

## **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 codes?**

Buy an *Energizer*<sup>®</sup> product (batteries, battery chargers or portable lights) 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 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 promotion specific Booking.com pages, where you can redeem either of your 10% off discount codes.

### **Can I receive a discount code if I order *Energizer*<sup>®</sup> batteries, battery chargers or portable lights online?**

Yes, you can. When you receive your *Energizer*<sup>®</sup> 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 two separate discount codes. One for 10% off accommodation and one for 10% off car hire.

### **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*<sup>®</sup> products are included in this promotion?**

All *Energizer*<sup>®</sup> batteries, battery chargers and portable lights. See **campaign terms**

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

The barcode is printed at the back of *Energizer*<sup>®</sup> 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**

### **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.

### **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.

### **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.

### **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)

### **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.

### **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 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.

### **When do 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.

### **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 [campaign terms](#) for latest car hire dates.

### **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](#)

### **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](#).

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

### **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.

### **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 in the [campaign terms](#).

### **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 [energizerholidays.com](#)

### **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.

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

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