

OPEN

rewards by flydubai

**EXPLORE A NEW KIND OF
REWARDS PROGRAMME**



flydubai•

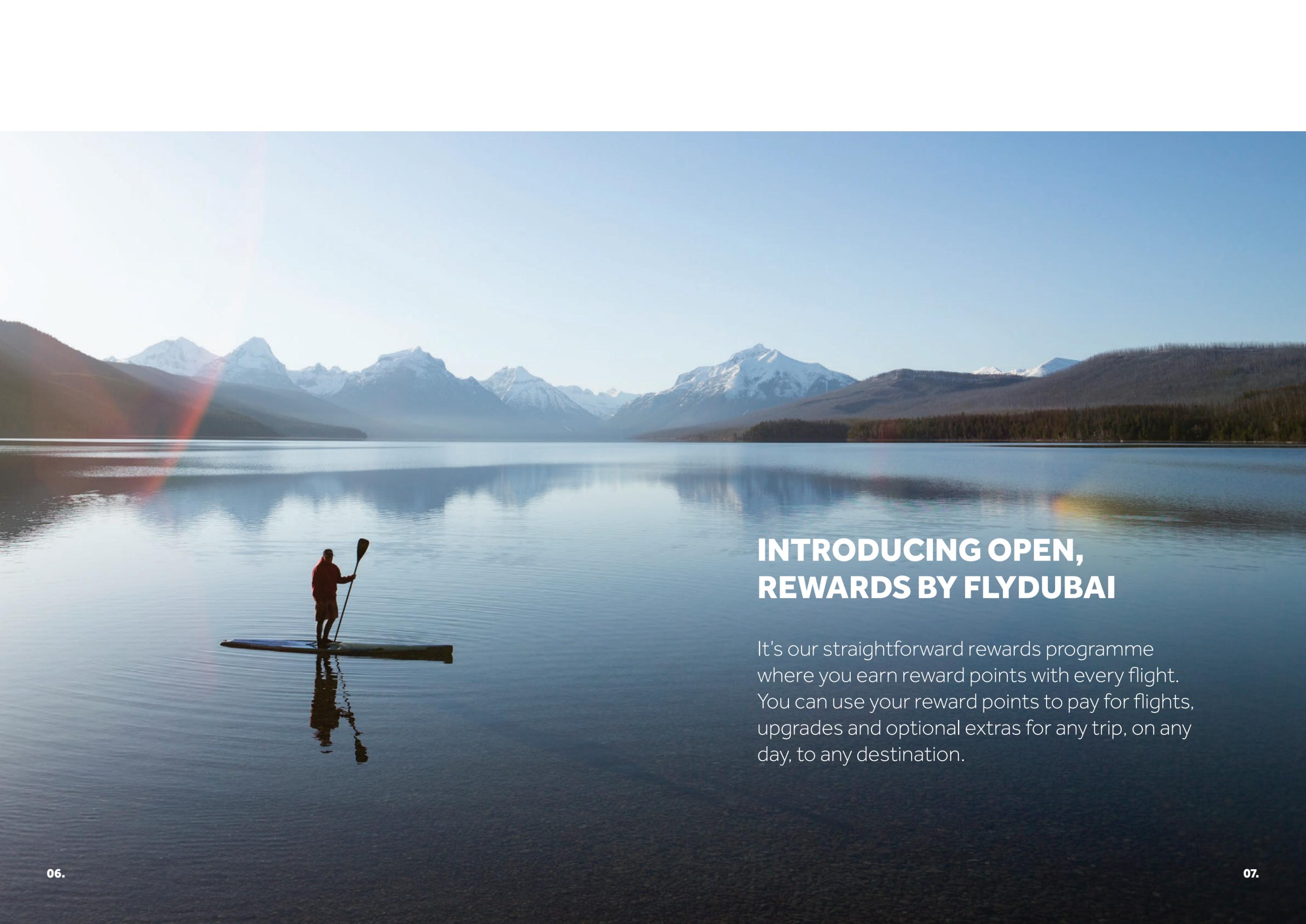


**WELCOME TO OUR OPEN
REWARDS PROGRAMME.
IT'S FOR THOSE OPEN TO
THE NEW – NEW PLACES,
NEW EXPERIENCES AND
NEW OPPORTUNITIES.
IT'S OPEN TO EVERYONE.**

We've designed it to be less restrictive and instantly rewarding. To be transparent and straightforward. That's why we call it OPEN.



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INTRODUCING OPEN, REWARDS BY FLYDUBAI

It's our straightforward rewards programme where you earn reward points with every flight. You can use your reward points to pay for flights, upgrades and optional extras for any trip, on any day, to any destination.

HOW IT'S DIFFERENT



We don't believe in confusing terms or conditions that can come between you and opportunities to travel, so we avoid them. Simply put, the more you spend, the more reward points you earn, getting you back in the air to the places you want to go, more often.

How it's different

You can earn OPEN reward points easily and redeem them for flights any day of the year with no blackout dates or minimum points required. Earning and spending reward points is simple and straightforward.

How it works

Rather than complex mileage charts and sector maps to work out how much you'll earn, we use a simple plan that's based on how much you spend. For every dollar (1 USD) you spend (excluding taxes and fees), you receive at least 1 OPEN reward point. Even on discounted fares, you'll earn points too.

Earn bonus points

On all flights, there will be lots of opportunities to earn bonus OPEN reward points. And if you decide to upgrade to Business Class, you'll also earn extra reward points as a cabin bonus.

Earn with family & friends

OPEN is designed to reward you as an individual traveller. However, if you want to team up with family members or friends, you can. Simply form a Travel Club to pool your points.

Becoming a top tier member

To become a top tier member of the programme, you'll need to earn a certain number of tier points over the period of a year. Tier points are earned exclusively through your spending with flydubai.

Once you've reached the top tier and earned OPEN Gold membership status, you'll earn up to 10 times the number of reward points on your flydubai spend than you previously earned as an OPEN member.

Earn with partners

Soon you'll be able to earn OPEN reward points when you spend with our hospitality, finance, lifestyle and retail partners.

WHAT IT MEANS FOR YOU

We want to thank you for choosing us when you fly. So for every booking you make, you'll earn OPEN reward points to use towards flights and upgrades, as well as optional extras.



The benefits for you:

1. You can earn reward points easily. You'll earn at least 1 reward point for every dollar (1 USD) spent on your entire booking (with the exception of taxes and fees). So if you pre-purchase checked baggage, an extra legroom seat or any other optional extra, you'll earn points on that spend too.

2. You can redeem as little as 1 reward point. No restrictions here. You can always redeem what you've earned. It's not just about the bigger purchases. You can pre-purchase small things, like an inflight meal or onboard entertainment.

3. You can be flexible with how you pay. Pay with reward points? Sure. Pay with cash? Fine. Pay with a mix of both? Of course you can. That's because you don't need a minimum balance to spend your points.

4. You can spend reward points at any time. Even if it's the last seat on a flight, you can use your reward points towards the cost of your booking. And because there are no blackout dates, you'll be able to use your points regardless of the season.

5. You can spend your points on anyone. Don't just treat yourself to a reward flight with your points, with OPEN you can use them to pay in part or in full for a flight for anyone you like.

6. You can earn reward points together. If you want to get your friends or family members together to pool 100% of their reward points with your points, you can. Form an OPEN Travel Club and you'll be able to spend 100% of the points earned by members of the club.

7. You can earn Gold membership status. If you fly with us regularly over the course of a year, you could earn Gold membership status. As an OPEN Gold member, you'll earn up to 10 times the reward points you earned as an OPEN member.

8. You can soon earn reward points with our partners. Accelerate the rate at which you earn reward points. We'll be partnering with hospitality, lifestyle and retail brands in the very near future. And when you spend with them, you'll earn with us.

HOW TO SIGN UP

Joining our OPEN rewards programme is easy.
You can start earning today.

Visit openrewards.flydubai.com to get started.

About membership

- You'll be able to manage all aspects of your membership account online, including printing a virtual membership card for easy reference.
- Once you're a member of OPEN, you can create a membership number for any of your dependants who are under the age of 18.
- To remain a member of OPEN, you'll just need to earn any amount of reward points within a period of 24 months.

Getting started

There are a few standard details we'll need, like your full name as it's written in your passport, your birthday, your nationality, your mobile phone number and your email address. Once that's done, you'll be able to earn reward points straight away.

In addition to signing up online, you can also join OPEN by calling the flydubai Customer Centre or by visiting one of our Travel Shops.

And don't forget, from the date of signing up, you can claim OPEN reward points for any flights taken with us in the previous 30 days.



HOW TO EARN REWARD POINTS

Earning reward points

We make it as easy as possible for you to earn OPEN reward points when you fly with us. You earn reward points on every dollar (1 USD) you spend on a ticket, even if the fare is discounted. That means you earn based on the total price before taxes and fees. And you'll earn reward points on any optional extras you buy in advance.

Earn 1 point for every dollar spent

Everything counts. We give you at least 1 reward point for every dollar (1 USD) spent on the total cost of your booking less taxes and fees, so if you've added an extra legroom seat to give yourself a bit more space, or decided that you'd like to pre-order something to eat when you're on board, then you'll earn points on that spend too.

Earning with others

If you and your friends or family want to get together and pool all of your OPEN reward points, you can. By forming a Travel Club, individual members can combine 100% of the points they've earned to put towards reward flights and more. It's the fastest way to build up points.

Earn bonus reward points

As an OPEN member, you'll earn even more reward points when travelling in business. Think of it as a cabin bonus. And look out for opportunities to earn bonus reward points when you book an economy flight too. Taking a slightly earlier flight might pay dividends.



Accelerate your earning

We've partnered with Dubai Islamic Bank in the UAE to offer you an OPEN rewards credit card that will make your membership of the programme even more rewarding. You'll not only earn reward points on everything you spend, the card is also packed with other benefits.

- OPEN reward points will be credited to your membership account when you sign up for a card.
- You'll earn OPEN reward points when making any purchases using your card at home and abroad.
- You'll earn even more points when paying for flydubai flights and optional extras using your card.

And depending on which type of credit card you choose, you could enjoy a host of additional travel benefits.

How to apply

To apply for this credit card, visit dib.ae, call **+971 4 609 2222** or just walk into any Dubai Islamic Bank branch in the UAE. Alternatively, you can SMS FD to 4224.

Earn reward points with partners

In the very near future, we're going to be teaming up with hotels, car rental agencies, retail brands and lifestyle partners to bring you even more options to earn and redeem OPEN reward points. We'll keep you updated as more and more partners join our programme.

These partners will also extend exclusive offers to you as an OPEN member. In fact, over time, you'll see the benefits of the programme grow and grow.

EARNING TOGETHER AS A TRAVEL CLUB

Everyone joins the OPEN rewards programme as an individual member, but you can still team up with other individual members (family or friends) to form a Travel Club. You can then pool 100% of each individual's reward points and share the benefits.

Forming a Travel Club

- You can form a Travel Club by inviting up to 7 other individual members to join you, whether they're family, friends or colleagues.
- The member who forms the Travel Club automatically becomes the Travel Club Head.
- As a Travel Club Head, you'll be able to view the Travel Club's statement of account and redeem 100% of the points earned collectively by the club.
- If you'd like to include children under the age of 18 in your Travel Club, you can create an individual OPEN membership account for them. You just need to be their parent or legal guardian.
- If necessary, you have the flexibility to change up to 3 members of the Travel Club in any 12 month period.



HOW TO EARN GOLD MEMBERSHIP STATUS

Everyone is an OPEN member, but if you fly with us very regularly, you'll achieve OPEN Gold status by earning tier points and enjoy additional membership benefits.

Gold membership benefits

Here are just some of the benefits you'll enjoy as an OPEN Gold member, regardless of whether you're travelling in business or economy:

- Earn up to 10 times the number of reward points you earned as an OPEN member.
- Priority check-in at Business Class counters and priority baggage handling.
- Access to flydubai's dedicated Business Lounge at Terminal 2, Dubai International.

Earning & retaining Gold status

As a Gold member, you'll unlock even greater benefits from our OPEN rewards programme. And, once you've become an OPEN Gold member by earning the required number of tier points, you'll hold onto that status for 12 months.

To retain your status as an OPEN Gold member, you'll need to keep clocking up those tier points by making flydubai your first choice for travel.

ALL YOU NEED TO KNOW ABOUT YOUR ACCOUNT

Your account

Once you've signed up to the OPEN rewards programme and created a password for your account, you can start earning points right away. To start spending your reward points, you'll just need to make sure your online profile is complete.

Your online profile

Your profile has all the details you provided when you signed up. It captures essential information like your name and email address, but also some of your personal preferences, so wherever possible we can tailor our communications with news and offers just for you.

And if you'd like to make any changes to your profile, that's easy. Simply log in to your account and save the changes you make.

If you forget your password

It happens to all of us from time to time. It's easy to reset your password. Just go to openrewards.flydubai.com and click on the 'forgotten password' link. A temporary password reset link will be sent to your registered email address.

Your dashboard

Every OPEN account has an online dashboard. It's a simple view of what points you've earned and what points you've spent, so you can check the status of your account day or night. And if you have points to spend, start planning that weekend getaway.

Claiming reward points

It's best to provide your OPEN membership number every time you book. That way the points will be in your account from the moment you complete your trip. But if you forget, don't worry because you can claim your points retrospectively. You have up to 90 days to make a claim as long as you've been an OPEN member for that period.

So what are you waiting for? Sign up today and OPEN your mind to a new kind of rewards programme.

CONTACT US

OPEN members

Call **(+971) 600 54 44 45** or send an email to **openmembers@flydubai.com**

OPEN Gold members

Call **(+971) 600 59 55 59** or send an email to **goldmembers@flydubai.com**