

## Getting Started

### What is Club Rewards®?

Club Rewards is the rewards program from Diners Club that offers flexibility and personal choice to members. Club Rewards offers cardmembers the opportunity to earn frequent flyer miles, merchandise and exclusive travel options simply by using the Diners Club Card.

### How does the program work?

Earning Club Rewards points is easy. For every eligible dollar you charge to your Diners Club Card, you automatically earn one Club Rewards point (\$1 charged = 1 Club Rewards point). Charges that are eligible for points include, but are not limited to, airline, restaurant, hotel, car rental, service station, mail and online orders, and retail charges. Annual fees, payments, cash advances, foreign conversion and insurance charges are ineligible for points accrual.

See [Club Rewards terms and conditions](#), some cards earn at different rates.

Club Rewards® points are earned on all purchases less credits. One Club Rewards point is awarded per eligible dollar charged on all Diners Club® Card products, except for the Diners Club Credit Card that awards one Club Rewards point for every two dollars charged and certain centrally billed Corporate Card accounts that earn at different ratios. Transactions not eligible for Club Rewards points include, but are not limited to, card fees, additional card fees, payments, cash advances, foreign conversion charges and insurance charges. There are circumstances where Club Rewards points may be forfeited.

### How do I join Club Rewards? Is there an enrollment fee?

All Professional cardmembers are automatic members of Club Rewards Program. There is no additional fee.

Enrollment is not automatic for Corporate Cardmembers as Club Rewards is an optional program. The organization determines whether its cardmembers are eligible to participate. Eligible cardmembers must enroll to earn and redeem points. (Please note that there is an annual enrollment fee for Corporate Cardmembers.) For Corporate Cardmembers should contact your Program Manager for further details on eligibility.

### How can I contact Diners Club Rewards program?

If you have any questions, comments or concerns, please do not hesitate to contact us at our Club Rewards Customer Contact Center; 1-800-663-0798 (Canada) Hours of Operations: Monday – Sunday 9:00 a.m. – 9:00 p.m. EST. Closed on all statutory holidays in Ontario.

## Earning Points

### Do Club Rewards points expire?

No, your Club Rewards points will not expire as long as your account is open and in good standing (see [Club Rewards terms and conditions](#) for full details).

### Is there a limit to the number of Club Rewards points I can collect or redeem?

There is no limit to the amount of Club Rewards points you can collect or redeem.

### Where can I collect Club Rewards points?

You can collect Club Rewards points at most locations where Diners Club Card is accepted (see [Club Rewards terms and conditions](#) for full details).

### How do I know how many Club Rewards points I have accumulated?

You can view your current Club Rewards point balance by accessing the Club Rewards website upon logging in at [www.dinersclubcanada.com](http://www.dinersclubcanada.com).

### Can I purchase Club Rewards points above those that I earn for purchases?

Yes. If you do not have enough Club Rewards points for an item that you wish to redeem for, you have the option to purchase additional Club Rewards points.

### What happens to my Club Rewards points if I lose my Diners Club card?

Once you request and receive your new Diners Club card, all Club Rewards points will be transferred to the new card within 1 to 2 billing cycles.

## Redeeming Points

### How do I redeem Club Rewards points?

- Redeem points online through the Club Rewards online catalogue <https://clubrewardscanada.com>.
- Call the Club Rewards Customer Contact Centre.

### How long does it take for me to receive my merchandise and gift card redemption?

It will take approximately 2 weeks for your reward to be delivered depending on the shipment. The maximum delivery time is up to 6 weeks.

### Are there any extra fees/charges when redeeming for rewards?

Depending on your reward type, there may be additional handling fees associated. You will be notified of the fee prior to confirming your redemption.

### What happens if my item is on back order?

If an item is on back order, one of our Customer Care representatives will contact you with your item's status and estimated day of arrival or check your online account under Redemption Activity for status updates.

### How can a Club Rewards point balance be reviewed?

You can view your Club Rewards point balance when you log in to your Club Rewards online account at [www.dinersclubcanada.com](http://www.dinersclubcanada.com).

### Can I use Club Rewards points to pay my annual Diners Club Card fee?

Yes, you can redeem your points to pay annual fees on line or through the Club Rewards Customer Contact Center.

### What if an item arrives damaged or defective?

All merchandise shown in the Club Rewards Catalogue carries a 100% satisfaction guarantee against workmanship defect or shipping damage that is good for 30 days from the date of redemption. We will either replace the item or return your points to your account.

### What if my gift certificate is lost or stolen?

If your gift card is damaged or you did not receive it, please contact Club Rewards Call Centre to initiate an inquiry. An investigation will be initiated. If a gift card is reported as having been lost or stolen during the delivery process, and the loss is reported within 60 days of original shipment, the gift cards will be replaced. Gift cards losses reported after 60 days, or after receipt, will not be replaced.

## e-Gift Certificate

### How can I use an e-Gift certificate?

The e-Gift certificate can be used the same way that a physical gift card, in store or online.

### When will the e-Gift certificate arrive?

Upon placement of order, confirmation will be emailed to you immediately. The recipient will also receive the e-Gift Certificate via email. Please contact us if you do not receive this email and ensure to check your email "junk" folder.

### How can I make an e-Gift certificate redemption?

You can redeem Club Rewards points for e-Gift certificate using our Club Rewards website after you have logged in or you can give us a call at our Club Rewards Customer Contact Center.

### Can I return e-Gift certificate(s)?

e-Gift certificates may not be returned or refunded. Use of any e-Gift certificate is subject to any additional restrictions listed on the e-Gift certificate.

### Can I send an e-Gift certificate as a gift?

Yes, e-Gift certificate makes a great gift.

### I did not receive the e-Gift certificate e-mail, what should I do?

Please check your e-mail "junk" folder. Some e-mail providers give users the option of blocking all e-mail messages that originate outside of their domain. You may want to check with your recipient first to make sure their e-mail is configured to accept e-mails from Club Rewards. If you do not find our e-mail in your e-mail inbox, please contact the Club Rewards Customer Contact Centre and we will be glad to assist you.

## Travel

### How far in advance should I book my travel plans?

All travel arrangements should be booked as soon as possible. Advance booking gives us a better chance to ensure we can accommodate your hotel, flight, and car rental requests.

### Are there blackout dates for travel?

There are no blackout dates, although your travel options may vary depending on availability.

### Can I change or cancel my flight?

Changes to existing reservations may be requested up to 5 days prior to your travel date. Changes may require additional costs such as airline penalty fees, increased fares, and service fees. Please be aware that most airlines do not allow changes or corrections to passenger names. Our ability to honour itinerary change requests is ultimately governed by airline rules and restrictions.

### Can I purchase a ticket for someone else?

Absolutely! You can book up to nine passengers for your vacation.

### Can I customize my travel plans?

Yes, you can sort your travel plans based on price or by schedule. You can book flights for multiple cities as well. Explore our Self-Booking Travel engine to learn about all the different options.

### Can I use Club Rewards points earned on my Diners Club Card to redeem for business class travel?

Yes, there are no restrictions when booking with Diners Club Rewards.

### Who do I call if I have a problem with my travel plans?

If there are any issues that arise after a confirmation has been received, please contact our Club Rewards Customer Contact Centre and they will help you with your changes. Be advised there will be a servicing fee of \$45 per ticket per change associated to travel changes.

### How will I know my booking is confirmed?

Once you have redeemed your reward points, you will receive an email confirmation with your itinerary via email within 24 hours of your booking. If you do not have an email address, your itinerary will be mailed to your home address.

### What is Tailored Travel and how does it work?

Simply book your own travel arrangements on your Diners Club Card with any travel provider, including discount travel websites, with your personal travel agent or any other resource, and then redeem your Club Rewards points for a Tailored Travel credit to cover the expense by calling our Club Rewards Customer Contact Centre.

### What is Points-to-Miles?

This portion of the Club Rewards program allows cardmembers to convert their Club Rewards points for a variety of different frequent flyer miles and guest reward points. Check out the Points-to-Miles page on the website for more details on our travel partners.

### Do I have to be a frequent flyer or guest member in order to redeem for Points-to-Miles?

Yes, you need to be a member of the frequent flyer or guest program in order to convert your Club Rewards points.

### How long does it take for my miles to be deposited into my frequent flyer/guest member account?

It takes 2 to 6 weeks for your miles or points to be deposited into your account. Cardmembers have an option to pay an expedite fee to certain partners that will deposit your miles or points in 3 to 5 business days.

## Account issues

### What if I'm missing Club Rewards points from my account?

If you have any issues at all with your point balance, please feel free to contact us at our Club Rewards Customer Contact Centre and one of our many agents will assist you further.

### What happens to my Club Rewards points if I miss a payment?

If you fail to make the minimum payment by the due date shown in a Statement that you receive in any given month, you will earn Points for eligible Charges on that first Statement and you will continue to be able to redeem Points.

See [Club Rewards terms and conditions](#) for more information on missed payments.

### If I close my account, what will happen to my Club Rewards points?

If an account is in Good Standing, you will have 90 days from the date the account is closed to redeem all Club Rewards points associated with the account, after which time the points will be forfeited.

For Corporate Collect Programs, points earned on a Corporate Collect Card that is cancelled are not forfeited and remain available to the employer. When the entire Corporate Collect Program is terminated, if the Corporation is in good standing, you have 90 days from the date your Corporate Collect Program is terminated to redeem your points, after which time the points will be forfeited.