

Frequently Asked Questions

Is there any change in Annual Fees for my Etihad Credit Cards?

No, there is no change in Annual Fees for the Etihad Guest Infinite and Platinum Credit Cards. The Etihad Guest Gold and Classic Credit Card continue to be Free for Life.

When will the Anniversary Bonus and Welcome Bonus Miles be credited?

Your Welcome Bonus Miles and Anniversary Bonus Miles will be credited to your Etihad Guest miles account within 60 days of payment of the Annual Fee during the 1st year of card issuance and subsequent anniversaries respectively.

Will I earn Etihad Guest Miles on my regular purchases with my Etihad Guest Credit Card?

Your everyday spend with Etihad Guest Above Credit Cards - whether it's shopping, dining, entertainment or travel expenses anywhere in the world - earns you Etihad Guest Miles. The new miles earning structure is as follows:

	Etihad Guest Above Infinite Card	Etihad Guest Above Platinum Card	Etihad Guest Above Gold Card	Etihad Guest Above Classic Card
Miles per USD 1 purchase*	1.5	1	0.75	0.33
Bonus Miles per USD 1 on purchase overseas or with Etihad Airways	1.5	1	-	-
Bonus Miles per USD 1 purchase at Duty Free Stores and hotel booking within UAE	0.75	0.5	-	-

*Purchases locally (within UAE) in the category of Supermarkets, Government Services, Utilities and Education will earn 0.33 Etihad Guest Miles per USD 1 for Classic and Gold Cards and 0.75 Etihad Guest Miles per USD 1 for Platinum and Infinite Cards.

How will I earn Tier Miles?

You regular everyday purchases with your Etihad Guest Infinite or Platinum Credit Card will earn you Tier Miles at the rate of 1 Tier Mile per USD 1 worth of eligible purchase, both locally and overseas.

Tier Miles will be awarded subject to a maximum of 50,000 Tier Miles for Infinite Card holders and 25,000 Tier Miles for Platinum Card holders. The Tier Miles will be applicable for eligible purchases and are valid for a 12 month rolling period from the date of card issuance or 1st May 2016, whichever is later.

Tier Miles will be credited to your Etihad Guest miles account on a monthly basis, in arrears.

How do I get enrolled into the Etihad Guest Gold or Silver Tier?

Infinite cardholders can fast track their enrollment to Etihad Guest Gold tier within first 6 months of card issuance by either accruing 35,000 tier miles or completing 1 return flight (excluding redemption flights) with Etihad Airways.

Platinum cardholders can fast track their enrollment to Etihad Guest Silver tier within first 6 months of card issuance by either accruing 18,000 tier miles or completing 2 return flights (excluding redemption flights) with Etihad Airways.

You shall be automatically upgraded to the Etihad Guest Gold or Silver tier within 2 weeks of achieving either of the above mentioned criteria.

Will I earn Etihad Guest Miles in the Miles Multiplier program for April 2016?

If you have qualified for the bonus miles on your Etihad Infinite or Platinum Card under the Miles Multiplier Program for the month of April 2016, it will be credited by the first week of May 2016

Is there any change to Complimentary Airport Transfers or Golf Access?

No, there is no change to either of the benefits - Complimentary Airport Transfer and Golf Access. In a year, Infinite cardmembers can benefit from upto 4 one-way airport transfers to/from Abu Dhabi airport from anywhere in UAE while Platinum cardmembers can benefit from upto 2 one-way airport transfers. Purchase of air tickets must be evidenced on the card to avail the airport transfer(s).

Infinite cardmembers can tee off in style on a complimentary basis at 3 of the finest golf courses viz. Yas Links Golf Club Abu Dhabi, Arabian Ranches Golf Club Dubai and the Sharjah Golf and Shooting Club. Purchases worth AED 5,000 must be evidenced on the card to avail the golf access.