

## **Energizer® Longer Lasting Holiday Contest 2022\_Frequently Asked Questions**

### **1. How old do I need to be to enter?**

The Energizer® Longer Lasting Holiday Contest and promotion are open to people aged 18 years or older only.

### **2. What is the duration of the Energizer® Longer Lasting Holiday Contest?**

The contest period is three (3) months, from 00:01 GMT+8 on the 1 October 2022 and 23:59 GMT+8 on the 31 December 2022.

### **3. How many contest submissions am I allowed to make?**

You are allowed to make only one (1) submission.

### **4. How do I join the Energizer® Longer Lasting Holiday Contest?**

You will need to purchase at least RM20 worth of Energizer® products (batteries, battery chargers and/or flashlights) during the contest period (purchase can be made within multiple receipts). Submit a clear photo(s) of the receipt(s), the correct answer to the question (found at [www.energizerholidays.com](http://www.energizerholidays.com)), your full name (as per NRIC) and date of birth (DDMMYY) to +6017 290 8760.

### **5. What is the prize for the Energizer® Longer Lasting Holiday Contest?**

The contest prize includes:

Grand Prize (x2)

7D5N Travel package to Japan (worth RM20,000 each). Inclusive of (for 2 adults):

Return economy flight tickets to and from KLIA-KANSAI;

5-night accommodation in Japan;

Selected meals;

Entry tickets into selected attractions.

### **6. How will winners of the Energizer® Longer Lasting Holiday Contest be contacted?**

The eligible prize winners will be contacted via telephone and may be required to correctly answer a simple question before being declared a winner. Should the first attempt to contact the eligible winner fail, i.e. no reply, telephone number not in service or no connection, etc., another two (2) attempts will be made within the next twenty-four (24) hours of the first telephone call, failing which the winner forfeits the prize by default. The winners must be contactable and remain contactable during the entire claim period.

### **7. How long do the winners have to collect their prize?**

All prizes must be claimed at winners' own expense within sixty (60) days after the Contest Period. All unclaimed prizes will be forfeited.

**8. How do I get my unique Booking.com offer codes?**

Buy an *Energizer*® product (batteries, battery chargers or flashlights) during the promotion period (please refer to the promotional period for your country found at [www.energizerholidays.com](http://www.energizerholidays.com)).

Retain your receipt, go to [www.energizerholidays.com](http://www.energizerholidays.com) and enter the pack's barcode (on the reverse of the product packaging) alongside your details (first name, surname, email address).

You will then receive an email asking you to verify your email address. Once you have been verified you will receive a second email containing two separate discount codes and links. One for 10% off accommodation and one for 10% off car hire.

Those links will direct you to one of two promotions specific Booking.com pages, where you can redeem either of your 10% off discount codes.

**9. Can I receive a discount code if I order *Energizer*® batteries, battery chargers or flashlights online?**

Yes, you can. When you receive your *Energizer*® product, you will then be able to go to [energizerholidays.com](http://energizerholidays.com) and enter your details (first name, surname, email address). You will then receive an email asking you to verify your email address. Once you have been verified you will receive a second email containing two separate discount codes. One for 10% off accommodation and one for 10% off car hire.

**10. How long does this promotion last?**

Please refer to [www.energizerholidays.com](http://www.energizerholidays.com) for both the promotion and redemption periods.

Once the promotion has ended you will not be able to enter the promotion to receive a discount code.

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

All *Energizer*® batteries, battery chargers and flashlights. See [www.energizerholidays.com](http://www.energizerholidays.com).

**12. Where can I find my barcode?**

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

**13. 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).

**14. Can I use a barcode more than once?**

You can only enter the promotion once per *Energizer*® product purchased and you can only receive one accommodation and one car hire discount code per product purchased.

**15. 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](mailto:support@energizerholidays.com) who will be able to assist you further.

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

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

**17. 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 at [support@energizerholidays.com](mailto:support@energizerholidays.com).

**18. 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.

**19. Can I use more than one discount code per booking?**

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

**20. 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. If you are a Booking.com member however, you can combine your discount codes with Genius member discounts and deals on the Booking.com website for additional savings.

**21. When do my discount codes expire?**

The expiration date of your discount is stated at [www.energizerholidays.com](http://www.energizerholidays.com).

**22. 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. See [www.energizerholidays.com](http://www.energizerholidays.com) for latest stay date.

**23. 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. See [www.energizerholidays.com](http://www.energizerholidays.com) for latest car hire dates.

**24. 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](http://energizerholidays.com) within the promotional period in order to obtain a new code. The promotional period can be found in the [www.energizerholidays.com](http://www.energizerholidays.com).

**25. 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 [www.energizerholidays.com](http://www.energizerholidays.com) within the promotional period in order to obtain a new code. The promotional period can be found at [www.energizerholidays.com](http://www.energizerholidays.com).

**26. How old do I need to be to qualify to rent a car?**

Most companies will rent you a car if you're at least 21 (and some will rent to younger drivers). But if you're under 25, you might still have to pay a 'young driver fee'. Please refer to the rental terms of the car you have selected to understand if you are qualified to rent that particular car. The limit(s) can vary by Service Provider, by location and by type of car.

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

The expiration date of your discount is stated at [www.energizerholidays.com](http://www.energizerholidays.com).

**28. Can I use my discount code towards a booking I have already made?**

No, discounts cannot be applied retroactively.

If you have any further queries about your discount codes, please refer to the [Booking.com Customer Terms of Service](#) or contact [Booking.com Customer Service](#).

**29. 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.

**30. Can I use my Booking.com discount codes for airport taxis, attractions and flights?**

No. Your Booking.com discount codes can only be used for either accommodation or car hire, redeemed via the codes/links supplied once you have entered the promotion through [www.energizerholidays.com](http://www.energizerholidays.com).

**31. 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 via the dedicated links.

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

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