

# FAQs

## **1. How does this offer work?**

New Customers - When you draw your first litre of fuel with Cambrian Fuel Card Services they will supply you with a hotel voucher.

Existing Customers - simply refer Cambrian Fuel Card Services to a new business and when they draw their first litre of fuel they will send you both a hotel voucher.

Customer on receipt of voucher has up to the 31st of December 2009 to use this offer.

## **2. How can I book my hotel stay?**

Select your preferred hotel from the directory (PDF) or web site [www.bestrewards.co.uk/hotels](http://www.bestrewards.co.uk/hotels) but note their period of acceptance of the offer. Phone the hotel and explain that you have a 'Counterpoint Free Accommodation Hotel Directory voucher'. Once hotel has accepted your reservation you must send confirmation in writing along with any deposit required. It's as simple as that.

## **3. Where can you stay?**

There are over 170 hotels to choose from throughout the UK and Ireland.

## **4. What ratings do hotels come under?**

The ratings are clearly stated within the directory (PDF) or online please use the key at the front of the directory. The majority of hotels within this scheme are rated.

## **5. Is the accommodation free/where is the catch?**

There is no catch the room is completely free subject to availability and at the hotel of your choice. There is a minimum daily rate to be paid on breakfast and dinner this starts from as little as £27.50 per person per night.

## **6. Is there a minimum stay required?**

The majority of hotels state you only have to stay for one night however some hotels state that you must stay for a minimum of two nights. This is clearly stated within the hotels acceptance description in your directory or online.

## **7. Are single rooms available?**

Single rooms may be available at a supplement please check with your chosen hotel?

## **8. Does the daily rate include drinks?**

No.

## **9. Can I upgrade my room?**

Upgrades are available at supplements per person per night

## **10. Is the printed daily rate correct on the PDF?**

Yes this is correct at the time of launch but please check for most up to date rates on [www.bestrewards.co.uk/hotels](http://www.bestrewards.co.uk/hotels) or with the hotel.

## **11. There is no hotel where I want to go?**

Check on the website [www.bestrewards.co.uk/hotels](http://www.bestrewards.co.uk/hotels) for up to date listings of hotels where you may find a hotel to suit your requirements.