

Frequently Asked Questions for „Club Card Travel FREE“:

Do I need a new registration to participate in the program if I have one now?

No, you do not need a new registration. The number of the customer is automatically kept in our system and it starts collecting points. To start collecting points it is needed to scan your digital/physical card at the cashier.

Why is this change needed? Till now I have been with instant discounts and now I have to collect points and to exchange them later?

With the new program you will have the possibilities to increase the % discount. Each next level gives you the possibility to exchange the collected points at a higher BGN exchange rate. For example – if you are at the first level – „bronze“, 1 point is equal to 0.05 BGN, while in „Gold“ level 1 point is equal to 0.10 BGN.

Additional change with the program is that with the previous „Club card“ with instant discount you can not use it for products in promotion, while now with the new „Card“ you can exchange the collected points for products in promotion.

Why do I not receive points for the purchase of tobacco products, cigarettes and products in promotion?

The cigarettes and the tobacco product are excise goods in Bulgaria and their prices are registered by the customs. Regarding the promotional discount – in the promotion prices a discount is already included and we cannot accumulate a discount on discount. The new thing in the program is the possibility to exchange collected points for products in promotion.

I have been transferred in the new Program. Why am I „Bronze“ and not „Gold“?

The starting levels of the renewed program are based on purchases done in the previous program.

Why when I have been transferred to the new program, I start with zero collected points?

The accumulation of the points starts with the first purchase. As most of the customers have been with direct discount, there is no possibility to accumulate points as this shall be a double discount. You start at a level of the actual purchases made with the previous version of the card.

I would like to have a physical card?

You can access your account in the mobile app or the site where you can fill in the request for issuing a physical card. It will be sent to you within 10 working days to the address that you have provided in the form.

Do I need to change my card or my current card will continue to be valid?

Your customer and card number are stored in our system. It is not needed to register, as on February 15th you are automatically transferred to our new program.

Can you register me?

We can support you with the registration but in order to use the benefits of the Program you need to have a digital card or a physical one, that can be requested through our site.

ADMINISTRATION OF ACCOUNTS

How can I change my personal account?

Your account info can be managed in the section „Още/More“ - „Профил/Profile“ - „Лични данни/Personal details“.

What do I need to do if I have forgotten my password for the account?

If you have forgotten your password, you can push the button „Forgotten password“ from the home screen of the mobile app or on the site.

How can I change my password?

You can change your password from your personal settings in the section „Още/More“ - „Профил/Profile“ - „Промяна на паролата/Change password“.

What will happen if I delete my account?

If you delete your account you will not be able to make orders and take benefits for the members of the Program. But you can see the information provided on the Site.

I have erased my profile, but I would like to register again. Is it possible?

Yes, it is. Though the points that have been collected and not exchanged into the old account will not be recovered. You will need to restart the process of registration.

I have a problem with connecting my profile with the mobile app?

In this case please make sure that you have entered/logged with your username and password. If the problem has not been resolved, check your internet connection or try restarting your mobile device. If you can not enter again, you can contact us through Info@travel-free.bg or by phone 088 455 0610.

INFORMATION FOR THE PROGRAM TRAVEL FREE CLUB CARD**What is the mobile application Travel FREE BG?**

Club Card Travel FREE is a loyalty program, which gives its participants the opportunity to receive back part of the purchases made in the physical stores Travel FREE or the site in Bulgaria through the form of points.

Who can participate in the program?

The program is organized for physical individuals that has reached the age of 18 at the date of the registration in the Program?

How can I participate in the Program?

You can become Participant when register on the site www.travel-free.bg or you download the mobile application TravelFREE BG from App Store for iOS and Google Play for Android and you register there. The mobile application is not available for HUAWEI AppGallery yet.

What are the benefits of the mobile application?

At this moment you can see and find our physical stores, you can see our actual monthly offers, you can see your virtual „wallet“ that has the information for the collected points and the reached level.

How much does it cost to download the mobile application?

The application itself is free, there is no cost to download and use it. You may only pay your mobile operator for the downloaded data based on your service package.

Will the number of services offered in the mobile application TravelFREE BG increase in the future?

Yes, of course. In the near future we plan to expand the functionalities. For example the application will include extended loyalty scheme, offers for our business partners, etc.

How can I collect points?

Points are accumulated with each transaction/purchase made in the physical shops or the site with respect to eligible in the Program products and services. To collect points you need to use your Card nevertheless which product or service you are purchasing. Use your Card each time when you shop in the shops or the site to collect points immediately. You can not accumulate points for: products in promotion, vignettes, other tax (eg tolls, bridge tolls), taxes and duties, cigarettes and tobacco products, tickets, vouchers, gift vouchers, money transfer, courier services, charging services.

What is the value of one point?

1 BGN purchase equals 1 point.

How do I use the collected points?

You can use the collected points to „pay“ for products except for those expressly mentioned in the Terms and Conditions of the Program: tobacco products, vignettes, vouchers, gift vouchers, tickets, courier services, charging.

How many points do I get and for what?

- 1 BGN equals 1 point.
An example for collecting points:
- 1.00BGN = 1 point; 1.50 BGN = 1 point; 1.99 BGN = 1 point; 2.00 BGN = 2 points

Additional points are awarded for:

- Registration in the site or the mobile application: 50 points /once upon registration/.
- Birthday: 100 points /points are received on the 1st of the birthday month and are valid until the end of the same month, after which they are canceled if there is no purchase/.
- Name Day: 50 points /points are received on the 1st of the month with name day and are valid until the end of the same month, after which they are canceled if there is no purchase/.

Can I collect points in other countries?

No, you can collect points only in Bulgaria.

How can I see how many collected points I have?

The available points can be seen in the personal account in the mobile application or in the site of Travel FREE Bulgaria.

What is the validity of the points?

They are valid until 00:07 h on 01.02. each year.

Can I collect points if I do not have Card??

Points are accumulated with each transaction only when you present a Card.

Does the payment type matter for collecting points?

Points are collected regardless the type of payment used: payment in cash or with payment card.

Where can I check my balance in the profile?

You can always see the actual points in the mobile application or in the Site.

How many points do I need to have in order to start using them?

You need to have 200 points collected (from purchases or from registration) in order to start exchanging them.

How can I obtain a virtual Card?

You can get virtual card immediately after you register on the site or the mobile application.

Where can I find my Card in the menu of the mobile application/the site?

You can see your virtual card in your profile in the mobile application when you click „TravelFREE Card“ or in the site in the section „Virtual wallet“ in your account.

How many cards can I have?

Just 1 card may be issued to the email account.

PARTICIPANT STATUS

The Participants in Travel FREE Club Card can benefit from 3 different levels: Бронз/Bronze, Сребърно/Silver и Златно/Gold, depending on the accumulated points.

For „Bronze“ you need 200 accumulated points and herewith 1 point equals 0.05 BGN.

For „Silver“ you need 2000 accumulated points and herewith 1 point equals 0.07 BGN.

On February 1st each year all points are reset, but the reached level remains.

REGISTRATION

How can I register on the mobile application TravelFREE BG?

First you need to download the application from App Store for iOS and Google Play for Android on your mobile device. Follow the instructions. If you need assistance you can ask our colleagues in the physical shops or you can contact us: info@travel-free.bg or phone 00359 88 455 0610.