

# Falconflyer



Thank you for choosing the Gulf Air Falconflyer programme, which aims to bring you an ever-increasing range of benefits and rewards whenever you fly with Gulf Air.

In the following pages, you will find all the information you need to take full advantage of those benefits.

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## **Your membership card, what it means and how to use it**

Your membership card is all you need to access the many special privileges that are available to you.

In order to be recognised as a Gulf Air Falconflyer at every stage of your journey, it's important to make sure that your membership number is quoted whenever a reservation is made, and that the name in the booking is exactly the same as the name on your card.

Also, please remember to present your card at check-in. This way, you can be sure of receiving all the rewards and benefits that are due to you.

There are four levels of membership in the programme -Blue, Silver, Gold and Black.

**The more you fly, the faster you achieve those higher levels and the extra benefits that they bring.**

## **Temporary card**

Another easy way to join Falconflyer programme is the temporary cards. Temporary cards are available onboard, at our airport lounges, airport check-in counters and our local sales offices. All you have to do is request one from the staff and you are a member.

The card has its unique numbers that can be quoted while checking-in for any Gulf Air flight.

This will enable you to earn miles for your flight immediately. Information on how to join and an easy guide to activate your account are available at the back of the card.

## The benefits of your membership

-  Denotes a benefit for all members.
-  Denotes a benefit for Silver, Gold and Black cardholders.
-  Denotes a benefit for Gold and Black cardholders.
-  Denotes a benefit for Black cardholders only.

### **Miles**

You can earn miles whenever you fly on Gulf Air or on code-share services with Gulf Air flight numbers. You can also earn miles by using selected services from our programme partners – see pages 17-29 for more information. Nominated family members can even earn miles on your behalf. More information can be found on page 5. Moreover, you can enhance your account by buying and transferring miles. More information can be found on page 13.

### **Life of miles**

Miles are valid for a period of three (3) years from the date on which a member undertakes the relevant flight or enters into the applicable transaction with a relevant partner. Unused miles will expire at the end of such validity period.

### **Advance seat selection**

You're welcome to select a specific seat when you make a reservation, subject to availability. That way you can sit next to an aisle or a window, as you prefer.

### **Falconflyer Zone**

Our award-winning members' newsletter, will keep you fully informed of all the latest developments, benefits, offers and promotions.

### **Quick redemptions**

Subject to redemption seat availability, you can book your reward flights and travel at very short notice. Blue card holders can book 14 days before travel for the regular number of miles, or between 14 days and till the flights are open for sale in the system with a fee of US\$ 20 or surrender of 3,000 miles if the booking is done through a Gulf Air local office or through our World Wide Contact Centre. Silver card holders can book four days before travel for the regular number of miles, or between four

days and till the flights are open for sale in the system with a fee of US\$ 20 fee or surrender of 3,000 miles if the booking is done through a Gulf Air local office or through our World Wide Contact Centre.

Gold and Black card holders can book any time before departure as long as the flights are open for sale in the system with no fees or additional miles to pay if the booking is done through a Gulf Air local office or our through our World Wide Contact Centre.

There are no deadlines or booking fees when you book online for all levels.

### ■ **Your own website**

At the Falconflyer website which is accessed via [gulfair.com/ffp](http://gulfair.com/ffp) you can find out everything you need to know about the current status of your account and also check all the latest news and special offers. This is a secure section where you will need to provide a username and password to log in.

### ■ **Redemption for excess baggage at the Airport**

You can redeem your Falconflyer miles to pay for excess baggage at the Airport. For more information, visit [gulfair.com/ffp](http://gulfair.com/ffp) You'll find the required miles for redemption on page 40.

### ■ **Family accounts\***

Nominate up to eight immediate family members and they can earn 70% of the regular mileage award on your behalf every time they fly - even if they're not travelling with you. Your nominated family members will each receive their own membership numbers.

To ensure that you receive their miles, family membership numbers must be quoted when you make their bookings and make sure that a digital copy of family card shown at check-in. To nominate your family members simply visit [gulfair.com/ffp](http://gulfair.com/ffp)

*\*Note: Family members are not entitled to the benefits and privileges of the programme nor can they accumulate miles when using partners or codeshare flights.*

### ■ **Top Up miles**

If you don't have enough miles to claim the reward you want, you can now make up the difference by purchasing Top Up miles. Each 1,000 miles will cost US\$ 25 and you can purchase up to half the total redemption value.

Please note that Top Up miles can only be purchased at the time of claiming a reward.

### Instant lounge upgrades

Falconflyer members accessing the Gulf Air lounges in Bahrain, Dubai and London Heathrow airport can now request an upgrade to Falcon Gold premium class. The process is simple, if your ticket is booked in Y, H, M, L and B classes or on lower sub-classes\* such as U, V, E, O, N, S, K, X, Q, W and \*\*T class, you can redeem your miles against free upgrade on Gulf Air flights.

All you need to do is enquire at the lounge desk for Bahrain and Dubai airports or in ticketing desk at London Heathrow airport at least 60 minutes before your flight is due to depart. The agent will then check whether you have enough miles in your account to make the upgrade and carry out the booking.

Upgrades at the lounge are subject to seat and meal availability, but Gulf Air staff will keep you fully updated and you will know the outcome of your request before you board. Members can upgrade their guests if they are already pre-nominated family members. For further details on lounge upgrades please visit [gulfair.com/ffp](http://gulfair.com/ffp)

Please note:

\*Sub-classes tickets such as U, V, E, O, N, S, K, X, Q and W can be redeemed for a free upgrade in exchange of 150% of the regular required miles as stated on page 50.

\*\*T-class redemption ticket can be redeemed for an upgrade in exchange of normal miles required plus redemption charges as stated on page 33.

Taxes and charges will be applicable.

### Dedicated World Wide Contact Centre

Gulf Air Falconflyers can simply pick up the phone and call our World Wide Contact Centre for any assistance with travel enquiries. Right from booking tickets to redeeming miles for free flights and upgrades. A dedicated Arabic and English speaking Reservations Consultants are available to offer Falcon flyers a personalised customer service.

### ■ **Purchase lounge access at Bahrain, Dubai and London Airports**

You can purchase access to our lounge at Bahrain when you fly Gulf Air for BHD 30 or 5,000 Falconflyer miles and AED 150 or 3,000 Falconflyer miles at Dubai airport. To access our London lounge exchange 5,000 Falconflyer miles or GBP 40 for each person/per entry.

Blue cardholders enjoy complimentary lounge access when flying Falcon Gold premium class on Gulf Air and when flying Economy can purchase access for themselves and accompanying travel companions.

Silver cardholders enjoy complimentary lounge access, and can purchase access for their accompanying family and friends.

Gold cardholders receive complimentary access for themselves and one guest, and can purchase access for any additional guests.

Black cardholders receive complimentary access for themselves and two guests, and can purchase access for any additional guests.

To ensure your comfort and that of all our regular lounge guests, there may be certain times when we simply cannot offer this, however, we will do everything we can to ensure you feel at home when you fly Gulf Air.

### ■ **Bonus for online bookings**

You will receive 250 bonus miles per web booking every time you book on [gulfair.com](http://gulfair.com), this is on top of the regular miles award you get from your ticket class and membership tier.

### Purchase Quiet Lounge access

Bahrain Falcon Gold lounge offers a new Quiet lounge which features 7 individual sleeping cubicles. You can access the Quiet lounge for BD 15 or 3,000 Falconflyer miles, which can be paid separately upon entering the area. Payments can only be made by credit cards or FFP miles, cash is not permitted. For further details on purchasing quiet lounge access, please visit [gulfair.com/ffp](http://gulfair.com/ffp)

### Extra baggage allowance\*

You can receive an automatic extra baggage allowance over and above the allowance shown on your ticket. For Silver cardholders the allowance is 15 kgs, 20 kgs for Gold cardholders and 25 kgs for Black cardholders.

\* Note: Service benefits are only available on Gulf Air. They are not available on flights which have a Gulf Air flight number but are operated by our codeshare partners.

### Instant seat upgrade at the airport

You can redeem your miles at the airport to upgrade to Falcon Gold. Pre-nominated family members travelling on Gulf Air flights can also enjoy this facility.

All you have to do is present your valid Falconflyer membership card to our staff at the check-in counter at least two hours before departure.

Upgrade requests are subject to seat and meal availability and are only applicable on Gulf Air flights. Please visit [gulfair.com/ffp](http://gulfair.com/ffp) and click on Instant seat upgrade for further details. You'll also find a full list of the miles required to upgrade on the destination of your choice on page 39.

\* Please note:

Taxes and charges will be applicable.

Cash payment for 'top-up' is not permitted for instant seat upgrades at the airport.

T-class redemption ticket can be accepted for an upgrade to Falcon Gold at the airports in exchange of normal miles required plus redemption charges as stated on page 33.

## **Extra tier bonuses**

Silver, Gold and Black cardholders travelling in Economy and Falcon Gold premium class will receive extra tier bonuses on top of the mileage awarded as per their class of booking on Gulf Air flights as follows:

- Silver card holders receive an extra 25% bonus miles
- Gold card holders receive an extra 50% bonus miles
- Black card holders receive an extra 75% bonus miles

## **Waitlist priority**

If you're a Silver cardholder you get waitlist priority over non-members if your desired Gulf Air flight is fully booked. While Gold cardholders enjoy higher priority, Black cardholders have the highest priority of them all.

## **Falcon Gold check-in**

You can save time by checking-in at the Falcon Gold desk, even if you're flying Economy Class.

## **Seat Guaranteed**

Silver cardholders holding a fully flexible, unrestricted Y or J class ticket will be guaranteed seat in Economy even if the preferred flight is fully booked. Member should contact our World Wide Contact Centre or local Gulf Air offices at least 72 hours before departure.

However, for J class tickets we will do our utmost to accommodate the member in the premium cabin if possible

## **Personalized luggage tags**

We're happy to supply you with a luggage card and luggage card holder with name and membership number for easy recognition and more efficient baggage handling. Silver members will receive one set of luggage tag, Gold card holders will receive two sets of luggage tags while Black card holders will receive three sets of luggage tags.

## **Airport lounge access**

When you're flying with Gulf Air you can use the Falcon Gold or Business Class lounges at many airports, even if you're flying Economy Class. You'll find the listing of lounges on page 43-44.

## **Priority baggage handling**

Our priority baggage handling will ensure that your baggage is among the first to be delivered to the reclaim area.

## **Lounge access for guest**

As a Gold cardholder, one companion who is travelling with you on Gulf Air can join you in the Falcon Gold or Business Class airport lounges, irrespective of your class of travel. And if you are a black card holder, two guests of yours can also join you. Lounge access is conditional upon members and their guests being suitably attired. You'll find full details of the airports where this benefit is available in the Informing section on page 43-44.

## **Seat Guaranteed**

Gold cardholders holding a fully flexible, unrestricted Y or J class ticket will be guaranteed seat in Economy even if the preferred flight is fully booked. Member should contact our World Wide Contact Centre or local Gulf Air offices at least 48 hours before departure.

However, for J class tickets we will do our utmost to accommodate the member in the premium cabin if possible

## **Dedicated premium desk**

As Gold and Black cardholders you can contact the dedicated premium desk and receive prompt, personal help with travel bookings, redemptions and any questions you may have about your account. For Gold card holders please email your queries to [ffp.gold@gulfair.com](mailto:ffp.gold@gulfair.com), and for Black cardholders please email your queries to [ffp.black@gulfair.com](mailto:ffp.black@gulfair.com). Or call your dedicated premium desk on +973 17 33 85 51.

### || **Gold membership nomination**

As a Black card holder you have the privilege of nominating one companion for a complimentary direct enrolment to Falconflyer Gold membership. This can be done only once during your Black membership period.

### || **Complimentary Falcon Gold upgrade**

Black membership grants you the privilege of a complimentary upgrade to Falcon Gold.

To avail your upgrade contact our World Wide Contact Centre on +973 17 37 37 37 or visit one of our local Gulf Air offices.

This upgrade is valid once during your Black tier period and is applied to one sector for the cardholder only.

Upgrade requests should be made at least 24hrs prior to flight and are subject to seat availability and are applicable on Gulf Air flights. Normal taxes and surcharges apply.

### || **Seat Guaranteed**

Black cardholders holding a fully flexible, unrestricted Y or J class ticket will be guaranteed seat in Economy even if the preferred flight is fully booked. Member should contact our World Wide Contact Centre or local Gulf Air offices at least 24 hours before departure.

However, for J class tickets we will do our utmost to accommodate the member in the premium cabin if possible.

### || **Fast Track**

Black cardholders are eligible for Fast Track service at select airports. You don't have to wait in long queues for hours, your Black membership allows you to speed through departure, arrival and connection process.

## How to become a Silver, Gold or Black cardholder

New members of our Falconflyer programme are automatically enrolled at the Blue membership level, which is valid for twenty years. Progressing to the higher, more advantageous Silver, Gold and Black levels is simple and easy. And going up to the highest Black level is extra rewarding with a distinction

As well as earning miles each time you fly with Gulf Air and on codeshare flights, you're also credited with loyalty points, the exact number depends on the route and class you fly. To work out how many loyalty points you will receive for a particular flight, you need to know your departure zone and destination zone. You'll find all the relevant details in the Informing section on pages 36-44.

As soon as you've earned the number of loyalty points required for Silver, Gold or black membership level within a 12-month period, and for Black membership within 24-month period you're immediately moved up to that level. Your new Silver membership status is then valid for one year and your Gold and Black membership levels are valid for two years. Better still, less loyalty points are required to maintain your higher membership level for another years.

To qualify initially for Silver membership you need 900 points, but you only need 630 points at the time of renewal to re-qualify for a second or consecutive year, if you are already holding Silver membership.

The requirement for a subsequent two years of Gold membership drops from 2,500 to 1,750 points, if you are already a Gold card holder.

In order to be qualified to upgrade to the highest and most rewarding Black membership level you are required to earn 6,500 Loyalty points and a minimum of 4,550 Loyalty points to maintain it.

If you are downgraded from Silver to Blue, Gold to Silver or Black to Gold, you will need to earn the initial higher amount of loyalty points once again to qualify for the higher tier.

**Remember, if your journey involves more than one flight on Gulf Air you'll be awarded loyalty points for each flight.**

## Upgrade from Blue to Silver by redeeming your miles

A totally new and convenient way to upgrade to Silver membership is through miles redemption. If you are a Blue cardholder having at least 600 loyalty points and 5000 miles in your membership account, you can request an upgrade to Silver tier by miles redemption online. All you have to do is access your membership account at [gulfair.com/ffp](http://gulfair.com/ffp) and choose Tier Upgrade option under 'My Miles'. Follow the instructions and submit the complete form. Your Blue membership will be upgraded to Silver within 72 hours from the time of submitting your request. You'll find the required miles for redemption on page 41.

### How and where you earn miles from flying

Gulf Air Falconflyer miles are awarded for travel on all published Falcon Gold premium class, Economy Class and Economy Excursion fares from Gulf Air.

Promotional or discounted fares may also qualify for mileage awards, on a slightly reduced basis. You will find full details in the Informing section on page 37.

The number of miles you earn will depend on the class of ticket and the distance flown. Earn more miles when you travel within the GCC and the Middle East cities. Flying on a full fare Economy Class ticket will earn you one Falconflyer mile for every mile you fly and flying on a full fare Falcon Gold premium class will earn you a generous cabin bonus up to 250% of the mileage award.

You'll find a comprehensive list of our destinations and the miles you'll earn when flying to them on pages 38. Remember that Silver cardholders earn a further 25% more miles, Gold cardholders earn 50% more and Black card holders earn 75% more.

You will also earn 2 miles for every US\$ 1 spent on hotel bookings made through [gulfair.com](http://gulfair.com).

### Buy & Transfer Miles

Enjoy greater choice and flexibility in the way you use your miles. Now, you can top up your miles and enhance your redemptions options or to treat someone special by transferring a portion of your miles to another Falconflyer account of family members or friends.

The Buy and Transfer miles is a live transaction and will be reflected in your account within one hour.

#### Buy miles

Short of Falconflyer miles to book your next flight? or you want to gift your loved one miles to plan their next holiday.

Now, you don't need to travel more to earn your rewards. For all membership levels if you have a minimum of 3,000 miles in membership account and your account validity should be at least one month old, you can buy up to 50% of your current miles balance. Miles can be purchased in multiples of 1,000, up to 10,000 per transaction, maximum yearly transactions 50,000 Miles.

Transaction table for members on page 41.

#### Transfer miles

Don't hesitate to share the joy of rewards by transferring your own miles to family and friends.

Now, if you are a Blue member with a minimum award balance of 10,000 miles, a Silver, Gold or a Black Card holder with 3,000 miles in membership account and your account validity should be at least one month old, you can transfer up to 50,000 miles per year, in multiples of 1000, with up to 10,000 per transaction.

You will find a more detailed table for this facility on page 41

## Enjoy the Standard Chartered Falconflyer Credit Card

Gulf Air in partnership with Standard Chartered Bank is glad to present the all-new Falconflyer Gold, Silver and Blue Credit Cards for Bahrain residents. Standard Chartered Falconflyer Credit Card is valid for 2 years bringing you the best of banking and aviation. Come aboard and fly high.

### The Power of One

The partnership of Gulf Air and Standard Chartered Bank brings you one, single card offering you unparalleled travel and banking convenience. Now, in addition to the existing benefits of your Falconflyer membership, you can enjoy the best of Gulf Air Falconflyer programme and Standard Chartered Credit Cards privileges:

- Single card for Falconflyer and banking transactions.
- Earn Falconflyer miles on local and foreign transactions.
- Year round discount of 20% on Falcon Gold and 15% on Economy class (J,C,D,Y,H,M,L,B,K,X,V,E and Q) via World Wide Call Centre, Gulf Air offices and gulfair.com. Discount is only applicable for ticket purchased by "Co-Brand Credit Cards" by entering a unique discount code.
- Free purchase protection and extended warranty and more.

## Falconflyer Credit Cards at a Glance:

### Falconflyer Gold Credit Card



#### || Earn Miles

Earn 2400 complimentary Falconflyer miles upon activation and more miles for all your spending on your Falconflyer Gold Credit Card.

Card billed in currencies	Amount spent	Miles earned
<b>Bahraini Dinars</b>	BD 3	4 Falconflyer miles
<b>All other foreign currencies</b>	BD 3	6 Falconflyer miles

### Extra benefits of Falconflyer Gold Credit Card:

- 2 complimentary upgrade coupons applicable for the cardholder only (each coupon is valid for one upgrade sector only) on activation of card (Y,H,M,L,B,K,X,V,E and Q) via World Wide Call Centre and Gulf Air offices at least 24 hours before travel. Upgrades are not applicable on bookings that include connecting flights and if there are any fees or charges to the original ticket it will continue to apply and should be paid at the time of issuing the upgrades
- Interest rate 24% AIR (Annual Interest Rate) onwards with monthly rate of 2%.

The above are in addition to the existing benefits and privileges of Gold membership.

### Falconflyer Silver Credit Card



#### Earn Miles

Earn 1800 complimentary Falconflyer miles upon activation and more miles for all your spending on your Falconflyer Silver Credit Card.

Card billed in currencies	Amount spent	Miles earned
Bahrain Dinars	BD 3	3 Falconflyer miles
All other foreign currencies	BD 3	4 Falconflyer miles

#### Extra benefits of Falconflyer Silver Credit Card:

- 1 complimentary upgrade coupon applicable for the cardholder only (valid for one sector only) on activation of card ((Y,H,M,L,B,K,X,V,E and Q) via World Wide Call Centre and Gulf Air offices at least 24 hours before travel. Upgrades are not applicable on bookings that include connecting flights and if there are any fees or charges to the original ticket it will continue to apply and should be paid at the time of issuing the upgrades.
- Interest rate 30% AIR (Annual Interest Rate) with monthly rate of 2.5%.

The above are in addition to the existing benefits and privileges of Silver membership.

## Falconflyer Blue Credit Card



### ■ Earn Miles

Earn 1200 complimentary Falconflyer miles upon activation and more miles for all your spending on your Falconflyer Blue Credit Card.

Card billed in currencies	Amount spent	Miles earned
<b>Bahraini Dinars</b>	BD 3	2 Falconflyer miles
<b>All other foreign currencies</b>	BD 3	2 Falconflyer miles

### ■ Extra benefits of Falconflyer Blue Credit Card:

Interest rate 30% AIR (Annual Interest Rate) with monthly rate of 2.5%.

### ■ To apply:

Currently only Bahrain residents are eligible to apply for the Standard Chartered Falconflyer Credit Card.

- Visit any branch of Standard Chartered Bank in Bahrain.
- Or visit the online form at Standard Chartered Website and you will be contacted by one of Standard Chartered Sales Representative.
- Or download a printable application form available at Standard Chartered Website.

For more information on Credit Cards, visit your nearest Standard Chartered branch or call +973 17 53 15 32.

## How and where you earn miles from our partners

As well as earning miles when you fly, you can also earn them when you use selected services from our ever-growing range of world-class partners.

If you plan your journey carefully, flying with Gulf Air, renting a car, purchasing

from our in-flight shopping or in partner retail business, staying at one of our partner hotels and paying for the trip with one of our partner credit cards, you could really clock up a great deal of miles and bring the rewards you want a whole lot closer. For more detailed information about earning rates and benefits with our programme partners please visit [gulfair.com/ffp](http://gulfair.com/ffp) and click on partners.

Not to forget the special bonuses and limited period promotions, which we frequently offer in conjunction with our partners. You'll find all the latest news in our award winning member newsletter- Falconflyer Zone, or by visiting [gulfair.com/ffp](http://gulfair.com/ffp) and clicking on partner offers.



Ahli United Bank

Earn Pearl Points every time you use your AUB Credit Card.

### Classic Card

#### **Bahrain**

BD 3 spent = 2 Pearl  
Points = 2 Falconflyer  
miles.

#### **Egypt**

EGP 6 spent = 1 Pearl  
Point = 1 Falconflyer mile.

#### **Kuwait**

KD 1 spent = 3 Pearl  
Points = 3 Falconflyer  
miles.

#### **Oman**

OR 3 spent = 2 Pearl  
Points = 2 Falconflyer  
miles.

### Gold Credit Card

#### **Bahrain**

BD 3 spent = 3 Pearl  
Points = 3 Falconflyer  
miles.

#### **Egypt**

EGP 6 spent = 1 Pearl  
Point = 1 Falconflyer mile.

#### **Kuwait**

KD 1 spent = 3 Pearl  
Points = 3 Falconflyer  
miles.

#### **Oman**

OR 1 spent = 1 Pearl

Points = 1 Falconflyer  
mile.

### Platinum Card

#### **Bahrain**

BD 3 spent = 4 Pearl  
Points = 4 Falconflyer  
miles.

#### **Kuwait**

KD 1 spent = 3 Pearl  
Points = 3 Falconflyer  
miles.

#### **Oman**

OR 3 spent = 4 Pearl  
Points = 4 Falconflyer  
miles.



### Bahrain Credit

Earn Falconflyer miles on Imtiaz Card as follows:

**IMTIAZ World:** BD1 spent = 1 Falconflyer mile.

**IMTIAZ For Her:** BD1 spent = 1 Falconflyer mile.

**IMTIAZ Platinum:** BD1.5 spent = 1 Falconflyer mile.

**IMTIAZ Titanium:** BD3 spent = 1 Falconflyer mile.



American Express\*

2 Membership Reward Points convert to 1 Falconflyer mile.

\*Only members holding American Express Cards issued in the Middle East starting with 3744, 3766 and 3791 are eligible.



BisB

BISB award FFP miles as follows:

**Classic Card:** BD3 spent = 1 Falconflyer mile.

**Gold Card:** BD1 spent = 1 Falconflyer mile.

**Platinum Card:** BD2 spent = 3 Falconflyer miles.

**Titanium Card:** BD2 spent = 3 Falconflyer miles.

**Signature Card:** BD2 spent = 3 Falconflyer miles.



Friendship unlimited

CrediMax

**Gold Card:** BD1.5 spent = 1 Falconflyer mile.

**Platinum Card:** BD1 spent = 1 Falconflyer mile.

**Signature/World Card:** BD0.75 spent = 1 Falconflyer mile.

**Infinite/World Elite Card:** BD1 spent = 2 Falconflyer miles.



Citibank\*

1 CitiMile convert to 1 Falconflyer mile.

\*Only Citibank PremiereMiles card holders in Bahrain are eligible



## Financial Partners



### Khaleeji Commercial Bank

**Classic Card:** BD1.5 spent = 1 Falconflyer mile.

**Gold Card:** BD1 spent = 1 Falconflyer mile.

**Easy 36:** BD1 spent = 1 Falconflyer mile.

**Platinum Card:** BD.750 spent = 1 Falconflyer mile.



### Bahrain Kuwait Insurance

Annual & Two-Year Travel Policies : BD1 spent = 4 Falconflyer miles.

Home Insurance Policies: BD1 spent = 4 Falconflyer miles.

Motor Comprehensive Policies (Gold+ and Platinum+): BD1 spent = 1 Falconflyer mile.



### Kuwait Finance House

**Classic Card:** BD1.5 spent = 1 Falconflyer mile.

**Gold Card:** BD1 spent = 1 Falconflyer mile.

**Signature Card:** BD.750 spent = 1 Falconflyer mile



### BenefitPay

2 Falconflyer miles for every 1 BD transaction made through the BenefitPay app.



### Al Salam Bank – Bahrain

#### **Classic Card**

BD2.5 local spent = 1 Falconflyer mile.

BD1.25 international spent = 1 Falconflyer mile.

#### **Gold Card**

BD2 local spent = 1 Falconflyer mile.

BD1 international spent = 1 Falconflyer mile.

#### **Platinum Card**

BD1.50 local spent = 1 Falconflyer mile.

BD 0.75 international spent = 1 Falconflyer mile.

#### **Infinite Card**

BD1 local spent = 1 Falconflyer mile.

BD0.5 International spent = 1 Falconflyer mile.



### National Bank of Bahrain

NBB award FFP miles as follows:

**Classic / Taabeya Card:** BD3 spent = 1 Falconflyer mile.

**Gold Card:** BD1 spent = 1 Falconflyer mile.

**Platinum Card:** BD2 spent = 3 Falconflyer miles.

**Titanium Card:** BD2 spent = 3 Falconflyer miles.



### Gulf Hotel Bahrain

500 Falconflyer miles will be awarded by the hotel per stay at the Hotel Properties based on Rack Rate, Corporate Rate and Best Available Rates.

250 Falconflyer miles will be awarded by the hotel per stay at the Hotel Weekend and Prestige Rates.

150 Falconflyer miles will be awarded by the hotel per stay at the Hotel Military and Long Stay Rates.

For more information and reservations, please visit Gulf Hotel Bahrain or call +973 17 72 61 07/8.



### Golden Tulip Hotels

500 Falconflyer miles will be awarded by the hotel per stay in any of Golden Tulip Hotels or Royal Tulip Hotels.

250 Falconflyer miles will be awarded by the hotel per stay in any of Tulip Inn hotels.



### InterContinental Hotels Group/IHG Rewards Club

IHG Rewards Club 500 Falconflyer miles per qualifying stay as a IHG Rewards Club member. IHG Rewards Club points can be converted into Gulf Air Falconflyer miles. 10,000 IHG Rewards Club points convert to 2,000 Falconflyer miles.



### Millennium & Copthorne Hotels

500 Falconflyer miles per stay at qualifying rates.



### Radisson Hotels Group

Earn 1 Falconflyer mile for every 10 Radisson Rewards point redeemed from earned Radisson Rewards.



### Taj Hotels Resorts and Palaces

500 Falconflyer miles per stay at qualifying rates at Taj Hotels.

250 Falconflyer miles per stay at qualifying rates at Vivanta and Others.



### Rotana

500 miles per stay at Rotana Hotels, Rayhaan Hotels by Rotana, Centro Hotels and 250 miles per stay at Arjaan Hotel Apartments by Rotana and Rotana Resorts.



## Shangri-La Hotels and Resorts

Earn 500 Falconflyer miles per qualifying stay as a Golden circle award member. Every 1 Golden circle award point convert to 1 Falconflyer mile.



## Swiss-bel Hotel

Earn 200 Falconflyer miles per room night when booked on eligible rates, and whenever the hotel room only rate per night is US\$40 or above (exclusive of taxes).



## Agoda

Agoda.com is an online hotel reservation website that allows Gulf Air Falconflyer members to earn Falconflyer Miles for hotel bookings. Earn up to 10,000 Falconflyer Miles with every booking made on Agoda PointsMAX, only when booked via [www.agoda.com/falconflyer](http://www.agoda.com/falconflyer).



## Anantara Vacation Club

Earn 3,000 Falconflyer miles when booking a 4 night stay at select Anantara Vacation Club properties and attending a 90 minute shared holiday preview presentation during the stay.



### Kaligo

Kaligo is a hotel booking website that allows members to earn Falconflyer Miles for hotel bookings. Book your hotels through [Kaligo.com/falconflyer](https://kaligo.com/falconflyer) and earn up to 10 miles per 1 USD spent, that's up to 10,000 miles per night for every time you book.

### ROCKETMILES

### Rocketmiles

Rocketmiles is a hotel booking website and app that allows Gulf Air Falconflyer members to earn thousands of Falconflyer Miles for hotel bookings. Book your hotels through [rocketmiles.com/falconflyer](https://rocketmiles.com/falconflyer) and earn from 500 to 10,000 Falconflyer Miles per night, every time you book. Plus, get an additional 2,000 bonus Falconflyer Miles when you make your first hotel booking.



### Budget Rent A Car

For every eligible rental in Europe, the Middle East and Africa members can earn 500 miles. They must present their Gulf Air Falconflyer membership card at the Budget Rental desk when collecting the car. Bookings can be made at: [www.budgetmiddle-east.com](http://www.budgetmiddle-east.com) or by contacting any of the Budget rental locations.



### Hertz

250 Falconflyer miles for every rental made on contract rates.

500 Falconflyer miles for every rental made on standard rates.

1,000 Falconflyer miles for every rental made on Hertz Prestige Collection.

Members are also eligible for discounted rates. Visit: [gulfair.com/ffp](http://gulfair.com/ffp) and click on Hertz.



### Sixt rent a car

500 Falconflyer miles on each qualifying rental.

1000 Falconflyer miles for Sixt limousine service.

Members are also eligible for discounted rates. Visit: [gulfair.com/ffp](http://gulfair.com/ffp) and click on Sixt.

Please note: Car rental bookings through [gulfair.com](http://gulfair.com) are not entitled for mile accruals.



### Thrifty Car Rental

200 Falconflyer miles for each qualifying rental.

Please note: Car rental bookings through [gulfair.com](http://gulfair.com) are not entitled for mile accruals.



### Europcar Car Rental

500 Falconflyer miles on each qualifying rental.

1000 Falconflyer miles on each qualifying rental for 7 days and more for Gold or Black card holders.



### Rentalcars.com

5 Falconflyer miles per 1 USD spent.



### Jashanmal

Earn 10 Falconflyer miles for every 1 Bahraini Dinar spent at any Jashanmal store in Bahrain.



### Akruu

You can now earn Falconflyer miles every day through our partnership with Akruu

<http://falconflyer.akruu.com>

Simply visit Akruu's site and start earning miles by shopping with our partner retailers, donating to your favorite charities or even earn free miles by taking surveys. It's that simple.

To start earning more Falconflyer miles, click the following link: <http://falconflyer.akruu.com>



### Joyalukkas

Gulf Air Falconflyer members will earn Falconflyer miles for every spent on Gold jewellery & Diamond jewellery at any participating outlet in Bahrain, Kuwait, Malaysia, Oman, Qatar, Saudi Arabia, Singapore, United Arab Emirates, United Kingdom and the United States of America:

1 Falconflyer miles for every USD 5 spent on Gold jewellery.

1 Falconflyer miles for every USD 3 spent on Diamond jewellery.

Falconflyer miles are not applicable on Gold coins/bars.

Please present your Gulf Air Falconflyer membership card when transacting at participating Joyalukkas outlets to receive Falconflyer miles.



### Sadeem Cards

Falconflyer members will earn Miles when using their Sadeem card for payment of fuel with 1 Falconflyer mile earned for every 3 BD spent.



## Travelling Connect

Earn up to 7 Falconflyer miles on outgoing calls from key mobile operators.

Earn up to 3 Falconflyer miles per minutes for incoming calls in India, Hong Kong and Sudan.

For full details, visit: [www.travellingconnect.com/middle-east-asia](http://www.travellingconnect.com/middle-east-asia).



## Batelco Al Dana

Earn 50 Falconflyer miles for every 100 BahrainiDinar spent.

For full details, visit: [www.batelco.com/aldana](http://www.batelco.com/aldana).



## Mobily

To convert your Neqaty Points into Falconflyer Miles, you must have 5,000 points or more into your Neqaty account, holding a valid Falconflyer membership account and must visit Mobily website to redeem your points and complete the redemption process.

## Everything you need to know about redeeming your mile

The Gulf Air Falconflyer miles and loyalty points you earn are automatically credited to your account. You can check your membership statement any time by visiting [gulfair.com/ffp](http://gulfair.com/ffp)

We do suggest that you always keep any relevant tickets and boarding passes, just in case it has not been automatically tracked and your account has not been credited.

If any details are missing or if an entry is incorrect, please follow the instructions on our website to find out how to make a retroactive claim. Any claim must be made within six months of the activity.

## Redemption miles

The currency you'll need for claiming your rewards. Miles are valid for a period of three (3) years from the date on which a Member undertakes the relevant flight or enters into the applicable transaction with a relevant partner.

## How you can use redemption miles

Use them in exchange for free flights on Gulf Air for yourself or your pre-nominated family members in T & P classes only\*. A form allowing you to nominate up to eight immediate family members is available when you log on to your account online.

Use them in exchange for free upgrades on Gulf Air for yourself and/or a pre-nominated travelling companion.

Use them in exchange for excess baggage at the airport.

Use them to gain exclusive access to our lounges in Bahrain, Dubai and London.

Use them in exchange for other Falconflyer offers, which become available from time to time.

Use them in exchange for a tier upgrade from Blue to Silver membership.

\* The T and P classes do not earn miles.

### How to redeem your miles

For the vast majority of Falconflyer, free flights with Gulf Air are by far the most popular form of reward. They are flexible too as you can choose unlimited stopovers.

You can even choose to redeem your miles for a one-way trip. Now redeeming miles has never been easier or faster, with the online redemption booking engine 5 languages on [gulfair.com](http://gulfair.com). With this convenient feature on our website, you can now redeem miles and book your flights online using mileage calculator.

#### Step one:

Call the Gulf Air World Wide Contact Centre, your local Gulf Air office or visit [gulfair.com](http://gulfair.com). Please note that bookings for free flights must be made directly with Gulf Air, they can't be made by your travel agents.

You can make your booking a maximum of 11 months before your intended flight and minimum of till flights are open for sale in the system.

#### Step two:

Identify yourself as a Gulf Air Falconflyer to the reservations staff, who'll be able to give you instant answers on seat availability. Please bear in mind that we aim to make your choice as wide as possible but there are times of the year, especially busy holiday periods, when the availability of free flights will be severely restricted.

#### Step three:

Select the flights you want to book and a reservation will be made for you.

#### Step four:

You'll need to provide your current email address so that a written confirmation of your tickets can be sent to you.

#### Please note:

If your journey involves more than one Gulf Air flight you need to exchange the number of miles required for each flight. You'll find a full list of the miles you'll need to claim the reward flight you want in the Informing section on page 39. The amounts shown are for one way flights. To calculate the number required for your particular journey, add together the one way figures. All flights must be booked at the same time and open status tickets are not permitted.

If you find that you're unable to travel as booked, please contact your local Gulf Air office or World Wide Contact Centre minimum of one day before departure. They'll assist you in rebooking your trip. Service charges will apply to any changes to free flight bookings. Charges can be paid in cash or miles.

## Rules for Falconflyer redemption tickets

	Blue	Silver	Gold	Black
<b>Normal Redemptions</b>	14+ days before travel for the regular number of miles if booking through a Gulf Air office or World Wide Contact Centre. No deadline for booking online.	4+ days before travel for the regular number of miles if booking through a Gulf Air office or World Wide Contact Centre. No deadline for booking online.	*Till flights are open for sale in the system with no fees or additional miles to pay if booking through a Gulf Air office or World Wide Contact Centre.	*Till flights are open for sale in the system with no fees or additional miles to pay if booking through a Gulf Air office or World Wide Contact Centre.
<b>Quick Redemptions</b>	Between 14 days- *till flights are open for sale a fee of US \$20 or 3,000 miles if booking through a Gulf Air office or World Wide Contact Centre. No fees for booking online.	Between 4 days-*till flights are open for sale a fee of US \$20 or 3,000 miles if booking through a Gulf Air office or World Wide Contact Centre. No fees for booking online.	*Till flights are open for sale with no fees or additional miles to pay if booking through a Gulf Air office or World Wide Contact Centre.	*Till flights are open for sale with no fees or additional miles to pay if booking through a Gulf Air office or World Wide Contact Centre.
<b>Changes to Un-ticketed Redemption tickets</b>	No fee	No fee	No fee	No fee

\*Flights are open for sale until few hours before departure depending on the travel destinations.

## Rules for Falconflyer redemption tickets (continued)

	Blue	Silver	Gold	Black
<b>Changes to ticketed Redemption bookings</b> (changes to outbound or return flights, re-routing or change in class of travel)	Changes can be made up to one day before travel for a fee of US\$ 40 or 6,000 miles.	Changes can be made up to one day before travel for a fee of US\$ 20 or 3,000 miles.	Changes can be made up to one day before travel. A fee of US\$ 20 or 3,000 miles is charged for ticket re-routing and/or change in class of travel.  NOTE: No charge for date change of travel.	Changes can be made up to one day before travel. A fee of US\$ 10 or 1,000 miles is charged for ticket re-routing and/or change in class of travel.  NOTE: No charge for date change of travel.
<b>Cancellations</b>	Must be cancelled four days before departure. A service charge of US\$ 40 or 6,000 miles applies.	Must be cancelled one day before departure. A service charge of US\$ 20 or 3,000 miles applies.	Must be cancelled one day before departure. A service charge of US\$ 20 or 3,000 miles applies.	Must be cancelled one day before departure. A service charge of US\$ 10 or 1,000 miles applies.
<b>No shows</b>	If a member fails to show up for the booked flight, the ticket and all related charges will be forfeited.	** If a member fails to show up for the booked flight, the ticket can be rebooked for a service fee of : US\$ 40 or 6,000 miles for GCC & Middle East. US\$ 60 or 9,000 miles for Asia. US\$ 80 or 12,000 miles for Europe, Far East & Africa.	** If a member fails to show up for the booked flight, the ticket can be rebooked for a service fee of : US\$ 40 or 6,000 miles for GCC & Middle East. US\$ 60 or 9,000 miles for Asia. US\$ 80 or 12,000 miles for Europe, Far East & Africa.	** If a member fails to show up for the booked flight, the ticket can be rebooked for a service fee of : US\$ 20 or 3,000 miles for GCC & Middle East. US\$ 30 or 4,500 miles for Asia. US\$ 40 or 6,000 miles for Europe, Far East & Africa.

**\*\* Terms and Conditions apply:**

- Rebooking after no show can only be done once per sector. The ticket will be forfeited if the member is a no show on same sector twice
- Maximum of two re-bookings per return ticket is allowed
- Charges apply for both OW and RT
- Re-routing of the ticket and change class of travel is not permitted
- Refund of miles, fees, and taxes are not permitted
- No shows Conditions are not applicable to redemption upgrades

Note: One day is based on 24 hours before departure

Falconflyer members like to reward themselves with upgrades, so that they can fly in even more style and comfort. And once you've clocked up enough miles you can do just that, upgrading to Falcon Gold premium class. Upgrades are subject to availability, but if the one you want is available, it will be confirmed to you immediately.

Falconflyer members can redeem their miles against free upgrade on Gulf Air flights if their tickets are booked on Y, H, L, M and B class or even on lower sub-classes such as U, V, E, O, N, S, K, X, Q or W. Sub-classes tickets need to exchange 150% of the regular miles for free upgrade redemption.

When upgrading from Economy to Falcon Gold premium class at the Ticket desk at London Heathrow Airport, there will be a charge of GBP40 in addition to the required miles. This is a passenger duty we are obligated to pass on to HM Revenue and Customs.

You can request an upgrade as soon as you've bought a relevant ticket, by calling the Gulf Air World Wide Contact Centre or the local Gulf Air office. You'll find a full list of the miles you'll need to claim the upgrade you want on page 39.

You can also use your miles to upgrade a travelling companion, (who is pre-nominated family member) so that you can both travel together in the same class.

**Please note:**

Upgrades must be booked and confirmed through a local Gulf Air office or World Wide Contact Centre until flights are open for sale in the system. It is also available upon request in the designated lounges and at the airports. However, at some lounges, members may request an upgrade subject to seat and meal availability. This applies to all members who want to upgrade to Falcon Gold premium class. For further conditions regarding upgrades, please visit [gulfair.com/ffp](http://gulfair.com/ffp) and click on free upgrades.

### How to get in touch with us

For commercial flight bookings and redemptions, you can contact us at our World Wide Contact Centre or simply visit [gulfair.com](http://gulfair.com) for your local contact centre telephone number.

For specific Falconflyer related enquiries, please contact us on:

Telephone: +973 17 37 37 37

Fax: +973 17 33 87 68

Email: [ffp@gulfair.com](mailto:ffp@gulfair.com)

Post: Gulf Air Falconflyer Department  
P.O. Box 13888  
Kingdom of Bahrain



## All the charts and information you need

### Zones – Gulf Air

#### Zone 1: GCC, Iraq & Middle East

Abu Dhabi, Bahrain, Baghdad, Dammam, Dubai, Jeddah, Kuwait, Gassim, Medina, Muscat, Najaf, Riyadh, Amman, Beirut, Alexandria (Burj el Arab), Cairo, Salalah, Sharm El Sheikh and Khartoum.

#### Zone 2: Eastern Mediterranean, Indian Sub-Continent & Africa

Athens, Istanbul, Larnaca, Bangalore, Calicut (Kozhikode), Chennai (Madras), Delhi, Hyderabad, Islamabad, Colombo, Dhaka, Karachi, Kochi, Lahore, Mumbai, Peshawar, Sialkot, Faisalabad, Multan, Thiruvananthapuram, Baku, Tbilisi, Addis Ababa, Casablanca.

#### Zone 3: Europe & Far East

Frankfurt, London, Paris, Malaga, Moscow, Bangkok, Manila.

## Loyalty points awarded for one-way flights on Gulf Air

	<b>Economy class</b>	<b>Falcon Gold class</b>
<b><i>Between cities in Zone 1</i></b>	50	100
<b><i>From Zone 1 to Zone 2 and vice versa</i></b>	50	100
<b><i>From Zone 1 to Zone 3 and vice versa</i></b>	100	250



### Miles awarded for different fares on Gulf Air

<b>Economy fares in ticket class Y</b>	<b>125% of the distance flown in Zone 1</b>
<b>Economy fares in ticket class Y</b>	100% of the distance flown in Zone 2,3
<b>Economy fares in ticket class H, M, L, B</b>	75% of the distance flown in Zone 1
<b>Economy fares in ticket class H, M, L, B</b>	50% of the distance flown in Zone 2,3
<b>Economy fares in ticket class U, V, E, O, N, S, K, X, Q, W</b>	50% of the distance flown in Zone 1
<b>Economy fares in ticket class U, V, E, O, N, S, K, X, Q, W</b>	25% of the distance flown in Zone 2,3
<b>Falcon Gold fares in ticket class J</b>	250% of the distance flown in Zone 1
<b>Falcon Gold fares in ticket class J</b>	200% of the distance flown in Zone 2,3
<b>Falcon Gold fares in ticket class C</b>	200% of the distance flown in Zone 1
<b>Falcon Gold fares in ticket class C</b>	150% of the distance flown in Zone 2,3
<b>Falcon Gold fares in ticket class D, I</b>	50% of the distance flown in Zone 1
<b>Falcon Gold fares in ticket class D, I</b>	140% of the distance flown in Zone 2,3

To find out your booking class please refer to the class column on your ticket.

## Miles awarded for one way flights on Gulf Air

Relevant cabin and tier bonuses will be added where applicable,  
i.e. Falcon Gold earns up to 250% of the total miles flown.

Between Bahrain and	Economy Class (Y)	Between Bahrain and	Economy Class (Y)
Abu Dhabi	300	Jeddah	794
Addis Ababa	1,424	Karachi	1,034
Alexandria (Burj el Arab)	1303	Khartoum	1,378
Amman	961	Kochi	2,020
Athens	1,749	Kuwait	300
Baghdad	618	Lahore	1,480
Baku	984	Larnaca	1,171
Bangkok	3,340	London	3,154
Bangalore	1980	Malaga	3282
Beirut	1,045	Manila	4,580
Cairo	1,200	Medina	696
Calicut (Kozhikode)	1938	Moscow	2,133
Chennai	2,124	Multan	1,293
Casablanca	3,481	Mumbai	1,500
Colombo	2,331	Muscat	528
Dammam	300	Najaf	546
Delhi	1,629	Paris	2,992
Dhaka	2,486	Peshawar	1,355
Dubai	301	Riyadh	300
Faisalabad	1,397	Salalah	675
Frankfurt	2,759	Sharm El Sheikh	1,011
Gassim	413	Sialkot	1,490
Hyderabad	1,855	Tbilisi	1,112
Islamabad	1,435	Thiruvananthapuram	2,115
Istanbul	1,595		



### Free flight and upgrade calculator

This shows the number of miles required for a free flight or upgrade with Gulf Air.

	<b>Economy Class (T)</b>	<b>Falcon Gold Class (P)</b>	<b>Class Upgrade 100%</b>	<b>Class Upgrade 150%</b>
<b>For each one way sector between Cities in Zone 1</b>	3,000 miles	6,000 miles	3,000 miles	4,500 miles

### For each one way sector between Bahrain and:

<b>Cities in Zone 2</b>	9,000 miles	18,000 miles	9,000 miles	13,500 miles
<b>Cities in Zone 3</b>	24,000 miles	48,000 miles	24,000 miles	36,000 miles

\* Please note that airport taxes and a fuel surcharge are applicable on redemption tickets.

For more information, please contact your local Gulf Air office and/or our Worldwide Contact Centre.

## Excess Baggage Redemption

The table below shows the required Falconflyer miles for a piece of excess baggage per zones.

Journey	Economy Each Extra 23KG bag (or overweight bag 24- 32KG)	Falcon Gold Each Extra 32KG bag
<b>Zone 1 to 1</b> e.g. Intra The Gulf & Iraq	3,000 Miles	5,000 Miles
<b>Zone 1 to 2 or Zone 2 to 2</b> e.g. The Gulf - Indian subcontinent, Middle East - Indian subcontinent	4,000 Miles	6,000 Miles
<b>Zone 1 or 2 to Zone 3</b> e.g. The Gulf - Europe, Middle East - Far East	5,000 Miles	8,000 Miles
<b>Zone 3 to 3</b> e.g. Europe - Far East	6,000 Miles	10,000 Miles

## Excess Baggage Zone Classification

Zone 1: GCC & Iraq

Abu Dhabi, Bahrain, Dammam, Dubai, Jeddah, Kuwait, Gassim, Baghdad, Muscat, Najaf, Riyadh, Medina, Salalah.

Zone 2: Middle East, Africa & Indian Sub-Continent

Amman, Beirut, Cairo, Alexandria (Burj el Arab), Sharm El Sheikh, Colombo, Khartoum, Bangalore, Calicut (Kozhikode), Chennai (Madras), Delhi, Dhaka, Hyderabad, Islamabad, Karachi, Kochi, Lahore, Mumbai, Peshawar, Sialkot, Faisalabad, Multan, Thiruvananthapuram, Addis Ababa.

Zone 3: Far East & Europe

Bangkok, Manila, Athens, Istanbul, Larnaca, Frankfurt, London, Paris, Malaga  
Moscow, Baku, Tbilisi, Casablanca.

### Upgrade from Blue to Silver tier by miles redemption

This shows the number of miles required to upgrade from Blue to Silver tier.

Points needed for tier upgrade (Multiples of 100 only)	Miles required for redemption
Less than 100	5,000 Miles
101 --- 200	10,000 Miles
201 --- 300	15,000 Miles

### Buying miles detailed table for members:

Description	Purchase
Minimum award balance in members account	3,000 Miles
Minimum balance of Loyalty Points	200 Points
Minimum Miles per Transaction	1,000
Maximum Miles per Transaction	10,000
Yearly Miles Transactions*	50,000
Cost in USD	0.025/per Mile
Tier Level Restriction	Open to all

### Transfer miles detailed table for members:

Description	Transfer
Minimum required award balance in members account	3,000 Miles for Black
	3,000 Miles for Gold
	3,000 Miles for Silver
	10,000 Miles for Blue
Minimum balance of Loyalty Points	200 Points
Minimum Miles per Transaction	1,000
Maximum Miles per Transaction	10,000
Yearly Miles Transactions*	50,000
Cost in USD	0.020/per Mile
Tier Level Restriction	Open to all

\*Based on rolling 365 days. Not based on calendar year.

## Our international network

Abu Dhabi	Delhi	Malaga*
Addis Ababa	Dhaka	Manila
Alexandria (Burj el Arab)	Dubai	Moscow
Amman	Faisalabad	Medina
Athens	Frankfurt	Multan
Baghdad	Gassim	Mumbai
Bahrain	Hyderabad	Muscat
Baku	Islamabad	Najaf
Bangkok	Istanbul	Paris
Bangalore	Jeddah	Peshawar
Beirut	Karachi	Riyadh
Cairo	Khartoum	Salalah*
Calicut (Kozhikode)	Kochi	Sharm El Sheikh
Casablanca	Kuwait	Sialkot
Chennai	Larnaca	Tbilisi
Colombo	Lahore	Thiruvananthapuram
Dammam	London Heathrow	

\*Seasonal destinations.

## Airport lounge facilities

If you're a Gulf Air Silver, Gold or Black card holder departing on Gulf Air, you're welcome to use the dedicated Falcon Gold lounges in Bahrain, Dubai and London. You may also use the facilities of the following lounges around the network.

City/Airport	Lounge	Location
<b>Abu Dhabi</b>	Abu Dhabi Airport Hotel Lounge	1st floor- Immediately past Immigration
<b>Addis Ababa</b>	Cloud Nile lounge	Departure Area
<b>Amman</b>	Crown Lounge	South Terminal- 3rd floor
<b>Athens</b>	Aristotle Onassis Lounge	Terminal A, Airside, across from Gate A9
<b>Bahrain</b>	Falcon Gold lounge	Departure Area on right hand side
<b>Baku</b>	Business Class Lounge	4-th level (departure zone)
<b>Bangkok</b>	Louis Tavern Lounge	3rd Floor Departure area
<b>Baghdad</b>	Iraqi Airways First Class Lounge	Departure area- opposite gate 46
<b>Bangalore</b>	Plaza Premium Lounge	International Departures, Terminal 1, Near Gate 18
<b>Beirut</b>	Beirut Lounge	Second floor after immigration at left side
<b>Cairo</b>	CAA & EAS Lounges	Departure hall
<b>Chennai</b>	Oberoi Clipper Lounge	1st Floor - Departure area
<b>Colombo</b>	Araliya Lounge	1st floor - Departure area
<b>Dammam</b>	Plaza Premium Lounge	Departure hall
<b>Delhi</b>	ITC Welcome Group Lounge	Transit area
<b>Dhaka</b>	Balaka Lounge	Departure hall after Immigration
<b>Dubai</b>	Gulf Air Falcon Gold Lounge	Concourse D
<b>Faisalabad</b>	CIP Lounge	Departure hall
<b>Frankfurt</b>	Marco Polo Lounge	Terminal 2 - Transit area
<b>Gassim</b>	Tasheel lounge	Departure hall
<b>Hyderabad</b>	Plaza Premium lounge	Departure hall

City/Airport	Lounge	Location
<b>Islamabad</b>	CIP Lounge	Departure lounge
<b>Istanbul</b>	Millennium Lounge	1st floor - Departure area
<b>Jeddah</b>	First Class Lounge	Departure hall
<b>Karachi</b>	CIP Lounge	1st floor - Departure hall
<b>Kochi</b>	Casino Flight Services	Departure area
<b>Kuwait</b>	Dasman Lounge	Mezzanine floor
<b>Lahore</b>	CIP Lounge	Departure hall
<b>Larnaca</b>	Executive Lounge	3rd floor - Departure area
<b>London Heathrow</b>	Falcon Gold Lounge	Departure hall - Terminal 4
<b>Manila</b>	Pagstop Lounge	4th floor- next to Hariraya Restaurant
<b>Moscow</b>	Airport Business Lounge	Departure hall
<b>Mumbai</b>	Clipper Lounge	Terminal 2BC - Transit area
<b>Multan</b>	CIP lounge	Departure hall
<b>Muscat</b>	TAV primeclass Lounge	Air-side, 02nd floor - after Passport Control
<b>Paris</b>	Cathay Pacific First and Business Class Lounge	Air-side, Level 2, connection building between Terminals 2A and 2C
<b>Peshawer</b>	Executive Lounge	Beside terminal building outside departure hall
<b>Riyadh</b>	Attar First Class Lounge	Departure hall - gate 18
<b>Tbilisi</b>	Primeclass Lounge	1st floor - after Passport Control on the right hand side
<b>Thiruvananthapuram</b>	Ruby Arena	In Security holding area, new International

\* Code share flights are not entitled for any lounge facilities.

For details regarding membership Terms and Conditions, please visit  
<http://www.gulfair.com/English/ffp/Pages/Rules.aspx>

For more information or clarification, get in touch with our  
Worldwide Contact Centre at +973 17 37 37 37  
or visit our dedicated Falconflyer page at [gulfair.com/ffp](http://gulfair.com/ffp)

All information is accurate as of March 2019.