

# OPEN

rewards by flydubai



## FAQs

ALL THE ANSWERS TO YOUR  
QUESTIONS ABOUT OPEN

flydubai

## INTRODUCING OPEN

### Q: What is OPEN, rewards by flydubai?

OPEN, rewards by flydubai, is the rewards programme of flydubai. It's called OPEN because it's simple and straightforward. You can earn reward points with every flight and then use those points to pay for flights, upgrades and optional extras for any trip, on any day, to any destination.

### Q: How is OPEN different to other reward programmes?

Rather than complex mileage charts or 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'll receive at least 1 OPEN reward point.

## PROGRAMME BENEFITS

### Q: What are the benefits of becoming an OPEN member?

There are lots of benefits to becoming an OPEN member:

#### You can earn reward points easily

Earn at least 1 OPEN reward point for every dollar (1 USD) spent on your booking (except taxes and fees), as well as on pre-purchased optional extras.

#### You can spend points at any time

Redeem your reward points for flights any day of the year (even if it's the last seat on a flight). There are no blackout dates with OPEN.

#### You can be flexible with how you pay

Pay for any flydubai booking with your OPEN reward points – or a mix of cash and points. There is no minimum balance of points required.

#### You can earn points together

Form an OPEN Travel Club with your friends or family members and pool 100% of your reward points to maximise the points you can spend.

#### You can earn Gold status

If you fly with us very regularly over the course of a year, you could earn Gold membership status. You'll earn up to 10 times the reward points you earned previously.

#### You can earn with partners soon

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 EARN REWARD POINTS



## EARNING POINTS

### **Q: How do I earn OPEN reward points?**

You earn reward points on every dollar (1 USD) you spend on a flydubai ticket, even if the fare is discounted. That means you earn based on the total price before taxes and fees. Just quote your membership number at the time of booking. Please note, if a portion of the fare is purchased using reward points, reward points won't be earned on that portion.

### **Q: When are points credited to my account?**

For every dollar you spend on flydubai flights (including pre-purchased optional extras), reward points will be credited to your account 24 hours after you complete any sector of your booking.

### **Q: Can I earn points on board?**

You can't earn reward points when you make purchases on board, so it's always best to pre-order optional extras, like food and inflight entertainment, at the time of booking.

### **Q: How can I check how many points I have?**

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.

### **Q: Can I claim reward points retrospectively?**

It's best to provide your OPEN membership number every time you book. That way the points will be in your account 24 hours after 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 of time.

### **Q: Can I claim points for flights taken before joining?**

From the date of signing up, you can claim OPEN reward points for any flights taken with us in the previous 30 days.

### **Q: Can I buy OPEN reward points?**

OPEN reward points cannot be purchased. However, points can be pooled if a Travel Club is formed.

### **Q: Can I transfer reward points to another member?**

OPEN reward points are non-transferable. However, points can be pooled if a Travel Club is formed.

### **Q: Do OPEN reward points expire?**

If you do not make any flydubai purchases during a period of 24 consecutive months, your OPEN rewards account will be deemed inactive and all the points you've earned will be forfeited.



## HOW TO REDEEM REWARD POINTS

## REDEEMING POINTS

### **Q: What can I use my reward points for?**

You can use your reward points to pay for flights, upgrades and optional extras for any trip, on any day, to any destination. There is no minimum balance of points required and there are no blackout dates.

### **Q: Can I spend my reward points on someone else?**

Yes, as an individual member, you can use your points to pay for a reward flight in part or in full for anyone you like. And as a Travel Club Head, you can use your club's points to pay for reward flights for any other member of the club.

### **Q: How do I redeem my reward points?**

You can redeem your reward points for flights, upgrades and more by logging in to your OPEN membership account at [openrewards.flydubai.com](https://openrewards.flydubai.com) or by contacting the flydubai Customer Centre on **(+971) 600 54 44 45**. You'll receive a reference number and the booking confirmation will be sent to your registered email address.

### **Q: Is there a limit to how many points I can redeem?**

No, you can redeem as many reward points as you like at any one time. And because no minimum balance of points is required, you can also redeem as little as 1 point.

### **Q: Can I change a reward flight?**

You can request a change to your reward flight through our website or through the flydubai Customer Centre, but the change will only be permitted at flydubai's discretion. All changes are subject to flydubai's standard ticketing rules.

### **Q: Is there a charge for changing a reward flight?**

You'll be advised if you need to use additional reward points to change a reward booking or if you'll be charged a fee for making changes to your reward booking.

### **Q: Can I cancel a reward flight?**

If you cancel a reward flight before the scheduled departure time of the first flight in the itinerary (in the case of a reward flight) or before the reward is due to be used, the points redeemed for that reward flight will be re-credited to your account, subject to flydubai's standard ticketing rules. Points may, where stated, also be re-credited in respect of a partially used reward flight, subject to any cancellation fees as per flydubai's standard ticketing rules.

# TRAVEL CLUBS

## **Q: Can I pool my points with other members?**

Yes, you can pool your points with other members by forming a Travel Club.

## **Q: How many members can belong to a Travel Club?**

A member can form a Travel Club by inviting up to 7 other individual members to join them, whether they're family, friends or colleagues.

## **Q: Are there different types of Travel Club?**

There are two types of Travel Club: a Family Travel Club and a Friends Travel Club.

## **Q: What are the benefits of forming a Travel Club?**

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.

## **Q: How do I form a Family Travel Club?**

An individual member can form a Family Travel Club by sending an invitation from their online account to up to 7 relatives. The member who forms the club automatically becomes the Travel Club Head and can view the club's statement of account and redeem 100% of the points earned collectively.

## **Q: Can children be part of a Family Travel Club?**

If you'd like to include children under the age of 18 in your Family Travel Club, you can create an individual OPEN membership account for them. You just need to be their parent or legal guardian.

## **Q: How do I form a Friends Travel Club?**

An individual member can form a Friends Travel Club by sending an invitation from their online account to up to 7 friends. The member who forms the club automatically becomes the Travel Club Head and can view the club's statement of account and redeem 100% of the points earned collectively.

## **Q: How will I know if the Travel Club Head has redeemed points?**

Whenever reward points are redeemed by the Travel Club Head, all members of the Travel Club will be notified by email.

## **Q: Can I belong to more than one Travel Club?**

No, individual programme members can only belong to one Travel Club.

## **Q: As the Travel Club Head, can I change the members of the club?**

Yes, as the Travel Club Head, you have the flexibility to change up to 3 members of the Travel Club during any period of 12 consecutive months. These changes can be made online through the membership account of the Travel Club Head.

## **Q: Can the Travel Club Head leave the Travel Club?**

The Travel Club Head can leave the Travel Club at any time, but this will result in the Travel Club being dissolved.

## **Q: What happens if the Travel Club Head leaves the Travel Club?**

If the Travel Club Head leaves the Travel Club, the Travel Club will dissolve and all the points earned by the club will remain with the Travel Club Head.

## **Q: How do I leave a Travel Club?**

You can leave a Travel Club at any time by asking the Travel Club Head to remove you from the Travel Club. The Travel Club Head can remove a Travel Club member by simply logging in to their account.

## **Q: What happens if I leave a Travel Club?**

Once you've been removed from the Travel Club, you can start earning reward points as an individual member again. Any points that you had in your personal account prior to joining a Travel Club will remain in your personal account. Any points earned after joining a Travel Club will remain with the Travel Club Head.

## **Q: Can members of a dissolved club join another club?**

Members of a dissolved Travel Club can join another Travel Club immediately (if they've been a member of a Travel Club for at least 6 months previously). Otherwise, a member must wait 6 months (including any time spent as part of a Travel Club) before joining a new Travel Club. For example, if a member has been a member of a Travel Club for 3 months at the time of leaving, they must wait a further 3 months before joining a new Travel Club.



## HOW TO EARN GOLD MEMBERSHIP STATUS

## TIERS AND GOLD MEMBERSHIP

### **Q: Are there different membership tiers?**

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.

### **Q: What are the benefits of OPEN Gold membership?**

As an OPEN Gold member, regardless of whether you're travelling in business or economy, you'll earn up to 10 times the number of reward points you earned as an OPEN member and enjoy priority check-in at Business Class counters, as well as priority baggage handling. And you'll have access to our dedicated Business Lounge at Dubai International's Terminal 2.

### **Q: How can I earn Gold membership status?**

To become an OPEN Gold member, you'll need to earn a certain number of tier points over a period of 12 consecutive months.

### **Q: What are tier points?**

Tier points are different to reward points. Tier points are earned specifically by programme members so they can progress from OPEN membership to OPEN Gold membership.

### **Q: How do I earn tier points?**

Tier points are earned on any amount you spend on flydubai bookings (excluding taxes and fees) during any period of 12 consecutive months. However, if a portion of the fare is purchased using reward points, tier points won't be earned on this portion. Also, any flights booked within the period of 12 consecutive months must be taken within that same period.

### **Q: Do tier points expire?**

Tier points are valid for 12 months from the date of them being credited to your membership account. At the end of 12 consecutive months, your balance of tier points will return to zero.

### **Q: How can I retain Gold membership status?**

To maintain Gold membership status, you must earn a certain number of tier points over a period of 12 consecutive months after first being upgraded to Gold membership status.

# JOINING THE PROGRAMME

## **Q: How can I join the programme?**

Sign up at [openrewards.flydubai.com](https://openrewards.flydubai.com) or call the flydubai Customer Centre on **(+971) 600 54 44 45** or visit one of our Travel Shops in the UAE.

## **Q: What details do I need to provide?**

There are a few standard details we'll need, like your full name as it's written in your passport, your birthday (you need to be over the age of 18), your nationality, your mobile phone number and your email address.

## **Q: Is there a minimum age to join?**

Individuals must be aged 18 or over to join the programme, but they can create a membership number for any of their dependants who are under the age of 18.

## **Q: How can I manage my account?**

Once you've signed up to the OPEN rewards programme and created a password for your account, you can manage everything online, including making changes to your online profile.

## **Q: What is my online profile?**

Your profile has all the details you provided when you signed up to OPEN. 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 to you.

## **Q: Can I make changes to my profile?**

Yes, if you'd like to make any changes to your profile, simply log in to your account and save any changes you make. However, to protect the security of your account, some changes to your profile can only be made by calling the flydubai Customer Centre on **(+971) 600 54 44 45**.

## **Q: What if I forget my password?**

It's easy to reset your password. Just go to [openrewards.flydubai.com](https://openrewards.flydubai.com) and click on the 'forgotten password' link. A temporary password reset link will be sent to your registered email address.

## **Q: Does my membership ever expire?**

You'll remain a member of OPEN as long as you earn reward points at least once during a period of 24 consecutive months.

## **Q: Can I cancel my membership?**

If you'd like to cancel your membership, please contact our Customer Centre on **(+971) 600 54 44 45**.