

## **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? / How do I get my unique Hotels.com offer code?**

Buy an *Energizer*® product (batteries, battery chargers or portable lights) during the promotion period (please refer to the promotional period for your country in the [campaign terms](#)). Go to [energizerholidays.com](#) and enter the pack's barcode (on the reverse of the product packaging) alongside your details (first name, surname and email address). You will then receive an email with a unique code and link to a dedicated Hotels.com landing page. Find your accommodation and enter your code under the total price to get 10% off (excluding taxes or fees) when you pay in full at the time of booking. No Hotels.com account needed.

### **Can I claim the unique Hotels.com offer code if I order *Energizer*® batteries online?**

Yes, you can. When you receive your pack of *Energizer*® batteries, you will then be able to go to [energizerholidays.com](#) and enter the pack's barcode alongside your details (first name, surname and email address). You will then receive an email with a unique code and link to a dedicated Hotels.com landing page. Find your accommodation and enter your code under the total price to get 10% off (excluding taxes or fees) when you pay in full at the time of booking. No Hotels.com account needed.

### **Will I need a Hotels.com account to redeem the unique Hotels.com offer code?**

No, you do not need to set up a Hotels.com account to be able to redeem the unique Hotels.com offer code. After you have entered your pack's barcode and personal details on [energizerholidays.com](#) you will receive an email with a unique Hotels.com offer code and link to a dedicated Hotels.com landing page. This offer can be used whether you have a Hotels.com account or not.

Note: There is no alternative method to redeem the unique Hotels.com offer code across any other platforms.

### **Can I collect my Hotels.com™ Rewards night when I redeem this offer?**

No, this offer cannot be used in conjunction with Hotels.com™ Rewards, however, you will have access to 'Secret Savings'.

### **Can I use this unique Hotels.com offer code with another Hotels.com offer code?**

No, you can only use one code per booking. If there are slash prices or 'Secret Savings' on Hotels.com then this unique Hotels.com offer code will work in conjunction with those pre-discounted rates.

### **How long does this promotion last?**

Please refer to the [campaign terms](#) for both the promotion and redemption periods.

Once the promotion has ended you will not be able to enter the promotion to receive a unique Hotels.com offer code.

If you have already received your unique Hotels.com offer code, you will have until 31.8.21 to book your accommodation on Hotels.com, and until 31.8.22 to complete your stay.

### **I had to cancel my accommodation; do I lose my unique Hotels.com offer code?**

Yes. The unique Hotels.com offer 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 unique Hotels.com offer code to make another booking. Instead, you would need to purchase another *Energizer*® product and visit [energizerholidays.com](http://energizerholidays.com) within the promotional period, in order to obtain a new code. The promotional period can be found in the [campaign terms](#).

### **Do I need to stay in the accommodation within the redemption period in order to get my unique Hotels.com offer code?**

No. You do need to book your accommodation by 31.8.21, however you will have until 31.8.22 to stay in the accommodation.

### **Where can I find my barcode?**

The barcode is printed at the back of *Energizer*® batteries, portable lights 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 [support@energizerholidays.com](mailto:support@energizerholidays.com)

### **Can I use a barcode more than once?**

You can only enter the promotion once per Energizer product purchased and you can only redeem one unique Hotels.com offer code per booking.

### **I've input my barcode, first name, surname & email address, but I haven't received a unique Hotels.com offer code.**

Please contact Energizer customer services at [support@energizerholidays.com](mailto:support@energizerholidays.com) who will be able to assist you further.

### **Do I have to use my unique Hotels.com offer code straight away or can I save it for later?**

Your unique Hotels.com offer code is valid until 31.8.21 to book your accommodation on Hotels.com and until 31.8.22 to complete your stay.

**I am experiencing issues with my Hotels.com account / offer code what do I do?**

Please try rebooting your device and refreshing the page. If you are still experiencing issues please click on the help section from the Hotels.com homepage.

**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](mailto:support@energizerholidays.com).

**Can I use the unique Hotels.com offer code on flights, holidays other than accommodation?**

No, you can only use your unique Hotels.com offer code on Hotels.com accommodation.

**Which Energizer® products are included in this promotion?**

All Energizer® batteries, battery chargers and portable lights. See [campaign terms](#).

**Is there a minimum spend requirement to use my unique Hotels.com offer code?**

No. Any booking you make by using the unique Hotels.com offer code through the dedicated Hotels.com landing page will be valid with this offer. You will be able to book and receive 10% off a booking of between 1 and 28 nights. The offer is valid on the first room booking only. Please refer to the [campaign terms](#) for full details.

**Is there a maximum spend requirement to use my unique Hotels.com offer code?**

No, there is no maximum spend, however there is a maximum number of nights you can stay. Any booking you make by using the unique Hotels.com offer code through the dedicated Hotels.com landing page will be valid with this offer up to 28 nights. The offer is valid on the first room booking only. Any additional nights or additional rooms would not receive the 10% off offer. Please refer to the [campaign terms](#) for full details.

**Is the unique Hotels.com offer code valid on more than one room booking?**

No. If you book accommodation with more than one room, the unique Hotels.com offer code will only be valid on the first room for up to 28 nights. Any additional rooms or nights would not receive the 10% off offer. Please refer to the [campaign terms](#) for full details.

**Can't find the answer you are looking for?**

Please contact Energizer customer services on [support@energizerholidays.com](mailto:support@energizerholidays.com)