Do I need to stay in the accommodation within the redemption period as stated in the campaign terms?

No, you will be able to stay after the redemption period. Discount codes are redeemable until 30 April 2023. Stay & car hire must be completed by 30 April 2024.

Do the dates of my car hire need to fall within the redemption period as stated in the campaign terms?

No, these dates can fall after the redemption period. Discount codes are redeemable until 30 April 2023. Stay & car hire must be completed by 30 April 2024.

I had to cancel my accommodation; do I lose my Booking.com discount code?

Yes, the Booking.com discount code can only be used on one booking. If you need to cancel your accommodation booking you will not be able to use the same Booking.com discount code to make another booking. Instead, you would need to purchase another Energizer[®] product and visit energizerholidays.com within the promotional period in order to obtain a new code. Discount codes are redeemable until 30 April 2023. Stay & car hire must be completed by 30 April 2024.

I had to cancel my car hire; do I lose my Booking.com discount code?

Yes, the Booking.com discount code can only be used on one booking. If you need to cancel your car hire booking you will not be able to use the same Booking.com discount code to make another booking. Instead, you would need to purchase another Energizer[®] product and visit energizerholidays.com within the promotional period in order to obtain a new code. Discount codes are redeemable until 30 April 2023. Stay & car hire must be completed by 30 April 2024.

Do I have to use my Booking.com discount codes straight away or can I save it for later?

Discount codes are redeemable until 30 April 2023. Stay & car hire must be completed by 30 April 2024.

Can I use the discount code towards a booking I have already made?

No, rewards cannot be applied retroactively. They can be used towards making a new booking.

How do I use my code to get a discount code on car hire / accommodation?

The steps to redeem your discount code are outlined in the email which you will receive after entering the promotion

Can I use my Booking.com discount codes for flights?

No. Your Booking.com discount codes can only be used for either accommodation or car hire.

Is there a minimum spend requirement to use my Booking.com discount codes?

No, you can use your discount code against any accommodation marked with the Instant Reward badge or for any car hire booking accessed by the dedicated links.

Can't find the answer you are looking for?

Please contact Energizer customer services at <u>support@energizerholidays.com</u> or send a message via Energizer Philippines' FB PAGE @EnergizerPH.