

## WOLO Giler-Giler Deal Promotion

### Frequently Asked Questions

**Q1 What is included in the WOLO Giler-Giler Deal promotion?**

A1 The WOLO Giler-Giler Deal of RM50 includes:

- a. RM200 WOLO voucher
- b. RM30 Touch 'n Go eWallet cashback
- c. RM30 Touch 'n Go eWallet Reload PIN

**Q2 Where can I purchase WOLO Giler-Giler Deal?**

A2 You can purchase WOLO Giler-Giler Deal at <https://wolohotel.com.my/giler-giler-deal/>

**Q3 What is the duration of this promotion?**

A3 Promotion period is from 16 July 2020 until 16 September 2020. Stay period is from 17 July 2020 until 31 October 2021. This promotion is limited to the first 2,000 packages during the promotion period. The promotion will cease once 2,000 packages have been fully utilized or at the expiration of the promotion period, whichever is earlier.

**Q4 Is there a limit for the voucher purchase?**

A4 Yes. The promotion is capped at 3 packages per transaction. Repeated purchase is allowed.

**Q5 Who is eligible for this promotion?**

A5 All Touch 'n Go eWallet users who purchase WOLO Giler-Giler Deal by using Touch 'n Go eWallet are eligible for WOLO voucher, cashback and Reload PIN. Non-Touch 'n Go eWallet users will only be eligible for WOLO voucher.

**Q6 How do I redeem my WOLO voucher?**

A6 WOLO voucher is redeemable only at [WOLO official website](#) throughout the stay period. Only RM100 value of WOLO voucher can be redeemed per room per night. The redemption is capped at RM200 per transaction as based on the scenarios below:

Redemption cap per booking ID	1 room	2 rooms and above
1 night	RM 100	RM 200
2 nights and above	RM 200	RM 200

**Q7 Where can I see my WOLO voucher code and credit balance?**

A7 You can see your WOLO voucher code and credit balance by logging in to your WOLO user account. You may either login via [WOLO official website](#) menu 'Log in' or via Purchase Confirmation Email 'User Account URL link'. Any balance in the voucher is redeemable for future bookings throughout the stay period. Your voucher code will be inactive upon full redemption of the credit balance.

**Q8 When will I receive the total of Touch 'n Go eWallet RM60 credit?**

A8 You will receive your Touch 'n Go eWallet RM60 credit as follows:

- a. RM30 Touch 'n Go eWallet cashback will be credited back to the respective Touch 'n Go eWallet used to make the purchase within three (3) working days.
- b. RM30 Touch 'n Go eWallet Reload PIN will be given upon check-in at hotel reception counter. Room booking MUST be made via [WOLO official website](#).

**Q9 Can I redeem my RM30 Touch 'n Go eWallet Reload PIN without any room booking?**

A9 No. RM30 Touch 'n Go eWallet Reload PIN cannot be redeemed without a room booking from [WOLO official website](#) and checking in.

**Q10 Can I purchase this promotion and make a room booking on behalf of others?**

A10 Yes. You can purchase this promotion and make a room booking on behalf of others. Please take note that Touch 'n Go eWallet Reload PIN will be given to the first check-in guest.

**Q11 What transaction(s) are not eligible for this promotion?**

A11 Promotion is not valid with any other voucher, promotions and/or offers.

**Q12 Can I request for a refund after purchase being made using Touch 'n Go eWallet during this promotion?**

A12 No. This promotion is non-refundable and non-exchangeable for any other products or cash.

**Q13 I do not have Touch 'n Go eWallet account, can I still redeem RM60 total of Touch 'n Go eWallet credits from this campaign?**

A13 No, you can only redeem when you pay with Touch 'n Go eWallet for this deal. You may download the Touch 'n Go eWallet app on your mobile from Google Play Store or App Store before purchasing this deal and pay with Touch 'n Go eWallet to enjoy the credits worth of RM60.

**Q14 Can I still purchase without using Touch 'n Go eWallet payment?**

A14 Yes, you can still purchase via other payment methods if you do not have a Touch 'n Go eWallet account – but you will be entitled for RM200 WOLO Voucher only, without Touch 'n Go eWallet cashback & Reload PIN.