

FAQs

General

What is Baroda Rewardz?

Baroda Rewardz is our endeavour to reward our Debit Card holders for using their Bank of Baroda Debit Card to pay for products and services.

What are the benefits of Baroda Rewardz?

The program awards you Baroda Reward Points for spending with your Bank of Baroda Debit Card. The Baroda Reward Points accrual structure is as follows:

Earning Structure:

Construct (w.e.f. 06/05/2018)	
Debit Card Spend (Rs)	Baroda Reward Points/ Rs 100 spent
0-2000	NIL
2,001-25,000	1
25,001-50,000	1.25
50,001 & above	1.5 (subject to max 2,000 reward points per transaction)

*Value of each point = 25 paisa

You can spend on shopping, dining, watching movies, paying bills and more with your Bank of Baroda Debit Card to earn Baroda Reward Points.

The accumulated Baroda Reward Points can be redeemed to get products and services from a wide range of categories such as apparel, electronics, jewellery, home décor, kitchen appliances, movie tickets, air tickets, mobile/DTH recharge, gift cards and more.

How do I become a Baroda Rewardz member?

As a Bank of Baroda Debit Card holder, you automatically get enrolled in the Baroda Rewardz program. However, to view your Baroda Reward Points and redeem them, you will have to activate your account by visiting www.barodarewardz.com. You can activate your account as follows:

- 1) Visit www.barodarewardz.com and go to the 'New User' option.
- 2) Provide your Bank of Baroda Debit Card number or Customer Identification number.

Enter one-time-password (OTP) received on your registered mobile number, verify personal details and start redeeming.

How do I activate my Baroda Rewardz account?

To activate your account, go to the 'New User' option. Provide your Bank of Baroda Debit Card number or Customer Identification number, enter one-time-password (OTP) received on your registered mobile number, verify personal details and start redeeming.

Can I join Baroda Rewardz if I live outside India but I am an Indian citizen?

As long as you have a valid Bank of Baroda Debit Card, you can join Baroda Rewardz.

Is Baroda Rewardz open for Non- Indian citizens?

Yes, if you hold a Bank of Baroda Debit Card, you automatically become a member of Baroda Rewardz.

What is the postal address to write to Baroda Rewardz?

The Qube,A-703, MV Road, Marol, Off Andheri-Kurla Road, Andheri (E), Mumbai - 400059, India

What is the Baroda Rewardz session logout time?

The session logout time is 15 minutes.

How can I check my Baroda Reward Points?

Please visit the 'My Account' page to check your Baroda Reward Points. Your Baroda Reward Points also appear on the top left corner of the web pages after you have logged in.

Will I receive a statement of my Baroda Reward Points and activities?

Yes, a monthly statement will be sent to all Bank of Baroda Debit Card holders on their registered e-mail IDs. You can also log into the Baroda Rewardz website with your login details to view the statement.

Please note: You must register to view your statement on the website.

What is the Customer Care number for Baroda Rewardz?

The Baroda Rewardz Customer Care number is 1800-419-1101.

What if I am not able to log in?

If you are not able to log in, please follow these simple steps:

- 1) Refresh the web page by either hitting the F5 key or the refresh button on the tools menu.
- 2) If you do not get the web page again, press CTRL+ F5 and try again.

If you are still not getting the web page, please make sure the web address or URL is www.barodarewardz.com and your internet connection is working.

How do I unsubscribe?

You are automatically enrolled in the Baroda Rewardz program if you are a Bank of Baroda Debit Card holder. However, if you do not want to subscribe to the program, you can choose not to register your membership. If you have activated your membership and would like to unsubscribe, please contact our customer care at 1800-419-1101 and we would be happy to help you.

I'm receiving a 'Page Unavailable' message when trying to activate. What should I do?

Please refresh your page and check your internet connection.

How do I change my password?

Log on to your account and click on the "Change Password" link. You can change your password then and there. Keep your old password handy and do not forget to reconfirm the new password.

How do I earn Baroda Reward Points?

You earn Baroda Reward Points on spending with your Bank of Baroda Debit Card, Pay at Point of Sale and on e-commerce portals using your Debit Card.

Where can I earn Baroda Reward Points?

You can earn Baroda Reward Points anywhere in India by making payments using your Bank of Baroda Debit Card.

What is the validity period of Baroda Reward Points?

Your Baroda Reward Points are valid for a period of 2 years from the time of accrual.

What is the value of 1 Baroda Reward Point?

Value of 1 Baroda Reward Point = Rs. 0.25.

Redemptions

How do I redeem my Baroda Reward Points?

You can redeem your Baroda Reward Points for a wide range of products across categories such as apparel, electronics, jewellery, home décor, kitchen appliances and for services such as movie tickets, air tickets, mobile/DTH recharge & more.

To redeem log on to www.barodarewardz.com or call Baroda Rewardz Customer Care at 1800-419-1101 (Operational days & hours: 7 days a week, 9 AM to 6 PM).

Why haven't I received my reward yet?

Please see the date mentioned on the copy of the Redemption Receipt. All rewards will reach you within the delivery time specified on the website. If it has exceeded 5 days since the date mentioned on your Redemption Receipt copy, please call Baroda Rewardz Customer Care at 1800-419-1101.

Can I combine Baroda Reward Points and cash for redemption?

Yes, you can combine Baroda Reward Points and cash for redemption.

My computer/ the site/ the application crashed just when I was redeeming Baroda Reward Points?

Please restart your computer/ Log In to web page and check 'My Request' page. If the redemption request is complete, it will reflect under My Account.

Do I need any minimum number of Baroda Reward Points for redemption?

You must have a minimum of 200 Baroda Reward Points in your account before you can begin redeeming your points. You can then redeem as many Baroda Reward Points as you want for products and services on www.barodarewardz.com.

Do I need to log onto my account to redeem my Baroda Reward Points?

To redeem your Baroda Reward Points on www.barodarewardz.com, you need to register yourself on the portal and log in.

You can also redeem your points at Max Get More Merchant stores. Please click here to get a complete list of such stores.

Can I book both international and domestic flights?

Yes, you can book domestic as well as international flights on www.barodarewardz.com.

Can I redeem Baroda Reward Points for more than one passenger?

Yes, you can redeem Baroda Reward Points for up to 6 passengers at any given point of time.

Can I book tickets for infants on Baroda Rewardz?

Yes, you can book one infant per adult on Baroda Rewardz. The age of infant must be below 24 months on the date of travel. Make sure you carry valid proof-of-age documents at the time of check-in. The infant is not awarded a seat on the flight and has to travel with the accompanying adult.

What's an e-ticket?

An e-ticket (electronic ticket) is a paperless electronic document with a unique confirmation number that replaces the hassles of a paper ticket. When you purchase an e-ticket, we email it to you within 30 minutes of your booking. Simply print it out and bring it with you – along with a valid photo ID – to the airline counter when checking in for your flight.

I entered my payment details and hit submit – and all I got was a blank screen! I got charged but don't have an e-ticket. What now?

We're really sorry for the inconvenience. In some rare cases, we do not receive the response from the payment gateway on confirmation of payment. In such cases, we would automatically refund the amount charged to your debit card within 15 days. We suggest that in such cases, you book your trip again.

I did a search for flight tickets and selected my flight. However, after providing the passenger details, I see that the fares have increased. Why?

The airline fares are dynamic in nature and are based on availability of the seats on the particular flight. There are always chances that the seats selected by you may get sold till the time you complete your booking. Therefore, to minimize the chances of booking failures, we check the availability of the seats before you proceed with the payment. If you find that the fare has increased at this step, you have the option of going ahead with the booking or refreshing the search.

How do I know my reservation was booked?

We'll send you an SMS (to Indian numbers only) and an e-mail to confirm your flight booking.

Can I redeem Baroda Reward Points to gift an Airline ticket(s)?

Yes, you can easily gift airline tickets to friends / family. However, you need to make the booking in the name of passenger(s) who would be travelling. Please note that air tickets are non-transferable.

What is the minimum timeframe within which I need to redeem before I fly?

There is no minimum timeframe for redeeming your Baroda Reward Points. You can redeem your Baroda Reward Points for a flight departing on the same day.

How do I get a boarding pass for an e-ticket?

You can check-in in three ways. Some of the airlines provide a web check-in facility, where you can select your seat and print your boarding pass online. If you use this facility, you will have to approach the check-in counter to drop your baggage.

You can also check-in using Tele check-in service provided by some of the airlines. In such cases, you will have to present your ticket and ID proof at the airline's check-in counter for issuance of boarding card and for baggage drop.

Alternatively, you can check-in physically at the airport counters of the airline by presenting your ticket and ID proof.

Do I have to show my e-ticket confirmation email at the airline check-in counter?

Yes, you do. Some airports don't allow you to enter without a printout of your e-ticket, so be sure to carry one with you. If you've forgotten to carry your e-ticket printout, you can contact the airline ticketing counters at the airport to issue a duplicate itinerary receipt.

Do you issue paper tickets?

No, we do not issue paper tickets.

Do I have to show ID proof at the time of check-in?

Yes. The airline and airport authorities may or may not check your ID proof but we strongly recommend that you carry a government-issued photo-id proof with you whenever you fly.

How do I find out my baggage limit?

Please contact the airline directly or visit their website for accurate details regarding baggage limit.

I've booked my tickets but need to add my child's tickets to my booking. How do I do it?

Sorry! We do not allow child below 12 years to be booked individually. Please contact your airline to create the booking of child directly with them.

I misspelled my name while booking a ticket. How do I get it changed?

You can call us to check if the airline you've booked with entertains change-of-name requests. Most of them do, and we can pass on your request. However, if the airline doesn't allow it, you'll have to cancel and re-book the ticket.

I selected the wrong prefix (Mr. /Mrs.) to a passenger's name while booking. How can I get this changed?

Just call Baroda Rewardz Customer Care at 1800-419-1101. Give your Booking Ref No. We'll find out if your airline supports title change and if it does, we'll pass on your details to them. If the airline doesn't allow title change, you'll have to cancel and then re-book the ticket with the correct title.

I'm taking a connecting flight. Will I need to change terminals?

In most cases, you will need to change terminals in order to board your connecting flight. Often the terminals are quite distant from each other and you'll need to set aside some extra time to walk from one terminal to another.

Please make it a point to enquire about your terminal as soon as you arrive at the airport, since gate numbers and terminals can change at the last moment.

In that case I'm worried that I won't have enough time and miss my connecting flight?

If you're concerned that you may not have enough time between your flights, please contact Baroda Rewardz Customer Care at 1800-419-1101. They'll tell you the duration of your transit and how long it will take you to go from one terminal to another.

Can I book international tickets for infants on Baroda Rewardz?

Yes, you can book tickets for infants and children on Baroda Rewardz. However, we do not yet book tickets for unaccompanied minors. When booking international flights for infants, please keep these points in mind:

Every passenger (including infants and minors) requires a valid passport. Infants and children must be accompanied by an adult at least 18 years old. You can book no more than one infant (under 2 years) per adult. But one adult can fly with a child and an infant.

The infant must be under 24 months of age while travelling the outbound sector to qualify for an infant fare.

Can I book a seat on an international flight for an infant?

As a child under 2 years of age does not legally require a seat to fly, it's really up to you to decide whether the infant should have a seat or no. Which is the reason why the cost of a ticket for an infant is different from the cost of a ticket for a child who is more than 2 years old (children over the age of 2, however, must have their own seat). To book a seat for an infant, please select child at the time of search and the cost will be provided.

How much baggage can I carry?

Cabin and checked-in baggage limit varies from airline to airline. Some airlines have baggage weight restrictions and others have a specific number of pieces permitted. Please note that restrictions on baggage apply to both checked-in bags as well as cabin baggage. Often, you'll be asked to pay for any checked-in luggage that exceeds the weight permitted. Cabin luggage that exceeds the weight limit is not permitted and will have to be checked in. Please check with your airline.

Can I book a special meal through Baroda Rewardz?

Sorry, Baroda Rewardz website currently does not support this feature. Please contact the airline directly.

Can Baroda Rewardz arrange for wheelchairs?

Sorry, Baroda Rewardz website currently does not support this feature. Please contact the airline directly.

How can I cancel my redemption for the flight ticket?

Cancellations are not permitted for flights redeemed through Baroda Reward Points only.

What happens if my flight is cancelled or delayed?

You will need to check with the airline with which you have booked your seat(s). Delays/cancellations are governed by the respective airline policies.

Bus Tickets

Can I redeem Baroda Reward Points for more than one passenger?

Yes, you can redeem Baroda Reward Points for up to 6 passengers at any given time.

Can I redeem Baroda Reward Points to gift a Bus ticket(s)?

Yes, you can easily gift bus tickets to friends / family. However, you need to make the booking in the name of the passenger(s) who would be travelling. Bus tickets are non-transferable.

Is there a minimum time frame within which I need to redeem and book before the journey?

No, you can book any time before your journey. However it is advisable to plan your reservation at least 24 hours prior to departure.

Can I cancel/modify my booking for the bus ticket?

Once booked, the bus tickets are non-refundable, non-changeable, and non-transferable.

If my bus is not operating or is delayed, what do I do?

You need to check with the bus operator with whom you have booked your seat(s). Delays/cancellations are governed by the respective bus operator policies.

How can I get my bus tickets when I buy them using my Baroda Reward Points?

After completion of your transaction, you can directly print your tickets by clicking on the 'Print Ticket' link provided on the 'Redemption Request Confirmation' page. Please carry this print-out in person when travelling. Also, please ensure that you carry a valid photo ID, which states your Date of Birth as provided while making the booking request on the internet.

Will I be eligible for any refunds should I miss the bus?

No, you will not be eligible for any refund in this case.

How much luggage can I carry? What is my luggage allowance?

The luggage restrictions vary from operator to operator. On an average 20 kg per person is the usual allowance. Luggage being carried for commercial purposes will be charged separately.

Movie

Can I choose my seat at the cinema?

Yes, this is one of the most important features that we offer. You have the choice of re-selecting/changing your seats at every step of the transaction till the time you make a payment.

How many movie tickets can I book in one transaction?

You are permitted to book a maximum of 10 movie tickets per transaction.

How can I confirm whether my movie tickets have been booked?

Once a booking is confirmed, you will receive an e-mail and an SMS stating the same.

I accidentally booked my movie tickets for today instead of tomorrow, can you change the tickets?

No, it is not possible to replace or refund movie tickets once they have been booked.

Can I change my seat(s)?

No, it is not possible to change your seat(s) once they have been booked and confirmed.

Can I change the show time that I have booked for?

No, it is not possible to change your movie tickets for different show timings once they have been booked and confirmed.

Can I cancel or replace my movie ticket(s)?

No, as per government regulations, once a ticket has been paid for, it is deemed as sold, and therefore cannot be replaced or cancelled.

What time before the show can I redeem my Baroda Reward Points to get movie tickets?

You must redeem your points at least 4 hours before the show timing. For e.g., should you wish to go for a movie show at 11pm on the 15th of April, you must redeem your points and make your booking request at least by 7 pm on the 15th of April.

How will I get my tickets?

Once your booking is confirmed, you will be required to take a printout of your booking confirmation and carry it with you to the box office at the cinema. Your movie tickets will be at the box office, and on request, they will be handed over to you.

Merchandise

How many days will it take to get my reward merchandise delivered?

Your reward merchandise will be delivered within 30 working days.

What if the product reaches my mentioned delivery address when I am away or not available?

Should this occur, we will attempt to deliver the product on the next business day once again. Kindly assure your availability.

What should I do if I want to change my delivery address?

Please call our Customer Care at 1800-419-1101 in order to get the delivery address changed. This change of address will only be possible if you request for it at the end of the same business day on which you have placed your redemption request.

What should I do if the reward merchandise delivered to me is not what I had ordered?

In that case, please call and report the same to Customer Care on 1800-419-1101 within one business day of the delivery of the product.

What should I do if the reward merchandise is found to be damaged or defective?

In such a scenario, we request you to please call Customer Care on 1800-419-1101 within one business day from the delivery of the product and report the same. We will replace the item.

What should I do if I ordered the wrong item?

Please call our Customer Care on 1800-419-1101 before your redemption request is processed in order to change or cancel your redemption order.

Mobile/DTH Recharge

Is Mobile/DTH Recharge offered on Baroda Rewardz Online Portal?

Yes, Baroda Rewardz allows its customers to recharge their pre-paid mobile phones or their DTH accounts using their Baroda Reward Points.

Why if my recharge request is not going through?

A request can be invalid on account of the following reasons:

1. Invalid subscriber ID/mobile number
2. Post-paid mobile number where pre-paid is required
3. Subscriber ID/mobile number which does not pertain to the list of mentioned operators.
4. Incorrect/unacceptable recharge value

What if I do not get any confirmation message from the operator?

Once the recharge is completed, you will receive a confirmation message from the operator as well as a mail from www.BarodaRewardz.com. In case of non-receipt of confirmation message, please check the talk-time/viewing limit of your mobile phone service. If the account balance does not increase, please contact our Customer Care desk on 1800-419-1101 with the details of mobile number, time and date of recharge, recharge amount and the Order ID mentioned on your receipt. You can register a complaint with our customer service desk on 1800-419-1101 within 15 days from the date of your recharge. No complaint can be registered after 15 days.

Hotel

Can additional guests stay in a room?

Most hotels allow additional guests to stay in a room for an extra charge as long as the room doesn't exceed the maximum number of guests allowed per room. If you book a room that cannot accommodate your group, the hotel may cancel your reservation or require that you book additional rooms. If you have doubts, check directly with your hotel for their extra-guest charges and the maximum number of people allowed in the room you've booked.

Our children will be traveling with us – do they stay for free?

When making your booking, select the number of children traveling with you from the 'Children' drop-down box. If you select just 1 child, our search will give you the price of a double room with child, not including an extra bed. If you want an extra bed in the room, you need to increase the number of persons in your search.

How do I know if my booking was successful?

We'll send you an email and SMS confirmation for your hotel booking.

Do I need to confirm my booking?

No, you don't. You can also contact the hotel directly if you prefer. However, it may take up to 12 hours for the booking to reflect at the hotel.

What if I don't get a confirmation at the time of booking?

If a confirmation page doesn't display once you complete your booking, check your email for a confirmation. If you don't get an email confirmation within 30 minutes, let us know at membersupport@barodarewardz.com or contact Baroda Rewardz Customer Care at 1800-419-1101 and we'll send you your confirmation details.

I did not get an email confirmation. What do I do?

If you don't receive an email after making a reservation, it could be that we have your wrong email ID in our system or your Internet Service Provider blocked the email assuming that it was spam. Check your spam folder and add our email address no-reply@barodarewardz.com – to your address book so that it doesn't get filtered out next time. In the meantime, contact Baroda Rewardz Customer Care at 1800-419-1101 so we can send you an e-mail confirmation. Please keep the following information ready so that our Customer Care executive can assist you.

1. The name with which the reservation was made
2. The hotel name and location (city)
3. The check-in/check-out dates

How long will it take for the hotel to get my booking information?

The time it takes for a hotel to get your booking information varies by specific hotel and arrival date. In most cases the hotel should receive the reservation information within 12 hours of the time you made your booking (except for nights and weekends when the hotel's reservation department is closed). Please note that this doesn't apply to bookings made for the same day.

What is my hotel's check-in time?

Typically, the hotel check-in time is after 2:00 pm (local time). Check with your specific hotel for its exact check-in time.

Will the hotel hold my room if I'm arriving late?

Since your reservation is guaranteed with a credit card, the hotel is obliged to hold your room until 7am, the day after your planned arrival date.

What if I'm going to arrive early?

If you know you're going to arrive early at your hotel, contact our Customer Support Team. We'll do our best to accommodate your request, but it's ultimately subject to the terms and conditions of the hotel.

How do I get a receipt or invoice for my hotel booking?

Log in to your Baroda Rewardz Account with your User ID and password. Once you successfully login, go to "Transaction History" under "My Account" to view all your upcoming and completed trips. You can view/print your receipt by clicking on Booking Ref No.

In case you do not want to log in, please contact Baroda Rewardz Customer Care at 1800-419-1101 so we can send you the receipt. You will need to provide your Booking ID and your email address given at the time of booking to retrieve your booking details.

How do I cancel my hotel booking?

Hotel cancellations are not permitted for bookings made through Baroda Reward Points.

How do I modify a hotel booking?

Baroda Rewardz treats modification of Hotel bookings as cancellation with a new booking. You'll have to cancel your existing booking and make a new one. Please contact Baroda Rewardz Customer Care at 1800-419-1101 for more details.