

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 Booking.com offer code?

Buy an *Energizer*[®] product (batteries, battery chargers or flashlights) during the promotion period (please refer to the promotional period for your country in the [campaign terms](#). Retain your receipt, go to **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 one discount code and link for 10% off accommodation.

This link will direct you a promotion specific Booking.com page, where you can redeem your 10% off discount code.

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** 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 your 10% off accommodation discount code.

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 discount code.

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

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

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 **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 receive one accommodation per product purchased.

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

Please contact Energizer customer services at support@energizerholidays.com who will be able to assist you further.

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 code 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

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.

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

When does my discount codes expire?

The expiration date of your discount is stated in the [campaign terms](#).

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 [campaign terms](#) for latest stay date.

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 code, please refer to the **Booking.com Customer Terms of Service** or contact **Booking.com Customer Service**

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. The promotional period can be found in the [campaign terms](#).

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

The expiration date of your discount is stated in the [campaign terms](#).

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

No. Your Booking.com discount code can only be used for accommodation, redeemed via the code/link supplied once you have entered the promotion through energizerholidays.com

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

No, you can use your discount code against any accommodation marked with the Instant Reward badge.

Can't find the answer you are looking for?

Please contact Energizer customer services on support@energizerholidays.com