

## Membership Terms & Conditions

### 1. Definitions

- Airline: flyadeal
- Month: refer to calendar month
- Member: Individual who is 18 years or older and a member to the adeal membership.
- Adeal membership/membership: Is a pre-paid membership plan that allows the member to purchase domestic Flights at a fixed rate (excluding the route Dammam – Neom ).
- Flight: A scheduled air transportation service provided by flyadeal.
- Eligibility: The duration during which the adeal membership is active.
- payment: automated withdrawn from the member's registered credit card
- Traveling window: When payment is successful on the 1st day of the month from the 6th of the current month until the 5th of the following month
- Booking window: 5 days prior the flight and booking within the traveling window.

### 2. Membership terms

#### 2-1 Duration and Renewal

The adeal membership is an annual membership program with a 12-month commitment.

#### 2-2 Payment Schedule

The member specifies the credit card to be used for the monthly payments during the sign-up process. This credit card can be updated after sign-up by logging into the adeal membership account and updating the credit card information on file. membership is automatically renewed each month during the membership term and the credit card on file will be billed accordingly. It is the responsibility of the member to ensure the membership is renewed successfully each month. Renewals will be processed on the 1st of each month, regardless of when the original sign-up and payment was made. If a monthly payment is not successful, the member will be alerted. Any outstanding balance due will be charged at billing, up to and including prior months' balances where payments were

unsuccessful and unresolved. Automated withdrawal at the beginning of each month will be made through "Caravelo" our platform provider

### **2-3 Flight reservation payments**

Flight Reservations Payments The credit card used to pay for flight fares, taxes, and fees is specified during the booking checkout process. The subscriber must enter a valid credit card at booking and payment must be successful for a reservation to be created.

### **2-4 Cancellation Policy**

membership cannot be canceled before the end of the 12-month term, except in the first 5 days as long as the member did not utilize it. However, users may cancel at the end of the term to avoid auto-renewal.

### **2-5 Starting Date of the membership**

Passengers joining to adeal membership in the middle of the month can have the option to set the 1st of the next month as the starting month.

## **3. Credits & Usage**

### **3-1 adeal membership Credits**

Credits are issued monthly and can be redeemed for roundtrip flights within the eligible service area. Credits must be used before their expiration date, and unused credits cannot be rolled over.

Deposit Upon successful payment each month of the monthly membership fees, credits for roundtrip flights will be deposited into the member's account. The number of such credits, and the frequency they are deposited into a user's account, vary according to the options chosen by the member during initial sign-up. During such time that successful payment cannot be made, credits will not be deposited into an account and redemption of credits for roundtrip tickets will not be available.

### **3-2 Booking and Expiration**

Credits must be used to book flights before their expiration date, even if the travel occurs later.

### 3-3 Booking Process

Flights can be booked via the program icon at flyadeal official website. Users must pay SAR50 per flight at the time of booking.

### 3-4 Restrictions

Certain restrictions apply to bookings, including the requirement for round-trip flights, non-availability for one-way flights, and limitations on changing flights after booking, and blackout dates, And expecting fast sold-out seats on the following dates:

11-Dec-24	14-Dec-24
03-Jan-25	12-Jan-25
20-Feb-25	02-Mar-25
23-Mar-25	05-Apr-25
01-May-25	05-May-25
25-May-25	31-May-25

### 3-5 Cancellation and changes

In case of flight cancellation by flyadeal an alternative flight will be allocated for you or you will be refunded with the membership amount and additional service paid as applicable via flyadeal and caravelo the platform provider.

### 3-6 Baggage Allowance

The membership does not include free checked or carry-on bags. Standard baggage fees apply as per the airline's policy. You may add additional carry-on bags or check-in baggage to your adeal membership and it will be added to your membership.

### 3-7 Rewards and miles

adeal membership is not linked to any mileage or rewards program.

### 3-8 No-show

If the Customer fails to show up for a booked flight without providing prior notice, such no show results in the Customer to forfeit the value of the adeal membership for that flight.

## **4 Miscellaneous**

### **4-1 Governing Law**

These terms are governed by the laws of the Kingdom of Saudi Arabia.

### **4-2 Amendments**

Flyadeal reserves the right to amend these terms at any time. Users will be notified of significant changes.

### **4-3 Privacy**

Please refer to flyadeal privacy policy

### **4-4 Contact Information**

For questions or assistance, please contact our customer service.

#### **Within the Kingdom of Saudi Arabia:**

920000212

#### **Outside the Kingdom of Saudi Arabia:**

00966126346100

#### **We are happy to answer your call everyday:**

From 08:00-22:00 KSA time

## **5- Violation of Terms and Conditions**

The members agrees to comply with all applicable laws, regulations, and the terms and conditions of the adeal membership. Any violation of these terms and conditions may terminate the Customer's adeal membership without notice and without refund and The Airline reserves all its rights to legal recourse.