

Payment by Edenred card for recreation via the Edenred- Booking.com partner platform

1. Can I make a reservation directly via Booking.com with the Edenred card?

The reservation takes place in a special regime, which is bound to the legislation on recreational vouchers and which must guarantee the eligibility of expenses, in accordance with Article 152(a)(4) and (5) of the Labor Code. Therefore, it is not possible to make a reservation through Booking.com.

2. Why does my e-mail have to match the e-mail I use to sign in to my personal Můj Edenred online account?

The reservation takes place in a special regime, which is bound to the legislation on recreational vouchers and which must guarantee the eligibility of expenses, in accordance with Article 152(a)(4) and (5) of the Labor Code, and therefore your reservation must be made with your account, which is linked to the Edenred card.

3. What should I do, if I do not remember the login e-mail or password to my personal Můj Edenred online account?

You can easily reset your password at www.mojedenred.sk.

4. The name or surname in the reservation does not match with my name or surname on ID card. What should I do?

In this case, contact your HR department and request a new card with the correct name. The production and delivery of the card usually takes up to 10 days. After delivery of the card with the correct name and surname, the name on your mojudenred.sk account will automatically change as well. You can then make a new reservation.

5. Where can I find reservation confirmation?

You received the reservation confirmation in the e-mail account, which you used to make the reservation, and with which you log in to your personal online account at mojudenred.sk. If you cannot find the reservation confirmation, contact our customer service at 02/5070 7333.

6. What should I do, if I have not received the reservation confirmation?

First try to check, whether the confirmation e-mail was not flagged as SPAM. If you have not received the reservation confirmation, please contact our customer service at 02/5070 7333.

7. Can I make a reservation, if I have not created my personal Můj Edenred online account?

No. The reservation takes place in a special regime, which is bound to the legislation on recreational vouchers and which must guarantee the eligibility of expenses, in accordance with Article 152(a)(4) and (5) of the Labor Code, and therefore your reservation must be made with your account, which is linked to the Edenred card.

8. How and where can I create my personal Môj Edenred online account?

You can create your personal [online account at www.mojedenred.sk](http://www.mojedenred.sk) in the Používateľ section after clicking "Vytvoriť účet". **When creating the account, enter the card serial number** (from the back of your card) and the **activation code**, which located **at the bottom** of the cover letter, which came with the card upon delivery. **If you have already created your personal online account, for example for the Ticket Restaurant® card, you do not need to create it again for the Edenred card.**

9. Can I make a reservation for the next calendar year?

No, the beginning of the reserved accommodation must be in the current calendar year. It is possible, however, to exceed the stay into the following year. (E.g. a stay during New Year's Eve)

10. Can I buy additional services related to the accommodation after making the reservation?

The reservation takes place in a special regime, which is bound to the legislation on recreational vouchers and which must guarantee the eligibility of expenses, in accordance with Article 152(a)(4) and (5) of the Labor Code. For this reason, it is not possible to purchase additional services with the Edenred card during the stay.

11. What is my obligation to the employer after the end of the stay?

If you correctly enter the number of persons, their legal relationship, and check the affidavit when booking, you no longer have any obligation to provide evidence to the employer.

12. How can I cancel my reservation?

Cancellation can be made via the link in the reservation confirmation, which was sent to you by e-mail, to the address, with which you log in to your personal Môj Edenred online account.

13. If I cancel my reservation, will I be charged a fee?

If you make a reservation for a stay with free cancellation, you will not be charged any cancellation fee. If your reservation can no longer be canceled free of charge, or you have made a reservation for a non-refundable stay, you may be charged a fee, which is determined by the accommodation facility. The cancellation fee of a reservation does not fall under eligible expenses, in accordance with Article 152(a)(4) and (5) of the Labor Code on recreational vouchers, and therefore the employer has the right to demand the payment of the cancellation fee from you.

14. Can I cancel or change the date of my stay, if I made a reservation?

You can only cancel the reservation, it is not possible to change the date. You must make a new reservation.

15. What happens, if I do not show up and do not cancel the reservation?

Depending on the conditions of your reservation, the accommodation facility may charge a cancellation fee (e.g. the amount for the first night of the reservation or for the entire stay) depending on the terms and conditions of the accommodation facility.

The no-show fee does not fall under eligible expenses, in accordance with Article 152(a)(4) and (5) of the Labor Code on recreational vouchers, and therefore the employer has the right to demand the payment of the no-show fee from you.

16. Where can I find the accommodation's cancellation conditions?

You will find this information in the reservation summary, or in the reservation confirmation, which was sent to you by e-mail, to the address, with which you log in to your personal Můj Edenred online account.

17. Where can I find more information about my room and the accommodation facility?

Information about your room and the accommodation facility can be found in the reservation summary, or in the reservation confirmation, which was sent to you by e-mail, to the address, with which you log in to your personal Můj Edenred online account. Contact the accommodation facility directly, if you need even more information.

18. What changes can I make to the reservation?

The reservation takes place in a special regime, which is bound to the legislation on recreational vouchers and which must guarantee the eligibility of expenses, in accordance with Article 152(a)(4) and (5) of the Labor Code.

Depending on the terms and conditions of accommodation facility, you can do the following:

- Cancel reservation
- Submit a special request
- Contact accommodation facility

19. Is it necessary to provide the employer with the invoice for the stay?

When paying with the Edenred card for recreation, it is not necessary to provide the employer with the invoice. If you need it for another reason, contact the accommodation facility's reception.

22. Where can I find more information about the Edenred Dovolenska card?

More information about the Edenred Dovolenska card can be found [HERE](#).