

Travel Awards Q&A

Q: When are Travel Services agents available?

A: Travel Services agents are available Monday through Sunday, 8 a.m. – 12 a.m. (Eastern Standard Time) to book your travel arrangements.

Q: Can I book my travel online?

A: Yes, book online at www.scorecardrewards.com. You can also purchase airline tickets and make hotel/car reservations.

Q: How many Points are required for a ticket?

A: The actual number of Points required will be based on your travel dates, origin and destination cities, airline, availability, and how far in advance you are making your reservations. The good news is, the choice is yours!

Q: Can I still redeem if I do not have enough points for a ticket?

A: Yes! We've added the flexibility of allowing you to redeem the Points you do have and pay the difference via your ScoreCard or another payment card.

Q: Are there any origin or destination restrictions?

A: This new program allows you to fly from virtually anywhere to virtually anywhere in the world!

Q: How far in advance do I need to make my travel reservations?

A: You can now make reservations as close as one day prior to your actual departure date. We recommend you plan your travel at least 14 to 21 days in advance for the best availability, however you are no longer limited to a 30-day advance requirement.

Q: I want to save my Points for an airline ticket. How will I know the number of Points I need to save?

A: The actual Points required for your travel is dependent upon the specific itinerary you select. You can check point requirements via the online redemption site. **Note:** Points required for travel may change and are not final until redeemed.

Q: Can I change or return my airline ticket if my plans change after the ticket is issued?

A: Changes and cancellations can be made only if the supplier and specific air ticket rules permit the modifications. A \$40 per ticket service fee will be charged by the travel supplier for all exchanges, modifications, or cancellations, in addition to any applicable airline penalties and/or fare difference.

Q: Can I book a cruise online?

A: Yes, you can. If you are planning to book a flight or another component to go along with your cruise, you must book the cruise as a separate order from any other travel component you wish to redeem in the catalog.

Q: How do I change or cancel my car, hotel, activity or cruise booking?

A: You must contact the Travel Rewards Center for all modification and cancellation requests as the policies are different for each travel award.

Q: Can I purchase airline tickets or other travel items from Travel Services without using my Points?

A: Yes. Travel Services can assist in booking your purchase travel needs and you can also purchase online.

Q: What are the fees for each award?

A: The booking fees are included in the total number of points required for the travel redemption so you can use your points and don't have to pay the booking fees out of pocket. Please note the point

requirement differs between online and travel agent assisted booking due to a higher fee charged for the agent.

Award	Channel	Booking Fee (per ticket)
Air	Web	\$15.00
	Call Center	\$25.00
Car	Web	\$5.00
	Call Center	\$15.00
Hotel	Web	\$5.00
	Call Center	\$15.00
Cruise	Web	\$30.00
	Call Center	\$40.00
Activities	Web	\$5.00
	Call Center	\$15.00
Tours/Packages	Web	\$30.00
	Call Center	\$40.00

Booking fees are included in the total number of points required for the travel redemption.