

Caltex Rewards Hotel Credits Campaign 2023

Frequently Asked Questions

1 How do I take part in this promotion?

A: You will have to make a qualifying purchase of Caltex Mogas (exc. diesel) fuel products across Malaysia, available at all Caltex sites during the promotional period. It is mandatory for customers to be a Caltex Rewards members and opt in for promotional/ subscription email throughout the promotional period and redemption period.

2) Who can qualify in this promotion?

A: This promotion is open to Malaysian citizens aged 18 years and over only and who is a registered member of Caltex Rewards Program.

3) Who cannot qualify in this promotion?

A: Malaysian citizens who are aged less than 18 years and below and not a member of Caltex Rewards are ineligible to enter the promotion.

4) When does the Promotion start and end?

A: This promotion starts on 12:01am (UTC +8:00) 3 October 2023 and ends on 11:59pm (UTC +8:00) 31 December 2023.

5) When does the Redemption period start and end?

A: The redemption period starts on 12:01am (UTC +8:00) 3 October 2023 and ends on 11:59pm (UTC +8:00) 15 January 2024.

6) What is the reward?

A: The reward comes in the form of hotel credits and excludes the denomination of cash. Customers will receive RM200 hotel credits capped monthly to enjoy up to 25% off each hotel booking made on Travel Credits <https://en-my.travelcredits.com/>.

7) Where can I purchase Caltex's product to participate in this promotion?

A: You may purchase Caltex Mogas (exc. diesel) fuel products at any Caltex sites across Malaysia to participate in this promotion.

8) Is there a minimum spend I must make to take part in this promotion?

A: To claim the reward, you must make a minimum accumulated spend of RM200 capped monthly on Caltex's Mogas (exc. diesel) fuel products during the Promotional Period.

9) Can I accumulate my reward over the full promotional period?

A: Yes. Each Caltex Rewards member can accumulate a maximum of RM600 hotel credits during the whole campaign period, over the full 3 months.

10) How does the cumulation system work? How does this reflect on my account of hotel credits with Travel Credits?

A: As long as you make a purchase with Caltex on their Mogas (exc. diesel) fuel products and are a Caltex Rewards member, the system will capture the amount you spent.

For cumulation of hotel credits to your account,

- i. Customer must email Travel Credits customer service at customerservice_my@travelcredits.com.
- ii. Customer to provide original (1st) voucher code and pin and the new set of voucher code and pin received via email/ eDM for verification purposes. (Customer may receive up to 3x voucher codes and pins if entrant have accumulated RM600 over the full promotional period.)
- iii. Upon verification, Travel Credits to action the top up of hotel credits into entrant's original (1st) voucher code and pin.
- iv. Entrant may login to their account using their voucher code and pin as many times until entrant have fully redeemed their hotel credits.

To learn more, kindly contact our customer service throughout the promotion period or reach out to Travel Credits directly.

11) Can I enter this promotion more than once?

A: Yes. If you are a Caltex Rewards member, you may enter this promotion as many times over the full campaign period by simply making a qualifying purchase at any Caltex sites across Malaysia. However, each member is entitled to RM200 hotel credits every month during the promotion period. Accumulation system applies.

12) How will I receive my reward?

A: You will receive an email/ eDM once you have reached an accumulated RM200 spend for that month, with your voucher code and pin, and the instructions on how to redeem your hotel credits. Please make sure to check your junk mail or spam box. We will email eligible Caltex Rewards members the reward as long as you have accumulated spend of RM200 within the month.

13) Do I need to retain any physical receipt?

A: It is not mandatory to retain your physical receipt as proof of purchase. When making the qualifying purchase at the Caltex site, you will have to be a registered Caltex Rewards member and your spend will be allocated via your Caltex Rewards account.

14) What is the reward? What is Travel Credits?

A: Travel Credits is an online booking platform, powered by Expedia where users can enjoy up to 25% savings off their hotel bookings by entering their unique voucher code and pin. The unique voucher code and pin would have been distributed after valid participation in Caltex's Hotel Credits Campaign 2023. For more information, please visit Travel Credits Terms & Conditions.

15) What is the validity period of my reward?

A: The hotel credits are valid for 12 months from the date of issuance or until 15/01/2025. All Travel Credits Terms and Conditions will apply.

16) Can I exchange my reward?

A: No, your reward cannot be exchanged for other rewards once you have received your voucher code and pin and instructions to redeem. Reward cannot be transferred, shared, or assigned to a different party in any other manner and/ or sale or resale.

17) What happens if I had misplaced my reward's Voucher Code and Pin? May I request for a new one?

A: If you have misplaced your Travel Credits voucher code and pin, kindly contact customerservice_my@travelcredits.com. Travel Credits customer service team may request for your personal details to locate your voucher code and pin.

18) What happens if my contact details have changed during the promotion?

A: If your contact details have changed during the Promotion, it is your responsibility to notify us at campaignsupport@tlcrewards.com during the hours of 9:30am – 5pm, Monday – Friday (excluding weekends and public holidays) throughout the duration of the promotion. For general enquiries, you may contact Caltex Malaysia Customer Service Centre at 1800 883 188 or email MYHQCSC@chevron.com 8:30am – 4:30pm, Monday to Saturday directly.

19) Who do I contact if I have questions regarding this promotion?

A: You may email campaignsupport@tlcrewards.com between 9:30am – 5pm, Monday – Friday (excluding weekends and public holidays) throughout the duration of the promotion. For general enquiries, please contact Caltex Malaysia Customer Service Centre at 1800 883 188 or email MYHQCSC@chevron.com 8:30am – 4:30pm, Monday to Saturday only.

20) Who do I contact if I have questions regarding my hotel credits with Travel Credits?A:

You may email Travel Credits at customerservice_my@travelcredits.com between 9:00am – 4:00pm, Monday – Friday (excluding weekends and public holidays). Immediate requests must be received no later than an hour before close of business.

If your request is regarding the cancellation or amendment of your hotel booking, Travel Credits cannot guarantee so as some supplier and principals do not allow for any changes. Therefore, full cancellation charges might apply then.

Kempen Kredit Hotel Caltex Rewards 2023

Soalan Lazim

1) Bagaimanakah cara saya mengambil bahagian dalam promosi ini?

J: Anda perlu membuat pembelian yang layak bagi produk bahan api Caltex Mogas (kecuali diesel) di seluruh Malaysia, tersedia di semua stesen Caltex semasa tempoh promosi. Adalah wajib bagi pelanggan untuk menjadi ahli Caltex Rewards dan ikut serta untuk e-mel promosi/langganan sepanjang tempoh promosi dan tempoh penebusan.

2) Siapakah yang layak dalam promosi ini?

J: Promosi ini terbuka kepada warganegara Malaysia yang berumur 18 tahun ke atas sahaja dan merupakan ahli berdaftar Caltex Rewards Program.

3) Siapa yang tidak layak dalam promosi ini?

J: Warganegara Malaysia yang berumur kurang daripada 18 tahun dan ke bawah dan bukan ahli Caltex Rewards tidak layak untuk menyertai promosi.

4) Bilakah Promosi bermula dan berakhir?

J: Promosi ini bermula pada 12:01am (UTC +8:00) 3 Oktober 2023 dan berakhir pada 11:59pm (UTC +8:00) 31 Disember 2023.

5) Bilakah tempoh Penebusan bermula dan berakhir?

J: Tempoh penebusan bermula pada 12:01am (UTC +8:00) 3 Oktober 2023 dan berakhir pada 11:59pm (UTC +8:00) 15 Januari 2024.

6) Apakah ganjarannya?

J: Ganjaran datang dalam bentuk kredit hotel dan tidak termasuk denominasi wang tunai. Pelanggan akan menerima RM200 kredit hotel dihadkan setiap bulan untuk menikmati diskaun sehingga 25% setiap tempahan hotel yang dibuat di Travel Credits <https://en-my.travelcredits.com/>

7) Di manakah saya boleh membeli produk Caltex untuk menyertai promosi ini?

J: Anda boleh membeli produk bahan api Caltex Mogas (kecuali diesel) di mana-mana stesen Caltex di seluruh Malaysia untuk menyertai promosi ini.

8) Adakah terdapat perbelanjaan minimum yang perlu saya buat untuk mengambil bahagian dalam promosi ini?

J: Untuk menuntut ganjaran, anda mesti membuat perbelanjaan terkumpul minimum sebanyak RM200 dihadkan setiap bulan untuk produk bahan api Mogas (kecuali diesel) Caltex semasa Tempoh Promosi.

9) Bolehkah saya mengumpul ganjaran saya sepanjang tempoh promosi?

J: Ya. Setiap ahli Caltex Rewards boleh mengumpul maksimum RM600 kredit hotel sepanjang tempoh kempen, sepanjang 3 bulan penuh.

10) Bagaimanakah sistem terkumpul berfungsi? Bagaimanakah ini mencerminkan akaun kredit hotel saya dengan ‘Travel Credits’?

J: Selagi anda membuat pembelian dengan Caltex pada produk bahan api Mogas (kecuali diesel) mereka dan merupakan ahli Caltex Rewards, sistem akan rekod jumlah yang anda belanjakan.

Untuk pengumpulan kredit hotel ke akaun anda,

- i. Pelanggan mesti menghantar e-mel kepada perkhidmatan pelanggan ‘Travel Credits’ di customerservice_my@travelcredits.com
- ii. Pelanggan perlu memberikan baucar kod dan pin asal (pertama) dan set baharu kod baucar dan pin yang diterima melalui e-mel/eDM untuk tujuan pengesahan. (Pelanggan boleh menerima sehingga 3x kod baucar dan pin jika peserta telah mengumpul RM600 sepanjang tempoh promosi penuh.)
- iii. Selepas pengesahan, ‘Travel Credits’ akan bertindak menambah kredit hotel ke dalam kod baucar dan pin asal (pertama) peserta.
- iv. Peserta boleh log masuk ke akaun mereka menggunakan kod baucar dan pin mereka seberapa banyak kali sehingga peserta telah menebus sepenuhnya kredit hotel mereka. Untuk mengetahui lebih lanjut, sila hubungi perkhidmatan pelanggan kami sepanjang tempoh promosi atau hubungi ‘Travel Credits’ secara terus.

11) Bolehkah saya menyertai promosi ini lebih daripada sekali?

J: Ya. Jika anda adalah ahli Caltex Rewards, anda boleh menyertai promosi ini seberapa banyak kali sepanjang tempoh kempen dengan hanya membuat pembelian yang layak di mana-mana stesen Caltex di seluruh Malaysia. Bagaimanapun, setiap ahli berhak mendapat kredit hotel RM200 setiap bulan sepanjang tempoh promosi. Pengumpulan baucar adalah dibenarkan.

12) Bagaimanakah saya akan menerima ganjaran saya?

J: Anda akan menerima e-mel/eDM sebaik sahaja anda mencapai perbelanjaan terkumpul RM200 untuk bulan itu, dengan kod baucar dan pin anda, dan arahan tentang cara menebus kredit hotel anda. Sila pastikan anda menyemak mel ‘junk’ atau peti spam anda. Kami akan menghantar e-mel kepada ahli Caltex Rewards yang layak selagi anda telah mengumpul perbelanjaan sebanyak RM200 dalam bulan tersebut.

13) Adakah saya perlu menyimpan sebarang resit fizikal?

J: Tidak wajib menyimpan resit fizikal anda sebagai bukti pembelian. Apabila membuat pembelian yang layak di stesen Caltex, anda perlu menjadi ahli Caltex Rewards berdaftar dan perbelanjaan anda akan diperuntukkan melalui akaun Caltex Rewards anda.

14) Apakah ganjarannya? Apakah ‘Travel Credits’?

J: ‘Travel Credits’ ialah platform tempahan dalam talian, dikuatkuasa oleh Expedia di mana pengguna boleh menikmati penjimatan sehingga 25% daripada tempahan hotel mereka dengan memasukkan kod baucar dan pin unik mereka. Kod baucar unik dan pin akan diedarkan selepas penyertaan sah dalam Kempen Kredit Hotel Caltex Rewards 2023. Untuk mendapatkan maklumat lanjut, sila lawati Terma & Syarat ‘Travel Credits’.

15) Apakah tempoh sah ganjaran saya?

J: Kredit hotel sah selama 12 bulan dari tarikh pengeluaran atau sehingga 15/01/2025. Semua Terma dan Syarat Kredit Perjalanan akan dikenakan.

16) Bolehkah saya menukar ganjaran saya?

J: Tidak, ganjaran anda tidak boleh ditukar dengan ganjaran lain setelah anda menerima kod baucar dan pin serta arahan untuk menebus. Ganjaran tidak boleh dipindahkan, dikongsi atau diserahkan kepada pihak lain dalam sebarang cara lain dan/atau penjualan atau penjualan semula.

17) Apakah yang berlaku jika saya telah tersalah letak Kod dan Pin Baucar ganjaran saya? Bolehkah saya meminta yang baru?

J: Jika anda telah tersalah letak kod baucar Kredit Perjalanan anda dan pin, sila hubungi customerservice_my@travelcredits.com. Pasukan perkhidmatan pelanggan 'Travel Credits' boleh meminta butiran peribadi anda untuk mencari kod baucar dan pin anda.

18) Apakah yang berlaku jika butiran hubungan saya telah berubah semasa promosi?

J: Jika butiran hubungan anda telah berubah semasa Promosi, adalah menjadi tanggungjawab anda untuk memberitahu kami di campaignsupport@tlcrewards.com pada waktu 9:30 pagi – 5 petang, Isnin – Jumaat (tidak termasuk hujung minggu dan cuti umum) sepanjang tempoh promosi. Untuk pertanyaan am, anda boleh menghubungi Pusat Khidmat Pelanggan Caltex Malaysia di 1800 883 188 atau e-mel terus ke MYHCSC@chervon.com 8:30 pagi – 4:30 petang, Isnin hingga Sabtu.

19) Siapa yang boleh saya hubungi jika saya mempunyai soalan mengenai promosi ini?

J: Anda boleh menghantar e-mel kepada campaignsupport@tlcrewards.com antara 9:30 pagi – 5 petang, Isnin – Jumaat (tidak termasuk hujung minggu dan cuti umum) sepanjang tempoh promosi. Untuk pertanyaan am, sila hubungi Pusat Khidmat Pelanggan Caltex Malaysia di 1800 883 188 atau e-mel MYHCSC@chervon.com 8:30 pagi – 4:30 petang, Isnin hingga Sabtu sahaja.

20) Siapa yang boleh saya hubungi jika saya mempunyai soalan mengenai kredit hotel saya dengan 'Travel Credits'?

J: Anda boleh menghantar e-mel 'Travel Credits' di customerservice_my@travelcredits.com antara 9:00am – 4:00pm, Isnin – Jumaat (tidak termasuk hujung minggu dan cuti umum). Permintaan segera mesti diterima selewat-lewatnya sejam sebelum perniagaan ditutup.

Jika permintaan anda adalah mengenai pembatalan atau pindaan tempahan hotel anda, Travel Credits tidak dapat menjamin kerana sesetengah pembekal dan prinsipal tidak membenarkan sebarang perubahan. Oleh itu, caj pembatalan penuh mungkin dikenakan pada masa itu.