

Citi Travel Pass Programme Terms & Conditions

1. Citi Travel Pass Credit Card, issued by Citibank N.A, U.A.E., is a means of payment enabling credit purchases in commercial establishments identified with the Visa network logo in the U.A.E. and abroad, and cash advances at Automated Teller Machines (ATM) displaying the Visa/ MasterCard network logo or connected to the Visa/ MasterCard network.
2. Citibank, in conjunction with its travel partner specializing in flight reward loyalty programmes, is offering benefits to the Cardmember of a Citi Travel Pass Credit Card (the "Cardmember") through the Citi Travel Pass points Programme (the "Programme"). All issues related to use of the Programme should be addressed to Citibank's travel partner.
3. By subscribing to Citi Travel Pass Credit Card, the Cardmember will be automatically registered under the Programme, benefiting from all its advantages, including the award of 1 Citi Travel Pass point for each US Dollar spent on purchases made with the Citi Travel Pass Credit Card. Citibank reserves the right to alter the Programme Rules, or even cancel the Programme, by means of a notice to the Cardmember, given at least 15 days in advance.
4. To convert Citi Travel Pass points to airline tickets, the Citi Travel Pass points available as of the date of the most recent update shall be considered.
5. Citi Travel Pass Points will be valid for 5 years from their corresponding date of award. Flights resulting from conversion of Citi Travel Pass points into air tickets must be booked and taken before the date of expiry of the Citi Travel Pass points.
6. Citi Travel Pass points awarded are personal and non-transferable. They can only be exchanged by the Cardmember for air tickets for himself/herself or his/her family, where 'family' is defined as first degree of kin, including spouse, children, parents and siblings. They cannot, under any circumstances, be credited to another credit card account, sold, assigned to third parties or exchanged for money by the Cardmember. Citi Travel Pass points cannot be combined with any other discount, offer, promotion or loyalty program. Citi Travel Pass points earned by supplementary cards will be posted to the Cardmember's account.
7. Accumulation and conversion of Citi Travel Pass points shall only be valid in the following conditions: a) if the relevant Citi Travel Pass Credit Card has not yet expired; b) if there are no overdue payments with respect to the relevant Citi Travel Pass Credit Card; and c) if the sum outstanding under the relevant Citi Travel Pass Credit Card does not exceed the corresponding credit facility.
8. Cash advance transactions and any other transactions different than purchases (excluding Installment Loans), offered by Citibank to the Cardmember should not generate Citi Travel Pass points unless Citibank launches a specific campaign with this purpose.
9. Citibank may award the Cardmember with additional Citi Travel Pass points during specific campaigns.
10. Cancellation of the Citi Travel Pass Credit Card, following a request by its Cardmember or Citibank, shall entail cancellation of all Citi Travel Pass points accumulated on the corresponding Citi Travel Pass Credit Card 90 days from the date of cancellation of the Card.
11. Any improper or fraudulent use of the Citi Travel Pass Credit Card shall entitle Citibank to suspend or cancel the balance of Citi Travel Pass points awarded, without prejudice to any liability arising therefrom.
12. Upon renewal and/or replacement of the relevant Citi Travel Pass Credit Card, the Citi Travel Pass points shall be transferred to the new Card.
13. It is possible to purchase Citi Travel Pass points up to a maximum of 50% of the accumulated Citi Travel Pass points required for the chosen destination. The unit purchase price is US\$ 0.024 (2.4 cents) being only possible to purchase the needed number of Citi Travel Pass points for the chosen destination. The request to purchase Citi Travel Pass points must be submitted to Citibank's travel partner and their cost will be debited from the corresponding Citi Travel Pass Credit Card.
14. The destinations covered by the Programme, to which the Cardmember or other authorized individuals listed in Clause 6 above may travel, as well as the corresponding number of Citi Travel Pass points required are shown in the following Programme table:

Destination	Points values from Dubai	Points value from Sharjah	Points value from Abu Dhabi
Mumbai	24,000	24,000	-
Kochi	27,000	27,000	27,000
Bangalore	27,000	-	27,000
Delhi	24,000	-	-
Chennai	25,000	-	-
Lahore	25,000	-	-
Islamabad	32,000	-	-
Karachi	22,500	-	-
Beirut	19,000	-	-
Cairo	35,000	35,000	35,000
Alexandria	24,000	24,000	-
Colombo	34,000	34,000	-
Manila	49,000	-	-
And other destinations upon Cardholder's request*			

Citibank may change these origins and destinations.

*Should the Cardmember wish to fly to destinations not covered in the table above and pay in points, the Cardmember may request this from Citibank's travel partner who will quote the points values required. These values will be based on the best prices available at the time of quotation and will only be valid as long as the prices have not fluctuated at the time of confirmation. The final choice of airline remains at the discretion of Citibank.

15. The balance of Citi Travel Pass points may be consulted in the monthly statement concerning the relevant Citi Travel Pass Credit Card or at +971 4 311 4000.
16. Conversion of Citi Travel Pass points must be requested from Citibank's travel partner , from Saturday to Thursday, 8 am to 6 pm at +971 4 2977971
17. All departures of flights whose tickets are acquired through conversion of Citi Travel Pass points must be from Dubai, Sharjah or Abu Dhabi. Citibank may introduce changes to these origins.
18. Any bookings of flights whose tickets were acquired through the Programme must be made at least 30 days before the corresponding departure date.
19. Citibank reserves the right to select the air carrier, destination, port of departure, and shall not be liable for any flight-related changes, such as schedules, routes and destinations
20. All charges [airport, fuel, passenger service, safety or other charges ("Charges")] are not included and shall be borne by the Cardmember and debited from the Citi Travel Pass Credit Card at the time of booking. Citi Travel Pass points cannot be converted for the purposes of payment of charges.
21. Citibank may assign the required personal data on the Cardmember to third parties, so that such parties may treat the necessary information and ensure compliance with the Programme, in particular providing information on the Citi Travel Pass points available and communicating the Cardmember's personal data to airline companies, operators or travel agencies so as to convert Citi Travel Pass points to air tickets.
22. Neither Citibank nor its partners may be held liable for any breach on the part of airline in the event of cancellation of or alteration to any flight.
23. In the event that the Cardmember wishes to cancel or amend a confirmed flight, the Cardmember must advise Citibank's travel partner. Cancellation charges or amendment fees levied by the airline on which the Cardmember's flight was confirmed will apply as may an administration charge. Any cancellation of a confirmed flight by the Cardmember may result in forfeiture of the Citi Travel Pass points. In the unlikely event of a refund, reimbursement will be made in the manner in which the flight was paid and will be in proportion to the amount reimbursed by the airline. Other charges, insurance and other costs resulting from any cancellation or amendment will not be reimbursed.
24. The Cardmember must ensure that he/she has all the necessary documentation for the journey, including passports, visas and any documents related to health issues required for the chosen destination.
25. The Cardmember shall be responsible for ensuring transportation to and from the relevant airports and /or ports. Transfer services are not included in air tickets awarded under the Programme.
26. All bookings and flights shall be subject to availability and the general conditions of the chosen airline, including seat availability and cancellations.
27. The booking shall only be confirmed upon the receipt by the Cardmember of the booking number, by e-mail or mail.
28. Communication of any details necessary to process the booking, registration or exchange forms means that the Cardmember accepts these general conditions of use and has obtained the consent of any other members of his/her family to provide their particulars.
29. Citibank's partner may provide additional services, such as hotel booking, regional flights, car rental or travel insurance. Such additional services are directly provided by such partner and are of its exclusive responsibility. All extra services should be charged on Citi Travel Pass Credit Card.
30. Citibank reserves the right to alter the Programme Rules, or even cancel the Programme, by means of a notice to the Cardmember, given at least 15 days in advance.
31. These Programme Rules shall be governed by the laws of U.A.E, and any disputes arising hereunder shall be submitted to the courts of Dubai.
32. By signing the Citi Travel Pass Credit Card application and/or by activating the Citi Travel Pass Credit Card, Cardmember are subject to Citibank General Terms and Conditions and to the Reward Programme Terms and Conditions herein, which are made available upon request and on Citibank's website www.citibank.ae.