

# **“PULSE EXPERIENCES” PROGRAM**

## **FREQUENTLY ASKED QUESTIONS**

### **What does the program offer consist of?**

You will receive a code in your email that will give you access to a range of experiences to choose from on the [programa.pulsebyaubay.com](http://programa.pulsebyaubay.com) platform:

- 2 monthly offers to choose from in the following categories:
  - Sports activities
  - Children's activities
  - Nature activities
  - Hotels
  - Restaurants
  - Beauty sessions
  - Zen sessions
  - The Mindfulness App
  
- And two special categories:
  - Family activities - with offers available at Christmas time.
  - Social Responsibility - if you're one of the first 100 to join the platform, you'll have the chance to choose an institution to donate 10 euros to.

### **How can I access the offer?**

To use your offer, you need to follow these steps:

#### **Step 1:**

Register, during the promotional period, at [www.programa.pulsebyaubay.com](http://www.programa.pulsebyaubay.com) by filling in the registration form and providing the following information:

- Name
- E-mail
- Phone number
- Password

**Step 2:**

Insert the code that you received in your email to have access to the program.

**Step 3:**

For each monthly code you enter, you will have access to 2 experiences of your choice and, if you are one of the first 100 to enter the platform each month, you will have the opportunity to choose an institution to donate 10 euros to.

**Step 4:**

After downloading the voucher, you will have until 30-06-2024 to book the chosen experience with the partner, as described on the voucher corresponding to the offer selected by the customer.

**Until when can I enter the offer code?**

You must enter the offer code that you received by email on the program website [www.programa.pulsebyaubay.com](http://www.programa.pulsebyaubay.com) until the end of each month.

**Until when can I use the vouchers?**

You can book with the partners and enjoy the experiences until 30-06-2024.

**How can I find out about the offers that are available?**

You can consult the list of offers on the website [www.programa.pulsebyaubay.com](http://www.programa.pulsebyaubay.com) after registering and entering your access code. If you have any questions, you can contact the program helpline at [pulsebyaubay@tlcrewards.com](mailto:pulsebyaubay@tlcrewards.com) or 308 811 879 (national landline), available on working days from 9am to 1pm and 2pm to 6pm. The cost of communications depends on the tariff agreed with your operator.

**Can I give the offer to someone else?**

The offer is personal and non-transferable, has no monetary value and cannot be sold, given away, given, exchanged, replaced, or returned, nor can it be converted into cash.

## **What happens if I lose my vouchers?**

From the moment the vouchers are issued, you are responsible for them, and it will not be possible to issue new ones.

## **Can I use the voucher more than once?**

You can only use the experience once per partner/brand.

## **I selected an offer, but when I made the reservation, I was informed that the dates I wanted are not available. Can I ask for the voucher to be returned or exchanged?**

It is not possible to return or exchange vouchers that have already been issued. We recommend that you check all the conditions beforehand, as well as the eligible periods to take advantage of the offer, before completing the voucher request.

## **Something came up and I won't be able to use the offer I've chosen. Can I exchange or return the voucher?**

Vouchers that have already been issued cannot be exchanged or returned.