

## Benefit Guide Hotels.com



Hotels.com is a leading provider of hotel accommodation worldwide, offering booking services through its own network of localized websites and telephone call centers. Hotels.com gives travelers one of the widest selections of accommodation online, including both independent and major chain hotels as well as self-catering in 400,000+ properties worldwide. The company offers a one-stop shopping source for hotel pricing, amenities, and availability.

### AIA Vitality Member Benefit

AIA Vitality members can enjoy up to 20% discount\* off room bookings through the AIA Vitality & Hotels.com co-branded website, based on their AIA Vitality Status, for up to 4 nights per membership year. This AIA Vitality discount applies to participating hotels worldwide (listed on Hotels.com) and applies to one room in the booking and to the highest value nights in that booking.

- The discount is for hotel accommodation only.
- All Hotels.com offerings worldwide with a "Pay Now" option qualify for this discount. The discount will not apply if the "Pay at hotel" option is selected.
- The discount only applies to bookings made online via the AIA Vitality & Hotels.com co-branded website (any booking made directly through the Hotels.com website is not eligible for the discount).
- The discount applies to a maximum of 4 nights per AIA Vitality member per membership year.
- The listed price on "AIA Vitality" and Hotels.com co-branded website is the preferential rates for our members. Cancellation or change of schedule is subject to the terms and conditions of Hotels.com.
- No AIA Vitality discount will be offered if you click through any affiliate marketing link during the booking process.

### AIA Vitality Status discounts are as follows:

AIA Vitality Status	AIA Vitality Discount Percentage
Platinum	20%
Gold	15%
Silver	9%
Bronze	9%

\*AIA Vitality discounts are applied in conjunction with any specials offered by Hotels.com, including Hotels.com secret prices. Discounts cannot be combined with any Hotels.com membership program or gift card. Discounts do not apply to taxes and fees.

## How Do I Get Started?

### Step 1: Log in to the AIA Connect Mobile App

To book your accommodation, log in to the AIA Connect app, click on “AIA Vitality” tag and select “Partner Benefits”, then click on “Hotels.com”.

On the Hotels.com page, under the “Booking History” section, you will see the number of remaining AIA Vitality discounted nights you have. To continue with the booking, scroll to “Start Booking” and click “Book Now”.

### Step 2: Redeem your AIA Vitality discount

Your AIA Vitality discount based on your AIA Vitality status will automatically be applied when you book your accommodation through the AIA Vitality & Hotels.com co-branded website. Confirmation of your booking will automatically be displayed under “Booking History”.

You do not need to be a Hotels.com member to book accommodation. AIA Vitality membership will not automatically give you any Hotels.com membership. You must adhere to the rules described within this benefit guide to receive your AIA Vitality discount.

## Earning AIA Vitality Points

You cannot earn AIA Vitality Points for using this benefit.

## Important Points to Remember

### Hotels.com Vitality Discount for AIA Vitality Members

- The discount is for hotel accommodation only.
- The discount will be based on the AIA Vitality member status at time of booking.
- The discount only applies to bookings made via the AIA Vitality & Hotels.com co-branded website (any booking made directly through the Hotels.com website is not eligible for the discount).
- The discount only applies to offerings with a “Eligible for AIA Vitality discount” tag.
- The discount only applies if the “Pay online now” option is chosen. If the “Pay at hotel” option is chosen, the discount will not be applied.
- The discount is only applied at the payment confirmation screen. All prices shown before are pre-discount prices.
- Any complimentary amenities and services (e.g. Wi-Fi, breakfast) that come with a room will be listed on the Vitality & Hotels.com co-branded website.
- The discount applies to a maximum of 4 nights per AIA Vitality member per membership year.
- Unused Vitality discounted nights do not carry over to the next AIA Vitality membership year.
- The discount applies to one room in the booking and to the highest value nights in that booking. Subsequent rooms are paid at full price.
- Example scenarios:
  - If an AIA Vitality member has 2 Vitality discounted nights available and books 2 rooms for 1 night each, the discount will only apply to 1 room; The subsequent room is paid at full price; AIA Vitality will reduce the available nights for the AIA Vitality member by 1 night (the AIA Vitality member will have 1 Vitality discounted night left).
  - If an AIA Vitality member has 2 Vitality discounted nights available and books a single room for 3 nights, the discount will apply to 2 nights in the booking; The highest value nights will be discounted.
  - If an AIA Vitality member has 3 Vitality discounted nights available and books 2 rooms for 2 nights each, the discount will only apply to 1 room; The subsequent room is paid at full price; AIA Vitality will reduce the available nights for the AIA Vitality member by 2 nights (the AIA Vitality member will have 1 Vitality discounted night left).
- The discount does not apply to taxes and fees.
- The discount is applied in conjunction with any specials offered by Hotels.com, including Hotels.com secret prices.
- The discount will not apply to any package holidays.
- The discount cannot be combined with any Hotels.com membership program or gift cards.
- AIA Vitality members that are also Hotels.com Silver/Gold members cannot enjoy any Hotels.com Silver/Gold benefits throughout their stay.
- No AIA Vitality discount will be offered if you click through any affiliate marketing link during the booking process.
- Important note on cashback refund application and payment:
  - Please email your hotel stay details (include: AIA Vitality Membership No., Hotel Booking Confirmation with date and length of stay, and Official Invoice) to [hk.vitality@aia.com](mailto:hk.vitality@aia.com).
  - Approved cashback refund will only be paid after you have completed the said hotel stay.
  - Applicable bank charges may be applied by your bank for processing your cashback.

## Hotels.com Bookings

- To be eligible for the discount, the AIA Vitality member needs to be an active member at the time of booking and must not have exhausted any booking limit.
- The discount is strictly for AIA Vitality members only and bookings will be made in the name of the AIA Vitality member.
- The AIA Vitality member must be one of the travelers making use of this booking and must be present at check-in.
- Payment is required upon booking on the Vitality & Hotels.com co-branded website.
- No changes or modifications are allowed for bookings with Vitality discounted nights.
- Bookings will not contribute to any Hotels.com rewards program.
- Cancellations are subject to terms and conditions of the underlying hotel property as managed by Hotels.com. Members will be notified of specific hotel cancellation rules when making their booking.
- All bookings, payments, transactions, cancellations, and refunds are made on the AIA Vitality & Hotels.com co-branded website and will be made between AIA Vitality members and Hotels.com.

## Hotels.com Vitality Discount for AIA Vitality Members Terms & Conditions

These Terms govern your participation in the AIA Vitality travel rewards benefit offered by Hotels.com and AIA Vitality. Please read them carefully.

1. Eligibility: You must have an active AIA Vitality membership at the time of booking to make use of this discount.
2. Benefit details:
  - a. You have access to 4 Vitality discounted nights based on your Vitality Rewards Status each Vitality membership year. To view the number of discounted nights you have available, view the Hotels.com page under "Rewards" when logged in to [aiavitality.com.hk](https://aiavitality.com.hk).
  - b. You must use your discounted bookings in the same Vitality membership year in which you earned them. They do not carry over to the following membership year.
3. Using your Vitality Discount:
  - a. Your Vitality Rewards Status at the time of booking determines your discount.
  - b. The AIA Vitality member must be one of the travellers making use of this booking and the booking must be in their name.
  - c. Your Vitality discount cannot be combined with the Hotels.com program or gift card. You will not earn rewards nor be able to spend rewards as part of this booking.
  - d. You must choose "Pay now" when completing your booking on Hotels.com. You will not qualify for the discount if you choose "Pay at hotel".
4. Cancelling your Vitality discounted booking:
  - a. Cancellations are subject to the rules of the hotel booked, members will be notified of the specific hotel cancellation rule when making their booking.
  - b. Penalties may apply if you cancel your booking. Any penalties will be calculated on the full price of your booking, before the Vitality discount. Qualifying refunds will take up to 14 working days to process.
  - c. If you cancel your entire booking, your Vitality benefit nights will only be reinstated if the booking was refundable. Partial cancellations (of a room in a booking) may result in a refund but your Vitality nights will not be reinstated.
  - d. All cancellations must be made on the [Hotels.com website](https://www.hotels.com).
5. General Terms:
  - a. By making use of this benefit, you indicate your full agreement to these Terms. Any changes to these terms will be communicated to you in accordance with the AIA Vitality Membership Terms and Conditions that you have accepted on initiation of your Vitality Membership.
  - b. By participating in the benefit, you agree to release and hold the benefit partners, their respective parents, subsidiaries, affiliates, and each of their respective officers, directors, employees, and agents harmless from and against any claim or cause of action arising out of your participation in the benefit.

## About Hotels.com

Hotels.com is a separate and independent entity, and AIA Hong Kong shall not be responsible for the nature or quality of products or services provided by Hotels.com, nor for any solicitation effort by them. The products and services offered by Hotels.com are not sold or marketed by AIA Hong Kong, and the provisions of the same may also be subject to certain terms and conditions of Hotels.com.

For information, please visit the Hotels.com website: [www.hotels.com/](https://www.hotels.com/)

## Important Notice

AIA Hong Kong shall not be responsible for the nature or quality of products or services provided by Hotels.com and accepts no liability arising from any disputes in bookings, payments, transactions, changes, modifications, cancellations, and refunds made between AIA Vitality members and Hotels.com.

The information contained herein does not constitute an offer to sell or a solicitation of an offer to buy Hotels.com's products and services on the part of AIA Hong Kong. AIA Hong Kong is not an agent or distributor of Hotels.com and will not receive any remuneration as a result of your purchase of products or services from Hotels.com.

Any dispute about any products or services as part of this benefit must be resolved directly with Hotels.com which have the final decision with respect to any order placed by you.

All representations within this Guide made on behalf of AIA Hong Kong have been thoroughly researched and are verifiable by documentary evidence. Representations within this Guide made on behalf of Hotels.com are based upon information that AIA Hong Kong has received from them, such information having been provided to AIA Hong Kong along with an assurance from Hotels.com that it is accurate.

You are kindly advised to read the AIA Vitality Terms and Conditions, and, please pay heed to the sections on "AIA Vitality Programme Benefits" and "Exclusion of Liabilities" available at [www.aia.com.hk/aiavitality](http://www.aia.com.hk/aiavitality).

## Terms and Conditions

Use of this benefit is subject to the AIA Vitality Terms and Conditions, AIA Vitality Terms of Use, AIA Vitality Personal Information Collection Statement and the AIA Privacy Policy which are available at [www.aia.com.hk/aiavitality](http://www.aia.com.hk/aiavitality).

In case of dispute on AIA Vitality Points (if any), the decision of AIA Hong Kong shall be final and conclusive.

You are advised to carefully consider whether or not you should purchase any products or services made available by Hotels.com, and the award of AIA Vitality Points (if any) shall not be a sole or decisive factor in your decision making. Please consult your doctor or other health care professional if necessary. You should also make a comparison of price, quality and reputation of different service providers (and their products/services) in the market before making any decision.

Benefits may be varied or withdrawn at any time.

"AIA Hong Kong" or "AIA" herein refers to AIA International Limited (incorporated in Bermuda with limited liability).

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