

Frequently Asked Questions

1. What is the new benefit all about?

As a RAKBANK Air Arabia Platinum Credit Cardholder, you will receive one complimentary return flight ticket voucher for any Air Arabia destination from Sharjah once every year on achieving retail spend of AED 15,000.

2. Since when is the new benefit effective?

The new benefit is effective from 23rd June 2019.

3. What is the validity of the complimentary return flight ticket voucher?

The validity of the voucher is 12 months from the date of issuance.

4. How will I receive the voucher?

Voucher will be sent to your Email ID registered with the Bank.

5. How can I redeem the voucher?

You will need to approach Air Arabia Sales Shops with a print out of the voucher e-mail, provide your RAKBANK Air Arabia Platinum Credit Card and ID proof such as Passport, Emirates ID, Driving License to claim the ticket, subject to availability.

6. How many days in advance am I required to redeem the voucher to book the ticket?

You must book the ticket at least 14 days prior to date of departure. Depending on the availability, the voucher may not be redeemable for journeys on certain routes and dates.

7. Is the voucher transferable?

No, the voucher is not transferable, however, it can be used for your spouse, parents or children.

8. Will voucher cover entire ticket value?

No, the ticket will cover only base fare. Government and airport taxes will be payable by you with your RAKBANK Air Arabia Platinum Credit Card.

9. Can I change the ticket claimed through redemption of voucher?

Once the ticket is issued, none of the details mentioned are changeable.

10. What happens to the benefit of complimentary 2 sets of excess baggage and meal vouchers which I used to get?

First year - On retail spend of AED 10,000 and subsequently on additional retail spend of AED 5,000

Second year onward – First set of vouchers at retail spend of AED 5,000 and another set on additional retail spend of AED 5,000?

The Excess baggage and meal voucher benefit now stands completely replaced with one complimentary return flight ticket voucher at a retail spend of AED 15,000 every year.

11. If I have already done a retail spend of AED 10,000 by 23rd June 2019 and have received one set of excess baggage and meal voucher, will I be eligible for a complimentary return flight ticket voucher on a retail spend of additional AED 5,000 within the same year?

No. You will not receive complimentary return flight ticket voucher. Instead, you will receive another set of excess baggage and meal voucher as per earlier terms.

12. If I have done retail spends of AED 10,000 after cut over date in the first year, will I be eligible for excess baggage and meal voucher?

No. You will not be eligible for excess baggage meal voucher benefit. You need to spend an additional AED 5,000 within the same year.

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- 13. What if I have received two sets of excess baggage and meal voucher based on my retail spends of AED 10,000 and AED 5,000 prior to 23rd June 2019 and make retail spends of AED 15,000 after 23rd June 2019 within the first year, will I qualify for the complimentary return flight ticket?**

No. You will not qualify for the complimentary return ticket voucher as you would have already received the excess baggage and meal vouchers.

- 14. Which benefit will be available for customers who apply for the RAKBANK Air Arabia Platinum Card after 23rd June 2019?**

These customers will be eligible for complimentary return flight ticket every year on achieving retail spend of AED 15,000.