



HSBC Rewards On-Line Travel Platform Frequently Asked Questions (FAQs)

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What is it?

Q. What is the On-Line Travel Platform?

Answer: The On-Line Travel Platform allows you to redeem your points for on-line travel. Like Expedia or Travelocity, you can make your own travel arrangement. However, instead of paying using your credit card, let your reward points take you around the world. Redeem your reward points for:

- **Air:** 900+ Airlines, including major airlines at low cost
- **Hotels:** 19,000 unique properties, with the biggest pre-paid network
- **Cars:** Preferred rates with over 500 locations in 195 countries
- **Activities:** Engaging destination activities and tours with over 15,000 options in 400 countries worldwide.

Q. How do I confirm my airline booking?

Answer: As soon as the booking process is complete, we will send an email to the address entered during check-out to confirm your booking. You may also confirm your booking directly with the airline on their website by using the Airline Reference Number found in the confirmation page and email.

Q. Are there any fees when booking travel?

Answer: There are fees associated with online travel. Currently, there is a \$25 booking fee, per itinerary for airline travel. Hotels and Car rentals carry a \$15 booking fee.

Q. How do I access and print my itinerary?

Answer: After a flight is booked, you can access your itinerary by going to "My Trips" and clicking on the View Details link or print directly from your email confirmation. You will also receive an email at the address used while checking out.

Q. How do I check the status of my flight?

Answer: Before you leave for the airport, check to see that your flight is leaving or arriving on time by checking directly with the airline's website. The scheduled and estimated arrival and departure times are also available in the itinerary which can be accessed in "My Trips".

Q. How do I change or cancel a travel reservation?

Answer: If you need to change or cancel your travel arrangements (e.g. flight, hotel booking and/or car rental), please call the Travel Center at the number listed on your itinerary. There may be change or cancellation fees depending on the type of travel you have booked.

Q. Can I buy from the shopping Catalog and On-Line Travel at the same time?

Answer: No. Unfortunately, when shopping from the Catalog you will need to add your items to the Shopping Cart and Check Out before you can redeem your points via On-Line Travel.

Q. What kinds of cars can I rent?

Answer: The following car types are generally available: economy car, compact car, mid-size car, standard car, full-size car, premium car, luxury car, minivan, mid-size SUV, standard SUV, full-size SUV, premium SUV, standard convertible, full-size van, special van, standard van.

Car rental companies carry a variety of makes and models for each car type listed above. Our web site includes a full description of each car type, including the typical number of passengers and pieces of luggage that each vehicle will accommodate.

Q. Will the exact rental car I reserved be available for pick up?

Answer: The Travel Center passes on all the details of your car rental reservation to the car rental company, but we do not have information on which cars are available on any given date. While we cannot guarantee that the rental car company will have the exact car model you requested available at pick-up, the car rental company should be able to provide a vehicle of the same size and class as you requested.

Q. If I don't have enough rewards points to cover my itinerary, can I still book my itinerary / flight?

Answer: Yes. You can use a combination of points and your credit card to book flights. Simply select the number of points you want to apply to the reservation and pay the remaining cost for your itinerary using your credit cards. If you have zero (0) points, you will NOT be able to book travel online.

Q. On-Line Travel – Can I adjust the amount of points applied to my itinerary?

Answer: Absolutely. You are in control of the number of points that you wish to apply to your itinerary. If you do not wish to cover the entire itinerary costs using your reward points, you can use a combination of points and your credit card to book flights. Simply select the number of points you want to apply to the reservation and pay the remaining costs for your itinerary using your credit cards. If you have zero (0) points, you will NOT be able to book travel online.

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