

## HOW DOES IT WORK?

### **Dollar for Dollar**

Ravensdown Travel Dollars can be used to buy travel, accommodation, special event tickets and more at House of Travel Christchurch City. Each Ravensdown Travel Dollar is equal to spending one dollar.

If you see anything on the [House of Travel website](http://www.hotchch.co.nz) ([www.hotchch.co.nz](http://www.hotchch.co.nz)) that you would like to use your Ravensdown Travel Dollars on, simply call the team on 0800 100 987 or email on [ravensdown@hot.co.nz](mailto:ravensdown@hot.co.nz) to enquire and book.

### **Where do I find my Ravensdown Travel Dollar Balance?**

For your daily Ravensdown Travel Dollars balance, check your 'My Ravensdown' online account, or call the Travel Dollars team on 0800 100 987 or email [ravensdown@hot.co.nz](mailto:ravensdown@hot.co.nz)

### **Do I get a deal being a Ravensdown Travel Dollars customer?**

The Ravensdown Travel Dollars team at House of Travel Christchurch City have many packages and discounted offers, that can only be booked by Ravensdown Travel Dollars customers, exclusively booking via 0800 100 987 or [ravensdown@hot.co.nz](mailto:ravensdown@hot.co.nz).

### **What can I spend my Ravensdown Travel Dollars on?**

You can spend your Ravensdown Travel Dollars on travel, accommodation, special event tickets, travel vouchers and more at House of Travel Christchurch City.

### **Can I top up my Travel Dollars with cash to pay?**

Yes, you can top up a payment with cash or a major credit card.

### **How long do my Ravensdown Travel Dollars last?**

Your Ravensdown Travel Dollars do not expire while you have an active account with Ravensdown.

### **Can I gift my Ravensdown Travel Dollars to somebody else?**

Yes, you will need to confirm this in writing to our Travel Dollars specialist advising us that you are gifting Travel Dollars to another person.

### **Can I split Travel Dollars between accounts?**

Unfortunately we are unable to split points between Members. All Ravensdown Travel Dollars will be allocated to the account owner. However, you can gift Travel Dollars (see above).

### **How do I terminate my Travel Dollars account?**

In the unfortunate event that a Ravensdown Travel Dollars account needs to stop, please contact customer care at Ravensdown at [customer.centre@ravensdown.co.nz](mailto:customer.centre@ravensdown.co.nz)