



**CAPAIR**

# CapRewards User Guide

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# Program Membership

As a CapRewards member you earn points for every dollar spent with CapAir. You can use your points on everything from flights to in-air purchases. This guide will tell you everything that you need to know to make the most of your membership.

## Account Signup

CapRewards is free to join on the CapAir website. All members must be able to provide their full name as listed on a valid form of travel documentation, date of birth, and contact information to join. After you sign up, you will receive a confirmation email containing your membership ID number.

## Account Suspension

CapAir has the right to suspend or delete an account at any time due to any of the following reasons:

- Fraudulent activity is found.
- Account closure is requested.
- Program rules are broken.

If your account is suspended, you may not earn or redeem points during that time. Your account may be restored to you following an internal review.

# Earning Points

## General Rules

Members earn one point for every dollar spent on tickets with CapAir. Points will be credited to your account within six weeks of the return ticket date, or the departure date for one-way tickets.

## Exceptions

Points cannot be transferred or shared between different accounts. You cannot earn points on refunded flights or flights that were missed for reasons outside of CapAir’s control.

## Redeeming Points

### Point Expiration

Members must redeem a minimum of 1,000 points once every 2 years to prevent point expiration. The points can be redeemed towards any benefit within the member’s current tier. Points can be rolled over without expiration for an annual fee of \$25.

### Reward Tiers

The CapRewards program has three rewards tiers: bronze, silver, and gold. All new members will start at the bronze tier and move to higher tiers as points are earned. Graduating to a new tier is based on lifetime points earned. Even if your points expire, they still count towards the next tier. The following chart shows the tier you are in based on points accumulated.

	BRONZE	SILVER	GOLD
Point Range	0 – 699,999	700,000 – 1,399,999	1,400,000 +

## Redemption Options

Each tier offers a range of options to redeem the points you earn. CapRewards members can use points to completely cover the cost of flight options or use them to get a discounted rate. Below is an overview of the benefits offered at each tier. Each higher tier also receives the benefits of the tier(s) below it.

- Bronze
  - Redeem points towards free or discounted flights.
  - Redeem points toward seat upgrades.



- Redeem points towards airline fees.
- Silver
  - One additional complimentary checked bag
  - Priority boarding
  - Priority booking
- Gold
  - Complimentary seat upgrades
  - One additional complimentary checked bag

## Frequently Asked Questions

### **CAN I HAVE MORE THAN ONE ACCOUNT?**

No, you can only have one CapRewards account at a time.

### **WHERE CAN I FIND MY MEMBERSHIP ID NUMBER?**

Your membership ID number is sent to you in an email after you join CapRewards. You can also find your ID under your account information when you login to the CapAir website.

### **HOW DO I KEEP MY POINTS FROM EXPIRING?**

You can keep points from expiring by redeeming a portion of them at least once every two years. You can purchase expiration protection for an annual fee of \$25.

### **CAN I EARN POINTS ON SEAT UPGRADES OR IN-FLIGHT PURCHASES?**

No, points are earned at a rate of 1 point for every dollar spent on ticket price alone. Seat upgrades after tickets have been purchased, additional baggage fees, and in-flight purchases such as drinks and wi-fi are not eligible to earn points.

### **MY POINTS HAVEN'T SHOWN UP YET, WHAT DO I DO?**

Points can take up to six weeks after your flight to show up in your account. If your points have not been credited to your account after six weeks, please contact CapAir customer support.

### **DO I HAVE TO REDEEM ALL OF MY POINTS AT ONCE?**

No, you can redeem as many or as few points at a time as you like. Points can be used to fully cover the cost of a flight, upgrade, or be used to apply a discount on the original price.

### **ARE THERE FEES FOR BOOKING A TRIP USING POINTS?**

Award travel is still subject to taxes and fees. Select fees may be paid for with additional points.

### **I CANCELED MY FLIGHT BOOKED WITH POINTS; CAN I GET MY POINTS BACK?**



You can cancel a flight purchased with points up to 24 hours before departure and have your points refunded along with the amount paid in taxes. For purchases made with a combination of points and money, the points will be refunded, and the remaining money will only be refunded if you have purchased a refundable ticket. Fees are not refundable for any type of redemption.

**DO I HAVE TO APPLY TO MOVE TO THE NEXT TIER?**

You will automatically be moved to the next tier once you qualify. You will receive a email alerting you to your status as soon as it has been updated.