

General Terms and Conditions:

- You acknowledge the reward portion of the transaction will be paid for by the reward program's account.
- If applicable, any fees or redemption associated charges will appear on monthly card statements as "Trip Charges."
- All international itineraries require a valid passport. Visa policies vary by country, should be obtained prior to departure, and is the sole responsibility of the traveler.
- Minors under the age of 18 who are traveling with only one parent may be required to have additional documentation if leaving their country of residence.
- Please contact the nearest Consulate of the country to which you are traveling for additional information.
- Charges may show from the airline, hotel chain, car rental company, activity provider and/or travel insurance agency on your credit or debit card statement.
- Remaining balance not charged by the Travel Supplier will appear on monthly card statements as "Trip Charges."
- Travel Services has the right to cancel the booking in the event of non-payment or payment dispute. All refund requests must be made in writing and any negotiable documents (i.e. airline tickets, redeemable certificates or vouchers, etc.) issued by Travel Services must be returned prior to processing of any refund. All refund claims must be submitted within 30 days after the scheduled departure date. Special cancellation provisions may apply to group, holiday and school vacation reservations. Credit Card Declines - In the event that your credit card is declined, Travel Services will attempt payment up to two times and will attempt to contact you. If we are unable to obtain authorization for the charge, your package will be subject to cancellation, and standard penalties will be applied.

Fees:

- The following fees will be collected by Travel Services, unless otherwise noted, and will depend on the type of award redeemed or purchase made and whether travel is booked online or by calling Travel Services. For additional award information or descriptions, please see the FAQs. Fee(s) will appear on your monthly card statement as "Trip Charges." The applicable fees must be paid at the time of redemption or purchase.

Airline Terms and Conditions:

- Any fees associated to the applicable redemption or purchase ticket will be the responsibility of the traveler at the time of booking. These fees include, but are not limited to, ticketing fees, airline fuel surcharges, and security fees. Please refer to your program rules for additional information.
- Airline tickets are NON-REFUNDABLE and NON-CHANGEABLE unless permitted by the terms of the fare and are subject to airline rules, penalties and fare difference.
- Airline baggage policies vary and charges may apply for checked baggage. Please check with the individual airline should you have questions regarding baggage charges, size limitations, or restrictions.
- Unused tickets contain no value if not canceled prior to departure.
- Tickets may not be reassigned or transferred to a different passenger or airline.
- Airline passengers must present applicable travel documents at the airport on the day of travel along with a government issued photo identity card.
- It is recommended that passengers check in with the airline a minimum of 75 minutes prior to scheduled departure time for domestic flight itineraries and 3 hours prior to scheduled departure time for international itineraries due to federal security requirements. Please note that airline schedules change frequently. Please reconfirm all flight dates and times with the airline 72 hours prior to departure.
- Upgrades are not permitted on certain itineraries. Please check with the carrier directly.
- Turboprop aircraft may exist on your itinerary. Airlines reserve the right to change aircraft equipment without notice to the booking travel agency or the consumer.
- Please review your itinerary, as code-share flights may exist. If a code-share flight exists in your itinerary, passengers must check in with the operating airline on day of departure.
- If the traveler's itinerary requires a paper ticket, there will be an additional charge to cover printing and express delivery of the paper ticket(s).
- Airline policies are subject to change at any time without notice.

Hotel Terms and Conditions:

- No shows are non-refundable and will result in a total forfeiture of settlement and points and without credit due.
- Additional cancellation fees may apply over peak or holiday travel periods.
- Contact Travel Services via the chat or on your itinerary for all cancellation or modification requests. Cancellations or modifications handled by the property directly may result in additional fees.
- In the event of an involuntary cancellation due to weather, war, terrorism, epidemic outbreak, natural disaster, acts of civil unrest or other acts of God, cancellation fees may be waived at the discretion of the hotel.
- Policies for children vary by property. Child benefits may be extended should a property offer them.
- Any incidental charges that you incur while traveling are not included in your reservation rate and must be paid directly to the hotel. These include but are not limited to resort fees, hotel energy surcharges, parking fees, babysitting, room service, telephone fees, internet usage fees, in-room movies, mini-bar charges, gratuities, and other incidentals.
- Hotel bookings are available through preferred suppliers of Travel Services and may not be available for all locations and destinations.
- Due to hotel supplier policies applicable to our preferred rates, your name may not be provided to the hotel property until 24 hours prior to your arrival. Please contact Travel Services directly for any special requests.
- Special requests made to hotel properties are on a request only basis and cannot be guaranteed. Fees and charges may apply, depending on the service request.
- The hotel may require a major credit card, in one of the guest's name, or a cash deposit upon check-in.
- Reservations do not include services not specified in the reservation confirmation.
- Every reasonable attempt will be made to notify guests of hotel renovation or refurbishment; however, Travel Services shall not be liable for non-disclosure by the property.

Hotel Taxes and Fees for Non-Point Transactions:

- In connection with facilitating your hotel transaction, the charge to your debit or credit card will include a charge for Taxes and Fees. This charge includes an estimated amount to recover the amount paid to the hotel in connection with your reservation for taxes owed by the hotel including, without limitation, sales and use tax, occupancy tax, room tax, excise tax, value-added tax and/or other similar taxes. In certain locations, the tax amount may also include government imposed service fees or other fees not paid directly to the taxing authorities but required by law to be collected by the hotel. The amount paid to the hotel in connection with your reservation for taxes may vary from the amount estimated and included in the charge to you. The balance of the charge for Taxes and Fees is a fee retained as part of the compensation for services and to cover the costs of your reservation, including, for example, customer service costs. The charge for Taxes and Fees varies based on a number of factors including, without limitation, the amount paid to the hotel and the location of the hotel where you will be staying, and may include profit.
- Except as described below, we are not the vendor collecting and remitting taxes to the applicable taxing authorities. Our hotel suppliers, as vendors, include all applicable taxes in the amount billed to us and we pay over such amounts directly to the vendors. We are not a co-vendor associated with the vendor with whom we book or reserve our customer's travel arrangements. Taxability and the appropriate tax rate and the type of applicable taxes vary greatly by location.
- For transactions involving hotels located within certain jurisdictions, the charge to your debit or credit card for Taxes and Fees includes a payment of tax that we are required to collect and remit to the jurisdiction for tax owed on amounts retained as compensation for services.
- Please note that we are unable to facilitate a rebate of Canadian Goods and Services Tax ("GST") for customers booking Canadian hotel accommodations utilizing our services.

Car Rental Terms and Conditions:

- No-shows are non-refundable and will result in a total forfeiture of settlement and points and without credit due.
- Cancellation fees, rental terms, and any additional fees are subject to change without notice and may vary by location.
- Rental rates are based on 24-hour periods and may be subject to additional fees depending on time of return, including but not limited to hourly rental charges which will be billed directly to you by the car rental company.
- Redemption and Advance Purchase rental rates include unlimited mileage, taxes and fees*. For reservation-only or courtesy hold rentals, rates are subject to taxes and fees as advised in the car policy and may vary by car rental company. Charges are billed directly by the car rental company and subject to change. *Local taxes and fees may not be included and will be assessed by the car rental location directly.
- Charges for optional services such as insurance waivers, fuel, additional or underage drivers, special equipment charges, etc are not included in your rental and must be paid directly to the car rental company.
- Geographic restrictions may apply.
- Renters must be 25 years of age and have a valid driver's license, major credit card and good driving record.
- One-way rentals are not permitted on this site.
- Car rental redemptions are available through preferred suppliers' travel services and may not be available for all locations and destinations.
- Special requests made to car rental companies are on a request-only basis and cannot be guaranteed.
- Certain rate types do not permit credit for airline frequent flyer programs or car loyalty programs.
- Car rental suppliers reserve the right to deny rental due to past driving record.
- International car rentals may require a 3-day minimum rental. Any rentals less than 3 days may be charged the 3-day rental rate. Additional taxes/fees/surcharges may be charged to the customer at pick-up. Depending on country, minimum age and cross-border restrictions may apply. Car insurance not available in Ireland, Jamaica, Costa Rica, and Mexico.

Activity Terms and Conditions:

- Theater tickets, theme-park passes and select sightseeing tours are completely NON-REFUNDABLE once booked.
- No-shows are non-refundable and will result in a total forfeiture of settlement and points and without credit due.
- Activity supplier reserves the right to change, cancel or modify the date, length or inclusions of activity booked without notice to the booking travel agency or the consumer.

Travel Insurance Terms and Conditions:

- Travel Guard is a third-party insurer and has no direct affiliation with your financial services organization.
- If travel insurance was purchased, you will receive an email confirmation including your policy number and specific details of your policy within 24 hours. Please review your policy details immediately upon receipt for important coverage information.
- Travel Insurance coverage will not cover Travel Services' cancellation fees. Travel Services has the right to cancel the booking in the event of non-payment or payment dispute. All refund requests must be made in writing and any negotiable documents (i.e. airline tickets, redeemable certificates or vouchers, etc.) issued by Travel Services must be returned prior to processing of any refund. All refund claims must be submitted within 30 days after the scheduled departure date. Special cancellation provisions may apply to group, holiday and school vacation reservations.
- Credit Card Declines - In the event that your credit card is declined, Travel Services will attempt payment up to two times and will attempt to contact you. If we are unable to obtain authorization, your package will be subject to cancellation and standard penalties will be applied.
- Please note that customers who choose not to select this option are fully responsible for any potential losses that may arise from their travels.

Cruises

- Only one Dollars Off award may be applied per cruise cabin.
- Minimum cruise price is per cabin including port charges, taxes and fees.
- Port charges, government taxes and fees (which consist of all taxes and fees imposed by U.S. and foreign governmental and quasi-governmental authorities, including without limitation U.S. Customs and Immigration fees, ship passengers international departure tax, airport passenger facility charge, flight segment fees, and international arrival and departure taxes), airfare, transfers, shore excursions, medical services, items of a personal nature (such as gratuities, some beverages, certain specialty restaurants, gift shop purchases, gambling, beauty salon/barber shop/spa services, laundry, photographs, email, internet and fax, etc.) are the responsibility of the cardholder.
- Cruises are non-refundable, non-cancelable and non-transferable. Once redeemed, points may not be added back to your ScoreCard account.
- ScoreCard will not be liable for delays or cancellations caused by strike, labor disputes, mechanical difficulties, government actions, weather, or any other causes beyond ScoreCard's control.
- ScoreCard is not responsible for the cruise line's adherence to its published arrival and departure times for any of its ports of call or itinerary changes.
- ScoreCard is not responsible or liable for personal injury or property damage arising from the selection of any mode of transportation, accommodation, excursion or activity.
- ScoreCard maintains no responsibility for lost or stolen tickets or documents.
- Terms are void where prohibited by law.
- Other restrictions may apply.

Destination Taxes

- Airport departure or entry taxes may not be included in ticket taxes. Passengers should be prepared to pay these taxes in cash on location.

Passport Requirement

- A valid passport is required for destinations outside the 50 states or territories. Travelers are responsible for ascertaining, obtaining and possessing all required documentation needed for travel to your destination and it is strongly recommended that both U.S. and non-U.S. citizens verify current entry requirements before making reservations. The airline cannot board any passenger who fails to carry required proof of citizenship documents. No refunds will be made if improper documentation results in denial of boarding aircraft or entry to a foreign country. For foreign entry requirements, go to travel.state.gov/travel/foreigntnyreqs.html. For State Department travel warnings and advisories, go to travel.state.gov/travel/warnings.html. For foreign health requirements and dangers, go to <http://www.cdc.gov/travel>.