Miles Transfer

**Miles Transfer**

**1. Do I have to be an Etihad Guest member to transfer miles?**

Only Etihad Guest members can transfer miles. You can create your free account [here](https://www.etihadguest.com/en/quick-enrolment.html) and transfer miles to another member after you’ve both completed one transaction using your accounts.

**2. Can I have a refund of transferred miles?**

No, all miles transfers are non-refundable.

**3. Can I cancel my miles transfer request?**

No, miles transfers cannot be cancelled.

**4. If I transfer miles, will it impact the expiry date of my miles?**

No, transferring miles will not affect the expiry date of your remaining miles. The expiration date of your remaining miles will be extended by 18 months only when you earn or redeem your miles with us or our partner airlines.

If someone transfers miles to you, they will have the same expiry date as the miles you already had in your account. But if you didn't have any miles in your account, the transferred miles will expire 18 months after the transfer.

**5. Can I transfer miles from my family account?**

No, you can only transfer miles from your individual account.

**6. Can I receive transferred miles to my family account?**

No, any transferred miles will be sent to your individual account. They will appear in your family’s total balance.

**7. How many miles can I transfer?**

You can transfer up to 50,000 Etihad Guest Miles each year.

**8. How many miles can I receive?**

The maximum number of miles you can receive per year is 50,000 Etihad Guest Miles.

**9. Can miles be transferred from a child account?**

You must be over 13 years old to transfer and receive miles.

**10. Can I transfer miles via the contact centre?**

No, miles can only be transferred at etihadguest.com.

**11. Is there a fee to transfer miles?**

Yes, a 10% transfer fee will apply per transaction.

**12. What is the minimum number of miles I can transfer?**

The minimum number of miles per transfer is 1,000 Etihad Guest Miles, excluding the transfer fee.

**13. Will I receive a confirmation email when I’ve transferred miles?**

Yes, you will receive a confirmation email after every transaction.

**14. Will I get a confirmation email when I receive transferred miles?**

Yes, you will receive a confirmation email after every transaction.

US rule for non-discrimination on the basis of disability

US rule for non-discrimination on the basis of disability

1. US rule for non-discrimination on the basis of disability

Etihad is covered by this rule for any flight to or from the US airport.

A full copy of the rule available for viewing on request at our airports serving the US.

2. Contact the US Department of Transport directly using the following methods:

For calls made from within the United States, by telephone via the Toll-Free Hotline for Air Travelers with Disabilities at 1-800-778-4838 (voice) or 1-800-455-9880 (TTY)

By Telephone to the Aviation Consumer Protection Division at 202-366-2220 (Voice) or 202-366-0511 (TTY)

By mail to the Air Consumer Protection Division, C-75, U.S. Department of Transportation, 1200 New Jersey Ave., SE., West Building, Room W96-432, Washington, DC 20590, and On the Aviation Consumer Protection Division's website.

Etihad Guest Reward Card

**Etihad Guest Reward Card**

**1. What is the Etihad Guest Reward Card?**

Etihad Guest Reward Card has been created to provide maximum flexibility to use your Etihad Guest miles. It enables you to redeem your miles anywhere you want, just like a credit card.

The only thing you need to start enjoying the benefits of the Etihad Guest Reward Card is being a member of the Etihad Guest program. You can then apply and request your own Etihad Guest Reward Card, by downloading the Etihad Guest Reward Card App and creating an account.

Once you have loaded your Etihad Guest Reward Card with miles, you can use it to make purchases. The amount of miles you can load on your card will depend on the currency you choose.

**2. How to add a virtual Etihad Guest Reward Card to Google Pay or Apple Pay?**

To add your Reward Card to Google Pay or Apple Pay, please follow the [instructions](https://pointspay.etihadguest.com/rexcategory?categoryCodes=SHPCAT169&categorySelected=SHPCAT169).

**3. Can I order a plastic Etihad Guest Reward Card card?**

No, you cannot order a new plastic Etihad Guest Reward Card. Etihad Guest program has stopped issuing plastic cards as part of its sustainability drive. If you already have a plastic Etihad Guest Reward Card, you may use it until its expiry date.

**4. What’s my Etihad Guest Reward Card username?**

Your Etihad Guest Reward Card username is the same as your Etihad Guest username or membership number.

**5. How much time does it take to get an Etihad Guest Reward Card?**

Your application will be reviewed by the card issuing institution within 14 business days.

**6. I applied for an Etihad Guest Reward Card, but my request was denied. How shall I proceed?**

Card issuing institution reserves the right at its discretion to reject the application, without having to give reasons. Its decision cannot be contested.

**7. How long the Etihad Guest Reward Card is valid and what happens when the validity expires?**

The Etihad Guest Reward Card is valid for one year post which you may choose to renew it.

**8. In which countries is the Etihad Guest Reward Card not available?**

Due to restrictions from the card issuer institution, the Etihad Guest Reward Card cannot be issued to the residents of the following countries:

Afghanistan, Angola, Azerbaijan, Bosnia and Herzegovina, Bangladesh, Burundi, Belarus, Cocos (Keeling) Islands Congo, The Democratic Republic of The Central African, Republic Congo, Brazaville, Côte d'Ivoire, Cameroon, Cuba, Christmas Island, Djibouti, Dominican Republic, Eritrea, Ethiopia, Guinea, Equatorial Guinea, Guatemala, Guinea-Bissau, Heard Island and McDonald Islands, Honduras, Haiti, Iraq, Iran, Islamic Republic of Kenya, Kyrgyzstan, Cambodia, Comoros, Korea, Democratic People's Republic of Korea, Republic of Lao People's Democratic Republic, Lebanon, Liberia, Libya, Madagascar, Mali, Myanmar, Northern, Mariana Islands, Mauritania, Maldives, Mozambique, Norfolk Island, Nigeria, Nicaragua, Nauru Niue, Papua, New Guinea, Pakistan, Palestine, Paraguay, Russian Federation, Rwanda, Sudan, Somalia, South Sudan, Syrian Arab Republic, Chad, Togo, Tajikistan, Turkmenistan, Ukraine, Uganda, Uzbekistan, Venezuela, Bolivarian, Republic of Vanuatu, Yemen and Zimbabwe.

There may be limitations to Etihad Guest Reward Card usage in above mentioned countries.

**9. In which countries are members unable to request an Etihad Guest Reward Card limit increase?**

Due to restrictions from the card issuing authority, members can’t request a limit increase if they have the country of residence /nationality of any of these countries:

American Samoa, Australia, Canada, Guam, Japan, Malaysia, Puerto Rico, Samoa, United States, United States Minor Outlying Islands, and Virgin Islands, U.S.

**10. How to use an Etihad Guest Reward Card?**

You can use your Etihad Guest Reward Card anywhere Visa prepaid cards are accepted, whether in-store or online.

**11. What is my Etihad Guest Reward Card number? Why don’t I see it?**

Your Etihad Guest Reward Card, expiry date, and CVV information will be visible to you when you load it. Without the Etihad Guest Reward Card being loaded, you will not be able to see this information.

**12. What should I do if my Etihad Guest Reward Card is refused or denied?**

Check that your Etihad Guest Reward Card has sufficient credit and whether your merchant accepts credit cards. If you’re still unsure why your card has been refused, please call the card assistance center at +41844004141. Agents are available 24/7 to help you.

**13. Can a merchant decline my Etihad Guest Reward Card?**

In some cases, your Etihad Guest Reward Card may be declined by a merchant. Such merchants can be:

* car rental companies and hotels that don’t allow prepaid cards.
* music or video stores, due to country-specific copyright licenses.

Etihad Guest Reward Card are currently issued in Switzerland, so your card may be declined by a merchant that doesn’t accept credit or prepaid cards that aren’t issued in the domestic market.

**14. What’s the miles refunding process?**

Your miles will be credited back to your Etihad Guest account after the merchant completes the refund process on your card, which can take up to 14 business days.

**15. The merchant has confirmed the refund of the purchase I made with my Etihad Guest Reward Card, but I have not yet received it in my Etihad Guest account. What shall I do?**

If the refund does not reflect on your Etihad Guest account after 14 business days from the transaction date, kindly [contact us](https://forms.zohopublic.eu/zohoadmin18/form/FrequentlyAskedQuestions/formperma/aCrElz31_Ek-Be6bZQefwtEQ4q-PFQWLLTD6B6TnETc) and share the following details - merchant’s name, merchant country, date of transaction, sales amount, online or in-store shop, and reason for refund.

If you have an e-mail confirmation from the merchant regarding order cancellation and honored refund, then please attach that too.

**16. My Etihad Guest Reward Card stopped working. Why?**

Please contact us and share details of the issue, your member ID, and other details like the screenshot of the issue, date, etc.

**17. Will my Etihad Guest Reward Card have a pre-loaded amount?**

Your Etihad Guest Reward Card won’t have any pre-loaded amount. You can add the amount you’d like by using your miles and confirming your approval to credit the amount to your card.

**18. What is the loading fee?**

There is a fixed loading fee per load of 159 miles, irrespective of the amount being loaded. The loading fee is non-refundable.

It is highly recommended to load more money on the Etihad Guest Reward Card than you plan to spend, to be confident that the transaction will go through.

Due to security reasons, you will be asked to verify your phone number via an SMS before each card load hence it is required to have the mobile phone number registered in your Etihad Guest Reward Card profile.

The loaded amount remains on your card for 48 hours or until you manually unload the card.

**19. What is the currency rate used when miles are converted into cash?**

There is no fixed currency rate used when miles are converted into cash. The rate will fluctuate depending on the current exchange rate. However, you can expect to receive approximately 160 to 170 miles per 1 USD.

**20. Is there a limit to the miles I can convert?**

Yes. The limit is based on multiple criteria, such as your card and your Etihad Guest tier level. The maximum allowed loading amount in your selected currency is also displayed whenever you make a loading request.

**21. I have been informed that I have reached the annual loading limit and cannot load the Etihad Guest Reward Card. What is it?**

When reviewing the application, the card issuer institution, based on the internal information, sets the maximum annual loading limit for the card user.

To increase the loading limit, you will need to send the [filled form](https://rc-static.loyrewards.com/docs/kyc/890_LoyLogic_KA_EN.pdf) to the card issuing institution via mail to the postal address below:

Postal Address:

Cornèr Banca SA Cornèrcard

Via Canova 16

6901 Lugano

Switzerland

Please note that card issuing institution does not entertain any forms or requests through e-mail or private courier services, please forward duly signed documents only through the ‘Government Postal Mail Service’.

If your request gets approved, you will be able to load an unlimited amount of money on your Etihad Guest Reward Card.

**22. Can I use my Etihad Guest Reward Card to top up my regular credit card?**

It is not possible to top up your regular credit card using your Etihad Guest Reward Card.

**23. Can I save my miles from expiry with my Etihad Guest Reward Card?**

No, you can’t use your Etihad Guest Reward Card to save your miles because they will automatically be transferred to your account once they are unloaded. The Etihad Guest Reward Card lets you spend your miles at over 30 million outlets worldwide, so there’s plenty of opportunity to use them before they expire.

**24. How long does the loaded amount stay on my Etihad Guest Reward Card?**

The cash will remain on your Etihad Guest Reward Card for 48 hours, with an optional free 24-hour extension. If you do not use the cash within this time period, it will be automatically transferred back to your Etihad Guest account as miles.

**25. What happens if I don’t spend all the amount loaded on the Etihad Guest Reward Card?**

Any unspent amount left on your Etihad Guest Reward Card will be automatically converted back into Etihad Guest miles once your card is unloaded.

You can also manually unload the card anytime by clicking the “Unload card” button before the timer expires.

**26. The insufficient amount was loaded onto my card. How do I fix it?**

It is not possible to top up the missing amount if the Etihad Guest Reward Card is already loaded.

You can adjust the amount in your Etihad Guest Reward Card by selecting ‘Unload remaining amount’ and then uploading the correct amount.

**27. The Etihad Guest Reward Card is unloaded but I don’t see the miles in my Etihad Guest account. What shall I do?**

Please be informed that the unloaded amount will be returned to your Etihad Guest account as miles.

Thus, we request you to check the Etihad Guest account and cross-check your transactions.

If you do not see the unloaded miles, please provide us with the following details via contact us form.

* Number of miles loaded
* Number of miles missing
* Date of card load/ unload

**28. What is a one-time password (OTP)?**

A one-time password (OTP) is an automatically generated numeric or alphanumeric string of characters that authenticates a user for a single transaction or login activity.

OTP will be sent to your registered mobile phone number and email address.

OTP is sent to confirm the request for a new Etihad Guest Reward Card, every card loading transaction and redemption transaction.

**29. I did not receive OTP. Why?**

Kindly ensure that your phone is connected to the network and block-SMS feature is disabled.

If you do not receive the expected OTP, please contact us with the following details:

* Transaction you plan to complete
* The date on which OTP was requested
* Mobile number on which the OTP shall be sent
* Email address on which the OTP shall be sent

Note: Please provide the contact number in the below format

Country code: XXX

Mobile number: XXXXXXXXX

For redemption transactions please also provide:

* Merchant name
* Transaction Amount

**30. I entered the wrong OTP, what shall I do?**

Wait until the timer on the screen expires and request for a new OTP.

**31. What should I do if my card is lost or stolen?**

Please call the card assistance center immediately at +41844004141. Agents are available 24/7 to help you.

Etihad Guest mobile app

**Etihad Guest mobile app**

**1. Where can I download the Etihad Guest app?**

You can download the app for free from the Google Play store or the Apple App store.

**2. How can I reset or change my password?**

To reset your password, click on Forgot Password in the login page and follow the steps to create a new one.

To change your password, log in to your account and choose change my password from the My account section. Then simply follow up the steps to create a new one.

**3. I am unable to log in to my account. Why is it locked?**

Your account may be locked after you’ve entered the wrong login details three times this is to keep your personal data safe. Reset your password or email us for help at [guest@etihadguest.com](mailto:guest@etihadguest.com).

**4. Do I need to be an Etihad Guest member to use the app?**

You can still use the app even if you’re not an Etihad Guest member. See our latest offers based on your location, apply for an Etihad payment card with our partner banks and find out more about earning and spending miles. You can also use our live chat bot to learn more about the Etihad Guest programme.

If you’re an Etihad Guest member, you can log in to the app to see your account information, miles balance and transaction history. You can also link your UAE issued Visa payment card to earn and redeem miles in real time.

**5. I logged into the app, but I haven’t received a One Time Password.**

A One Time Password is sent to your registered email address – remember to check your junk or spam folder. If you still haven’t received the OTP, you can email our customer support team on [guest@etihadguest.com](mailto:guest@etihadguest.com).

**6. How do I turn app notifications on or off?**

Log in to the app, click My Account and select Preferences. Tick the notifications you’d like to hear and click Save.

**7. Can I see transactions that are more than one year old?**

In the app, you can see transactions for the last 12 months only. To view earlier transactions, please log in to your account at etihadguest.com.

**8. How can the chatbot help me?**

Our friendly chatbot can help with questions about your account, profile, transaction history and our latest offers.

Emirates NBD

**Emirates NBD**

**1. When can I get my discount voucher?**

As an Emirates NBD Etihad Guest Elevate card holder, you’ll receive a 50% discount voucher when you spend AED150,000 within one year.

As an Emirates NBD Etihad Guest Inspire card holder, you’ll receive a 25% discount voucher when you spend AED100,000 within one year.

This one-time use voucher will allow you to book an Etihad Airways flight ticket with fewer miles than usually required. It must be used when redeeming your miles while booking a ticket and a maximum of two vouchers will be issued within a 12 month period.

**2. How can I fast track my tier upgrade?**

As an Emirates NBD Etihad Guest Elevate card holder, you’ll be fast tracked to Gold when you complete one return flight on Etihad Airways within the first six months from the activation of your first primary card. Your ticket must be booked using an Emirates NBD Etihad Guest Elevate card.

As Emirates NBD Etihad Guest Inspire card holder, you’ll be fast tracked to Silver when you complete two return flights on Etihad Airways within the first six months from the activation of your first primary card.

**3. What’s the maximum number of Tier Miles I can earn?**

Emirates NBD Etihad Guest Elevate card holders can earn a maximum of 50,000 Tier Miles while Emirates NBD Etihad Guest Inspire card holders can earn a maximum of 25,000 Tier Miles. You can start earning miles within a year from the activation of your first primary card, which can then be used for eligible purchases. Your Tier Miles will also be valid for a 12 month rolling period once you start earning them.

Emirates Islamic Bank

**Emirates Islamic Bank**

**1. How can I earn miles back with my EIB card?**

As an Emirates Islamic Premium card holder, you’ll receive 50% miles back when you book a flight or upgrade using your Etihad Guest Miles.

As an Emirates Islamic Saqer, Ameera and Emirates Islamic Platinum card holder, you’ll receive 20% miles back when you book a flight or upgrade using your Etihad Guest Miles.

There is no minimum spend criteria for any card holder as well as no maximum limit to the number of miles that can be redeemed.

This is only applicable after you fly using the ticket you booked with your miles. If you cancel your ticket, the miles that were credited to your account as part of the ‘Miles Redemption Offer’ will be debited back according to the number of miles received.

Note: Effective 03 May 2024, the miles back benefit will be replaced with Discount Voucher. Existing card holder can still avail the miles back for flights redeemed between 03 May 2024 and 30 June 2024 for travel until 30 September 2024. All flights redeemed before 03 May 2024 will still avail the miles back benefit.

**2. How long will it take for my miles to credited to my account?**

Your miles will be credited to your Etihad Guest account 14 days after the redemption date

**3. It’s been over 45 days and I still haven’t been credited any miles. What do I do?**

Please contact [guest@etihadguest.com](mailto:guest@etihadguest.com) and provide your reservation code.

**4. How can I fast track my tier upgrade?**

If you’re an Emirates Islamic Etihad Guest Premium card holder, you’ll be fast tracked to Gold Tier status when you complete spends of AED4500 on Etihad Airways flights and/or upgrades within the twelve months from the activation of your first primary card.

If you’re an Etihad Guest Saqer or Ameera card holder, you’ll be fast tracked to Silver Tier status when you complete spends of AED2000 on Etihad Airways flights and/or upgrades within the twelve months from the activation of your first primary card.

**5. How will I receive my Wi-Fi voucher?**

When you spend at least AED500 or more at Etihad.com then you’ll receive one WiFi voucher. The vouchers will be provided one month after each time you meet the minimum spending required. Premium card holders can receive up to four vouchers, while Saqer and Ameera card holders will receive a maximum of two vouchers.

**6. When can I get my discount voucher?**

As a Premium card holder, you will be eligible for a 60% discount voucher when you spend on the Etihad Guest Emirates Islamic Bank card total AED165,000 within one year (starting from 03 May 2024 for cardholder activated before 03 May 2024 and starting from 1st primary card activation date in year one for cardholder activated on or after 03 May 2024).

As a Saqer or Ameera card holder, you will be eligible for a 25% discount voucher when you spend on the Etihad Guest Emirates Islamic Bank card total AED100,000 within one year (starting from 03 May 2024 for cardholder activated before 03 May 2024 and starting from 1st primary card activation date in year one for cardholder activated on or after 03 May 2024).

As a Platinum card holder, you will be eligible for a 10% discount voucher when your spend on the Etihad Guest Emirates Islamic Bank card total AED50,000 within one year (starting from 03 May 2024 for cardholder activated before 03 May 2024 and starting from 1st primary card activation date in year one for cardholder activated on or after 03 May 2024).

This one-time use voucher will allow you to book an Etihad Airways redemption flight ticket with fewer miles than usually required. It must be used when redeeming your miles while booking a ticket and a maximum of two vouchers will be issued within a 12 month period.

SBIC

**SBIC**

**1. How can I fast track my tier upgrade?**

As an Etihad Guest SBI Premier Credit Card holder, you’ll be upgraded to Gold with your first purchase.

As an Etihad Guest SBI Credit Card holder, you’ll be upgraded to Silver with your first purchase.

You’ll receive an SMS about your tier upgrade within 10 days of your first transaction.

You can opt for your tier upgrade through SBIC’s helpline, mobile app and website.

The current tier level will then be valid for six months.

You can retain the tier level for another six months when you complete one return flight on Etihad Airways within six months of card issuance.

To learn more about Tiers and Status, click here.

**2. What is the maximum number of Tier Miles I can earn?**

If you’re an Etihad Guest SBI Premier Credit Card holder, you’ll receive a maximum of 40,000 Tier Miles within a year starting from the activation of your first primary card. The miles can then be used for eligible purchases over a 12 month rolling period to maintain your Tier Status.

If you’re an Etihad Guest SBI Credit Card holder, you’ll receive a maximum of 20,000 Tier Miles within a year starting from the activation of your first primary card. The miles can then be used for eligible purchases over a 12 month rolling period to maintain your Tier Status.

**3. How will I receive my Wi-Fi voucher?**

If you’re an Etihad Guest SBI Premier Credit Card holder, you’ll receive two free Wi-Fi vouchers on your first Etihad Airways booking using your card.

If you’re an Etihad Guest SBI Credit Card holder, you’ll receive one free Wi-Fi voucher on Your voucher will be sent by email from Etihad Guest within two weeks from the date of your flight booking.

Each voucher code is valid for 12 months from the date of issuance.

**4. How can I receive my free companion voucher?**

If you’re an Etihad Guest SBI Premier Credit Card holder, you’ll receive a free companion voucher once you spend INR8,000,000 or more in one year.

If you’re an Etihad Guest SBI Credit Card holder, you’ll receive a free companion voucher once you spend INR10,000,000 or more in one year.

The voucher can be redeemed for any flight operated by Etihad Airways only. You must also use your Etihad Guest Miles or Miles + Cash when booking the ticket.

The voucher is valid for six months from the date of issuance.

You must accompany your companion on the entire journey.

This voucher can be redeemed for any flight operated by Etihad Airways only. Etihad Guest Miles must be redeemed in order to avail of this offer as full payment or Miles + Cash.

The voucher is valid for six months from the date of issuance.

The Etihad Guest SBI Card holder must accompany the companion on the entire journey.

**5. What Etihad Airways flight discount will I receive?**

You are eligible for a 3% discount on Economy seats and an 8% discount on Business seats. Click here to access your discount: [www.etihad.com/sbic](https://www.etihad.com/sbic)

FAB

**FAB**

**1. When can I get my discount voucher?**

As an Infinite card holder, you will be eligible for a 75% discount voucher when your purchases total AED200,000 (including balance transfer from another bank) within one year (starting from the 1st primary card activation date in year one or from the anniversary date of the 1st primary card activation date in subsequent years).

As a Signature card holder, you will be eligible for a 50% discount voucher when you your purchases total AED150,000 (including balance transfer from another bank) within one year (starting from the 1st primary card activation date in year one or from the anniversary date of the 1st primary card activation date in subsequent years).

As a Platinum card holder, you will be eligible for a 25% discount voucher when your purchases total AED100,000 of purchase (including balance transfer from another bank) within one year (starting from the 1st primary card activation date in year one or from the anniversary date of the 1st primary card activation date in subsequent years).

The discount voucher offers you a one-time use to reduce the number of Etihad Guest Miles you need to book your ticket. The code should be used when using your miles to receive the discount according to your card.

**2. How can I fast track my Tier Status?**

As an Infinite card holder, you will be eligible to fast track your Tier Status upgrade to Gold when you complete one return flight on Etihad Airways within six months from the 1st primary card activation date. The tickets should be booked using your FAB Etihad Guest Infinite Credit Card.

As a Signature card holder, you will be eligible to fast track your Tier Status upgrade to Silver when you complete two return flights on Etihad Airways within six months from the 1st primary card activation date. The tickets should be booked using FAB Etihad Guest Signature Credit Card.

**3. What is the maximum number of Tier Miles I can earn?**

Signature card holders will receive a maximum of 25,000 Tier Miles per year while Infinite card holders will receive a maximum of 50,000 Tier Miles per year that can be used for eligible purchases. The more you purchase, the faster you can upgrade your Tier Status. The purchases will also help you to maintain your current level. These will be awarded within 60 days from the activation date of your first primary card and are valid for a 12 month rolling period.

**4. How will I receive my Wi-Fi voucher?**

Your voucher will be sent by email from Etihad Guest within two weeks from when you receive your FAB Etihad Guest credit card.

* Each Premium Wi-Fi voucher entitles you to a 180MB allowance for consumption during your flight.
* Your Wi-Fi voucher expires at end of flight. Etihad Airways reserves the rights to alter the service and conditions without prior notice.
* The voucher codes are valid for 12 months from the date of issuance.

Earn miles with Etihad Airways

**Earn miles with Etihad Airways**

Any miles you earn are calculated as a Ticketed Point Mileage (TPM) percentage. TPM is the officially stated distance between two cities. Here’s a simple guide to help you calculate how many miles you may earn on your next flight.

|  |  |  |
| --- | --- | --- |
| **Cabin** | **Fare Choices** | **Etihad Guest Miles earned** |
| Economy | Basic | 15% |
| Value | 35% |
| Comfort | 75% |
| Deluxe | 120% |
| Business | Value | 100% |
| Comfort | 200% |
| Deluxe | 250% |
| First | Deluxe | 300% |

**Etihad Guest Bonus Miles calculated per tier:**

| **Etihad Guest Bonus Miles** | |
| --- | --- |
| Emerald | 100% of the TPM |
| Platinum | 100% of the TPM |
| Gold | 50% of the TPM |
| Silver | 25% of the TPM |

Enrolment

**Enrolment**

**1. How can I enrol to become an Etihad Guest member?**

It's easy and quick to enrol. Become an Etihad Guest member today to enjoy exclusive rewards and benefits, including free access to our Wi-Fi Chat package throughout your flights. Here are three simple ways to sign up:

1. Fill out a short form and [enrol online.](https://www.etihadguest.com/en/quick-enrolment.html)
2. Select the enrol option when [booking](https://www.etihad.com/book)your flight.
3. Once onboard, connect your device to Wi-Fly and fill out the short form to enrol.

**2. Who can become an Etihad Guest member?**

Anyone aged two-years-old and above can join Etihad Guest.

Companies and organisations interested in joining our programme must contact [Business Connect](mailto:BusinessConnect%20Support%20%3cBusinessConnectSupport@etihad.ae%3e).

**3. What should my Etihad Guest membership password include?**

 To make sure that your password is secure, it must include:

* A minimum of eight characters
* At least one uppercase letter
* At least one lowercase letter
* At least one numeric value
* One special character

**4. Can I use the same email address to enrol my family?**

You can use your email address or an email address of another adult for any guest aged 12 years or younger.

All other adult members must have a unique email address to join Etihad Guest.

**5. Will I start earning miles straight away?**

Yes, you can start earning miles immediately. Just make sure you verify your email address to complete the registration process.

**6. Will I receive a membership card?**

To reduce plastic and protect the planet, you no longer need a physical membership card to use your Etihad Guest benefits. You can view your digital card and access your account at etihadguest.com or via the Etihad Airways or Etihad Guest mobile app.

We are temporarily not providing any plastic cards for members; however, you can view your digital card [online](https://www.etihadguest.com/) or via your account on the Etihad Airways or Etihad Guest mobile app.

**7. How can I contact Etihad Guest?**

If you have a question or need any help, you can [call us](https://www.etihadguest.com/en/contact-us.html?_linkNav=contact_us) or email us if you’d prefer.

* For Bronze members: [guest@etihadguest.com](mailto:guest@etihadguest.com)
* For Silver members: [guestsilver@etihadguest.com](mailto:guestsilver@etihadguest.com)
* For Gold members: [guestgold@etihadguest.com](mailto:guestgold@etihadguest.com)
* For Platinum members: [guestplatinum@etihadguest.com](mailto:guestplatinum@etihadguest.com)
* For Emerald member: [guestdiamond@etihadguest.com](mailto:guestdiamond@etihadguest.com)

If you’re a Gold, Platinum, or Emerald Tier member, you have access to a dedicated contact centre.

Claim miles

**Claim miles**

**1. How can I make sure miles get auto credited to my account when I travel?**

You have two options to make sure your miles are auto credited. You can either provide your membership number when booking a travel reservation or request to update your details at the airport check-in counter before you travel. Please ensure that your booking name matches the name in your account to avoid any issues.

**2. Can I claim missing miles for flights taken before becoming a member?**

Yes, you can for flights taken up to three months before becoming an Etihad Guest member. To claim miles on Etihad-operated flights, please send your boarding pass copies to [guest@etihadguest.com](mailto:guest@etihadguest.com).

For partner airline claims, please send us a copy of your boarding pass along with the below details to [guest@etihadguest.com](mailto:guest@etihadguest.com):

* Your Etihad Guest membership number
* Your First name
* Yours Last name
* Flight number
* Origin
* Destination
* Cabin
* Booked Class
* Booking reference (PNR)
* Ticket number

**3. How can I claim missing miles after becoming an Etihad Guest member?**

If you’ve flown on Etihad Airways-operated flights, it’s easy – simply log into to your account online, click on the option ‘claim missing miles’ and fill in the required details to claim your missing miles. You can also email copies of your ticket or boarding pass to guest@etihadguest.com.

For partner airline claims, you can email a copy of your boarding pass along with the below details [guest@etihadguest.com](mailto:guest@etihadguest.com):

* Your Etihad Guest membership number
* Your First name
* Yours Last name
* Flight number
* Origin
* Destination
* Cabin
* Booked Class
* Booking reference (PNR)
* Ticket number

**4. Can I earn miles in other ways?**

Yes, you can earn miles by using a co-branded credit card, through Miles on the Go in your Etihad Guest app or with any of our partner hotels, leisure attractions and rental companies.

If your statement is missing miles earned from them, kindly contact the partner concerned within six months of the transaction. However, you can’t claim any missing miles up to three months before enrolling in Etihad Guest.

You can learn more about earning miles with our diverse partners here.

**5. Can I earn Etihad Guest Miles on codeshare flights?**

Yes, Etihad Guest Miles can also be earned on flights with our partners as long as they’re marketed by Etihad only. You can find them by looking for flights that have the code starting with EY.

You can find the latest updates on our codeshare flights here.

**6.Can I claim any miles I’ve earned in the past?**

You can claim your miles up to six months from your last transaction, whether flights or otherwise.

All about miles

**All about miles**

**2. What can I earn as an Etihad Guest member?**

You’ll be able to enjoy various rewards with our loyalty programme, including:

**Etihad Guest Miles**

Start earning as soon as you become a member! You can earn Etihad Guest Miles by flying with us or our partner airlines, as well as by using Etihad Guest Payment Visa Cards or our Miles on the Go feature on the Etihad Guest app. You can also earn miles with our non-airline partners like banks, hotels, retail chains, and more.

You can redeem your Etihad Guest Miles for all sorts of exciting rewards, like flights, upgrades, holidays, hotels, or even gifts from our Reward Shop. You can even pay for various things using Miles on the Go on the mobile app!

**Etihad Tier Miles**

The more Tier Miles you earn, the faster you can progress to the next tier level. From Bronze, to Silver, Gold, Platinum or Emerald. The higher the tier, the better the benefits!

There are many ways to earn Etihad Tier Miles. You can earn them by using Etihad-branded credit cards, using the Miles on the Go feature on the Etihad Guest App, or by flying with us or our partner airlines. When you fly, you’ll earn Tier Miles based on the distance you fly and the fare you book. You can earn the same number of Tier Miles and Etihad Guest Miles by flying with us or eligible partner airlines.

There are two types of Tier Miles: Tier Miles from flying, and Tier Miles from non-airline activities. You can earn Tier Miles from flying with Etihad Airways or our partner airlines. You can also earn Tier Miles through other non-airline activities, such as using Etihad Guest co-branded credit cards, spending on your Etihad Guest payment cards, or shopping with ‘Miles on the Go’ partners.

**Etihad Guest Bonus Miles**

Etihad Guest Silver Tier members earn a bonus of 25% of Etihad Guest Miles, Gold Tier members earn a bonus of 50% of Etihad Guest Miles, and Platinum, and Emerald members earn a bonus of 100% Etihad Guest Miles.

**3. How long are my Etihad Guest Miles valid for?**

The validity of your Etihad Guest Miles depends on your Tier Status:

**Etihad Guest Bronze, Silver and Gold** Tier members: Your miles are valid for 18 months. These can be extended to an additional 18 months by flying with Etihad Airways or any partner airline.

**Etihad Guest Platinum, and Emerald** Tier members: Your miles will never expire.

You can easily check your miles balance, miles validity and transaction history by either logging in to your Etihad Guest account or subscribing to our monthly e-statements

**4. What is BuyMiles and how does it work?**

BuyMiles lets you pay for the miles you need instantly, whether you need a few more to pay for a flight or book that holiday you’ve been dreaming of.

You can buy up to 100,000 miles every year - or 150,000 miles if you're a Platinum member - quickly and conveniently with your credit card. If you have an Etihad Guest bank card, you’ll even earn miles on the transaction too!

**5. What is MilesBooster?**

MilesBooster is a great way to earn up to three times the number of miles for flights you’ve taken in the past 12 months and earn up to 150,000 extra Etihad Guest Miles every year.

You can also boost the miles you've earned from your Etihad Guest payment card, hotels, car rentals and other partners over the past six months.

Family Membership

**Family Membership**

**1. What is Etihad Guest’s Family Membership account?**

An Etihad Guest Family Membership allows everyone to earn miles individually through travel or any one of our partners, then look forward to enjoying them as a family. Each family member can spend their own miles, or the head of the family can use them all on flights for everyone, buy something special from our Reward Shop, or pay for the next family holiday.

**2. What are the benefits of a Family Membership account?**

Your family will be able to earn Etihad Guest Miles quicker as a group while still allowing each member to use their own miles in whatever way they’d like. Each family member will also continue to receive Tier Miles every time they fly, helping them to reach Silver, Gold, Platinum, or Emerald Tier Status, where they can enjoy greater benefits and rewards as they progress. However, any change to a family member’s Tier Miles or Tier Status will not be extended to others in the same family account.

**3. How can I create a Family Membership account?**

If you’re at least 21-years-old, all you have to do is log into your account at etihadguest.com and head to the Family Membership account option, where you can add up to eight members who already have Etihad Guest accounts.

Anyone you’d like to add who is 13-years-old or older must accept the request sent to their email address while anyone who is 12-years-old or younger will be automatically added to your Family Membership account.

**4. Who can I add to my Family Membership account?**

You can add direct family members along with extended relatives, including grandchildren, grandparents, parents-in-law, step-parents, step-children, step-siblings, step-grandchildren, nieces and nephews as well as household help (one only).

**5. Can I invite my friend to be part of my Family Membership account?**

No, only family members can be added to your account.

**6. How do I leave or remove a member from our Family Membership account?**

You can leave the account, or the head of your family can remove you, by sending an email to [guest@etihadguest.com](mailto:guest@etihadguest.com)

Once the process is complete, you must wait for 30 days before creating your own Family Membership account or joining another one.

**7. What happens to my miles when I leave the Family Membership account?**

Your miles have always stayed in your Etihad Guest account so you will not lose anything. Your contribution to the total amount of miles pooled in the Family Membership account will be removed, reducing the balance available for your head of the family to use.

**8. How can I change the Family Membership in my account?**

Anyone who joins a Family Membership account, including the head of the family, are subject to a one-month lock-in period, which means that they cannot leave or be removed during this time. Afterwards, any member can leave or be removed.

**9. Can I be the head of two Family Membership accounts?**

No, you can be part of only one Family Membership account at a time.

**10. Currently, my spouse is listed as the head of the family in our account. How can we change that?**

You can’t change the current head of the family listed in your account. You must either leave and start your own Family Membership account or your spouse can dissolve the current account and afterwards, you can create a new one with a different head of the family listed.

This can only be done after a mandatory 30-day waiting period, regardless of which action you take.

**11. Will I be asked for proof of relationships added in my Family Membership?**

Yes, your account may be audited randomly, and you may be asked to provide proof of your family members’ relationship to you.