

Terms & Conditions - iPoints

1. Vodafone's Loyalty Program is available for all its new and existing including Postpaid, Prepaid and Home customers with an active Vodafone connection with a valid QID in Qatar ("Customer").
2. Customer must opt in from the My Vodafone App to join the Loyalty Program ("Member"). Customers can enroll using their primary number associated with their account. On enrolling all secondary numbers associated with this Qatari ID will be automatically enrolled. After successful completion of enrolment, notification will be sent to the Member.
3. Company paid connections are excluded from the Loyalty Program.
4. On joining the Loyalty Program, Member will earn points for all the Vodafone services under the customer's QID. It can take up to 48 hours for the points to be reflected onto the Customer's Account.
5. Customer can earn points by paying their Postpaid, Fixed or Mobile Broadband ("MBB") Bills ("Vodafone Bills") and by recharging their Prepaid number.
6. Customers can gain extra points based on their tier.
7. The four (4) different tiers ("Tiers") based on the Customer's annual spend over the last 12 months as below:
 - Bronze: with every 1 QR spent, Customer gets 1 point
 - Silver: with every 1 QR spent, Customer gets 1.5 points
 - Gold: with every 1 QR spent, Customer gets 2 points
 - Black: with every 1 QR spent, Customer gets 2.5 points
8. The Customer's Tier is based on your total Vodafone spending over the last 12 months and the spending thresholds for each tier are:
 - Bronze: Up to QR 4,799/year
 - Silver: QR 4,800–11,999/year
 - Gold: QR 12,000–23,999/year
 - Black: QR 24,000+/year
9. Points are non-transferable, cannot be exchanged for cash, and are only redeemable by the primary account holder.
10. Customer can spend their points by taking any of the benefits and discounts ("Reward") or Vodafone telecommunication services that gets frequently updated on My Vodafone App.
11. Rewards may vary and are subject to change.
12. Vodafone telecom benefits are allowed to be redeemed only against the connections enrolled within this same account. Not all Vodafone services are

available to be purchased through points, only the ones listed on the loyalty section on My Vodafone App are applicable and this list is subject change.

13. Points can be redeemed for Rewards available in the Loyalty Program, which can be found on My Vodafone App (“App”). All connections under the same QID will be automatically included in the App.
14. Points once redeemed for Rewards are irreversible, and such Rewards may not be cancelled and refunded once issued to the member.
15. All points expire within one (1) year of earning. Points will expire automatically if a customer’s Vodafone primary account is disconnected or ported out. It is the responsibility of the Member to keep track of their balance points and use them before it’s expiry.
16. Members can also Spin and Win free points. To play Spin and Win wheel, each Spin will cost a specific number of points to participate in and will be indicated to the customer before spinning. Customers will always get a guaranteed 1 local SMS, for every Spin and will also stand a chance to win a random prize out of the different items on the spinning wheel.
17. Frequent promotions will be introduced on the platform for customers to stand a chance to win big prizes.
18. Each redemption option will have its updated Terms and conditions listed for customers review before redemption such as deal or voucher validity and expiry dates as well as any other partners terms or use.
19. Customers will be able to convert their points into Avios, the conversion process can be completed through the App where customer can find and select the relevant conversion option. To complete the conversion, customers must enter their Qatar Airways Privilege Club membership number as this number is necessary for Avios to be credited to the customer's Qatar Airways Privilege Club account. Members are required to enter the accurate Qatar Airways Privilege Club membership number as Avios once credited cannot be reversed. And once credit customer will be able to track their Avios balance and transaction status on Qatar Airways App which will be updated within minutes but in some cases might take up to 24 hours.
20. For points conversion to Avios, any fraudulent activity or other misuse of this conversion offer will result in forfeiture of any Avios awarded and may result closure of either or both member’s Privilege Club or iPoints account. All Avios awarded under this campaign will be subject to the Qatar Airways Privilege Club Terms & Conditions.
21. Members will receive a reminder notification on the primary mobile number to which the Loyalty Program is enrolled. The reminder notification SMS will be sent at

the latest one week before the end of the month, in which the points are due to expire.

22. Vodafone Qatar reserves the right to investigate and act against any fraudulent activity, misuse, or abuse of the Loyalty Program. This may include the forfeiture of points, suspension, or termination of membership if found to be subject to any illegal or fraudulent activities.
23. In the event a member passes away, all the Points accumulated before such an unfortunate incident will be cancelled immediately.
24. Once the Member's Account or Primary number has been terminated, it cannot be reinstated under any circumstance. If a member re-enrolls, he/she will need to opt in again on the App. No previously accrued points will be credited to it under any circumstances.
25. By participating in the Loyalty Program, Members consent to the collection, use, and disclosure of their personal information in accordance with Vodafone Qatar's Privacy Policy.
26. By participating in the Loyalty Program, Member agrees to be bound by these terms and conditions, as well as any additional terms and conditions specified by Vodafone Qatar from time to time online.
27. A Member may at any time contact Vodafone and cancel their membership. This will automatically cancel all points and Tiers. If customers want to re-enroll, lost points and Tiers will not be re-added.
28. Vodafone Qatar reserves the right to audit the Loyalty accounts in the Loyalty Program at any time and without notice to the Member to ensure compliance with the program T&C of services, applicable laws and/or tariffs. If an audit reveals discrepancies or violations, the processing of Rewards or statement of account may be delayed until the discrepancies are resolved to the satisfaction of Vodafone Qatar.
29. Participating shops or merchants may change with no notice to Members of the Loyalty Program.
30. Vodafone Qatar has the right to modify these Loyalty Program T&Cs in whole or in part, at any time without notice and without the Member being entitled to any compensation. However, we will make all reasonable efforts to give Member prior notice of the changes.
31. Vodafone Qatar has the right to terminate the Loyalty Program at any time. We will make all reasonable efforts to give members prior notice of the termination of the Loyalty Program.

32. Vodafone Qatar reserves the right to interpret and apply the policies and procedures communicated in these T&Cs. All decisions by Vodafone Qatar shall be final and conclusive in each case.
33. Vodafone Qatar is not liable for indirect or consequential damages resulting from participation in the program or partner offers.
34. Vodafone Qatar is not responsible for disruptions caused by unforeseen events like natural disasters or technical failures.
35. Vodafone Qatar in its sole judgment reserves the right to disqualify a Member from further participation in Loyalty Program, cancel all accumulated points and seek compensation for rewards used if Vodafone Qatar deems the Member has engaged in willful misconduct or has breached any of the T&C governing the Loyalty Program including but not limited to: failure to follow T&C and procedures or providing false or untrue information, the sale or barter of Rewards, any misrepresentation of facts relating to the earning or redemption of Rewards or any other improper conduct as determined by Vodafone Qatar including but not limited to infraction of the tariffs of Vodafone Qatar or any partner participating in the program, any untoward behavior with reference to any Vodafone Qatar employee or refusal to honor Vodafone Qatar employees' instructions.