

American Express

- TripAdvisor

Frequently Asked Questions

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A. Program Overview; Registration; Cancellation

What is this program about?

American Express® and TripAdvisor have teamed up to deliver exclusive travel benefits to Card Members. This is a free program that lets you see trusted Card Member reviews and post your own. American Express® Card Members who have connected an eligible Card with their TripAdvisor account will be tagged as an Amex Traveler on their TripAdvisor profile so Card Members can easily find reviews from others in the community. When you write a review prompted by American Express or TripAdvisor, your review will be tagged as an “Amex Card Member Review” which confirms you used an American Express Card there. Card Members can also get exclusive access to offers and lists of trending Card Member hotspots around the world. Currently this Program is only available on a desktop computer but look out for mobile features coming soon!

How do I join this program?

Visit americanexpress.com/TripAdvisor to get started and sign in with your TripAdvisor account. (If you don't already have a TripAdvisor account it's easy and free to sign-up. [Click here](#) and refer to the “Register Now!” link at the top right of the page). After you sign in to your TripAdvisor account, you will be redirected to a secure American Express page to connect your eligible Card to your TripAdvisor account. Provide your name, email address and American Express Card number. This information is required in order to provide you with offers through TripAdvisor and provide statement credits back to your Card account. Your Card information will remain private and secure, and will never be shared with TripAdvisor. Your Card will not be charged to sign up with the TripAdvisor program.

I received an error when attempting to sign up for the program.

[Contact Us](#) at our Customer Service Center and an American Express Customer Care Professional will get back to you shortly.

Which American Express Cards are eligible for this program?

You may enroll any valid U.S. American Express Consumer Card or Business Card from American

Express OPEN[®] in the program at americanexpress.com/TripAdvisor. American Express Corporate Cards and Prepaid Cards (such as American Express[®] Gift Cards and ServeSM[®] Cards) are not eligible. Please see [Program Terms and Conditions](#) for more information.

What if I have more than one American Express Card?

You can only connect one Card per unique TripAdvisor account for this program.

If I received a replacement Card, do I need to connect my new Card?

If your connected Card is replaced, please [Contact Us](#) at our Customer Service Center and an American Express Customer Care Professional will get back to you shortly.

I don't remember which Card I used to sign up for the program. What should I do?

Upon successfully signing up for the program you will receive a confirmation email from American Express. Your confirmation email will contain the last five digits of the Card you used to sign up. You may refer to your confirmation email to determine which Card is connected to your TripAdvisor account. If you can't locate your confirmation email, [Contact Us](#) at our Customer Service Center and an American Express Customer Care Professional will get back to you shortly.

What if I want to change the Card I used to sign up for the program?

You will need to [disconnect](#) the Card you want to remove from the program and then connect your other Card to your TripAdvisor account at americanexpress.com/TripAdvisor. For additional assistance [Contact Us](#) at our Customer Service Center and an American Express Customer Care Professional will get back to you shortly.

What if I cancel my TripAdvisor or American Express account?

If you cancel your account, you will no longer be able to participate in the program so you won't be eligible to redeem program offers or access exclusive program content. You must have a TripAdvisor account and an eligible American Express Card in order to participate in this program.

How can I stop participating in this program?

Participation in this program is voluntary. You may choose not to participate at any time. If you want to stop participating in this program entirely please [click here](#). Please note that you will still be eligible to redeem offers that were saved to your Card prior to disconnecting your Card from the program. You will not be eligible to redeem future program offers or access exclusive program content after you disconnect your Card from the program.

B. Our Offers in this Program

How do I find and redeem offers from merchants on TripAdvisor?

Once you've connected your Card, log in to TripAdvisor on your desktop computer and visit the "Get Offers" tab on TripAdvisor.com/Amex. If you see an offer that you want, follow the instructions provided

to you in the communication about the offer (for example, click “Save” to save the offer to your connected Card). Generally these offers are to receive a statement credit to your connected Card account if you spend a certain amount with one of our merchant partners. If you spend the required amount on your connected Card at the participating merchant, a statement credit will automatically appear on your statement. All offers are subject to Offer Terms and Program Terms and Conditions - make sure you read these carefully.

I see that you have special offers for writing reviews on TripAdvisor. How do I redeem these offers?

American Express or TripAdvisor might tell you about special offers that you can unlock by posting a certain number of reviews on TripAdvisor’s website after you’ve connected your Card. To redeem these offers, you must:

- Follow the instructions in the Offer Terms that appear in the communication from American Express or TripAdvisor about the offer;
- Write and submit a review(s) that is posted by TripAdvisor;
- Receive an email communication from American Express confirming that you will receive the offer;
- Use your Connected Card for the entire purchase at the location described in the offer unless otherwise indicated in the Offer Terms.

Please note, reviews are subject to [TripAdvisor’s Content Integrity Policy](#) and TripAdvisor will determine if your review will get published. It usually takes 24-48 hours for reviews to be published on TripAdvisor but could take up to a few days. Both your Amex Card Member Reviews (reviews for places where you used your connected Card) and other TripAdvisor reviews will qualify for these types of special offers.

How long will it take for me to get my statement credit for offers?

A statement credit on your American Express Card account will be issued generally within 2 - 5 business days after your qualifying purchase but may take up to 90 days.

When I tried to save an offer on TripAdvisor, a message told me that I needed to join the program first. What does this mean?

In order to take advantage of offers in this program, you must first connect your Card with TripAdvisor by visiting americanexpress.com/TripAdvisor and providing information about your Card. After successfully signing up, you will be redirected back to TripAdvisor to save the offer to your Card. You can check the offers you have saved to your Card on TripAdvisor at TripAdvisor.com/Amex. Visit the “Get Offers” tab and click on “Saved on your Card.” Offer Terms and Program Terms and Conditions apply - make sure you read these carefully.

Is there a list of current offers?

Please visit the “Get Offers” tab on TripAdvisor.com/Amex to view all current offers available through the program.

Is there a limit to the number of offers that I can save to my Card?

There is no limit to the number of offers that you can participate in. However, you may only save one (1) of each offer to a single connected Card.

C. Reviews and Exclusive Content in This Program

What is an Amex Card Member Review?

An “Amex Card Member Review” is a review written by a Card Member who used his/her connected American Express Card at the hotel, restaurant or attraction that was reviewed on TripAdvisor. Card Members are prompted to leave these reviews based on the places they’ve recently visited through emails sent to them by American Express as well as on [TripAdvisor.com/Amex](https://www.tripadvisor.com/Amex) on the “Write Reviews” tab.

How do I write an Amex Card Member Review on TripAdvisor?

Once you’ve connected your Card, log in to TripAdvisor on your desktop computer and visit the “Write Reviews” tab on [TripAdvisor.com/Amex](https://www.tripadvisor.com/Amex). Complete a review form for one of the merchants that are presented on your “Write Reviews” tab and click submit. TripAdvisor will send you an email confirmation when your review is posted.

Who can see my reviews, and whose reviews can I see?

Anyone can see your reviews that are published on TripAdvisor, and you can view all published reviews.

What is an Amex Traveler?

An “Amex Traveler” is a user on TripAdvisor who is also a connected American Express Card Member. Connected Card Members are tagged with “Amex Traveler” so you can find them easily in the TripAdvisor community.

What is an Amex Card Member Hotspot?

An “Amex Card Member Hotspot” is a place that is frequently visited by American Express Card Members. These places are identified using aggregated purchasing data and reveal unique lists of hotels and restaurants trending with Card Members around the world.

D. General Program Questions

After I join this program, will people know I have an American Express Card and/or where I used my Card?

Yes, by connecting your Card, you will be identified as an “Amex Traveler” on your TripAdvisor profile, and some of your TripAdvisor reviews may show you used your connected Card at the places you reviewed by displaying “Amex Card Member Review” ([click to see example](#)). You can modify or disable this feature at any time by logging in to TripAdvisor and visiting the “Connected Accounts” section of the “Your TripAdvisor.”

How do I manage my program preferences?

You can manage your preferences for this program at any time. For example, if you don’t want:

- - To be identified as an “Amex Traveler”; or
- - For others to know that you used your connected Card at a place you reviewed.

You can change both of these preferences by:

- - Logging in to TripAdvisor and visiting the “[Connected Accounts](#)” section of “Your TripAdvisor.”

If you no longer wish to receive emails from American Express asking you to write reviews on TripAdvisor please unsubscribe using the link at the bottom of the email. You can also stop your participation in this Program entirely and disconnect your Card from your TripAdvisor account [here](#).

Will my American Express Card number be shared with TripAdvisor and is this program secure?

Your American Express Card number is safe and secure and will never be shared with TripAdvisor. The accounts are linked with a unique American Express identifier specifically created for this program.

What information will be shared with TripAdvisor for this program?

TripAdvisor will receive the names of some merchants where you used your connected Card so they can prompt you to write reviews that are relevant to your travels and experiences. No additional information (such as the transaction amount or the date of the transaction) will be shared with TripAdvisor.

I have a question that was not addressed in this FAQ. What should I do?

[Contact Us](#) at our Customer Service Center and an American Express Customer Care Professional will get back to you shortly.

If you are an American Express merchant and have questions about this program, please contact American Express Merchant Services.

- [Program Terms and Conditions](#)
- [FAQs](#)
- [Customer Service](#)

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Card Member Review Example