

HOW TO RESOLVE YOUR CELEBRITY REWARDS QUERY

Please use this guide to help you get your query resolved, either using the instructions shown here, or by contacting the Celebrity Rewards Helpdesk Team where required.

Q. I cannot log into my Celebrity Rewards account

A. You can reset the password on your Celebrity Rewards account from the log in screen at www.celebrityrewards.com by clicking on 'Forgot Password?' shown below:

Then enter your Celebrity Rewards registered email address to receive a 'Reset Password' email, which contains a link for you to reset your password. If you are still having issues logging in, you can use the 'CONTACT US' page at the top of the log in screen to contact the Celebrity Rewards Helpdesk Team.

Q. I have registered for my Reloadable Mastercard but don't know what to do next.

A. The bank vendor will often send out a Mastercard once you have registered an account on the Mastercard bank portal, even before you may have completed the whole application process, specifically the upload of your identification – it is a compulsory requirement to provide a Proof of Identity (Passport or National ID showing a photo) and a Proof of Address (utility bill for a fixed service or bank statement matching the mailing address no more than 3 months old) for the bank to verify the application and once done so, the status on the bank portal will change from 'Limited' to 'Confirmed'. Use this step by step guide on [HOW TO APPLY](#) for a Reloadable Mastercard for full instructions and details.

Q. How do I activate and then start to REDEEM my points for cash on my Reloadable Mastercard?

A. The letter that the Reloadable Mastercard is sent with, includes an Activation Code for that card. Use this step by step guide for [HOW TO ACTIVATE](#) a Reloadable Mastercard. Once the card is activated, the bank customer number will be inserted into your Celebrity Rewards account. It usually takes 48-72 hours and you will know this is done because next time you log into www.celebrityrewards.com and visit the 'REWARDS' page, it will show a drop-down menu of various \$ denominations and the amount of points required to redeem for those amounts. Choose your amount and click 'Reload':

Q. How quickly will the money be available to spend on my Reloadable Mastercard?

A. We say to allow up to 14 working days from the date of the redemption having been made for Mastercard reload funds to show in your bank account, but it usually arrives much quicker!

Q. Are their Merchant Fees associated with using the Reloadable Mastercard?

A. Yes, there are – details of the Mastercard Fees can be viewed at any time on the 'REWARDS' page on www.celebrityrewards.com or viewed [HERE](#) and it's useful to take a note of the recommended ways to save on card fees shown on this document.

Q. How can I check the balance on my Reloadable Mastercard?

A. You can log in at any time to the Mastercard bank portal to check your account balance and a full history of your transactions, either by clicking [HERE](#) or via the orange button below on the 'REWARDS' page on www.celebrityrewards.com:



Q. I cannot find my booking to claim it

A. Bookings are uploaded onto the Celebrity Rewards website once a week on a Monday for the previous weeks' bookings, running between the Saturday to Friday period. Bookings will not be displayed or able to be claimed when:

1. A booking has only just been made (wait for new bookings data to load the next Monday)
2. Booking has passed 90 days from creation
3. Booking has been claimed by another agent (name of the claimer will show against the booking)
4. Booking has been made under a different booking phone number to the one registered to your profile (if you sell under multiple booking phone numbers, you should use the Contact Us page on www.celebrityrewards.com to provide details of the numbers to add to your account)

To request an exception for bookings that have not been claimed within the 90-day window, you should contact your Celebrity Sales Manager who will need to approve the request and send an email to the Celebrity Rewards Helpdesk Team with the Booking IDs and when the booking was made. The Help Desk will claim the bookings on your behalf one time only.

Q. How can I find out information regarding my points balance

A. You can see a full breakdown of all your points, activity and transactions by going to 'ACCOUNT' then 'ACCOUNT SUMMARY' on www.celebrityrewards.com

If you need to contact the Celebrity Rewards Helpdesk Team directly, you can do so using [CONTACT US](#)

(please allow up to 48 hours for a response)