

## **Skywards Everyday FAQs**

### **What is Skywards Everyday?**

Skywards Everyday is a mobile app operated by Emirates Skywards, the award-winning loyalty programme of Emirates and flydubai. With Skywards Everyday, you can easily and instantly earn Skywards Miles on your everyday spends in the UAE and get closer to your next reward.

### **How do I earn Skywards Miles on my everyday purchases?**

After downloading the Skywards Everyday app, you can start earning Skywards Miles with our Skywards Everyday partners by simply linking an eligible payment card in the 'My Cards' section of the Skywards Everyday app. Every time you pay with your linked payment card at one of our partners, you will earn Skywards Miles automatically.

### **How many Skywards Miles do I earn?**

You can earn 1 Skywards Mile for every AED 3 you spend with Skywards Everyday partners, except with our grocery and pharmacy partners, where you can earn 1 Skywards Mile for every AED 5 you spend.

### **How do I link my payment card in the Skywards Everyday app?**

To link your payment card in the app, select 'My Cards' and select 'Link a card', enter the 16-digit card number, click to accept the Skywards Everyday terms and conditions, and select 'Save'. Your card will then be linked.

### **Which payment cards and credit cards can I link in the Skywards Everyday app?**

You can earn Skywards Miles with registered Visa and Mastercard credit and debit cards with the Visa or Mastercard symbol, including cards registered with Apple Pay, Samsung Pay, Android Pay and other payment wallets.

Eligible Visa payment cards include all internationally issued payment cards bearing the Visa symbol in markets where Visa supports card linking.

Eligible Mastercard payment cards include cards with the Mastercard symbol issued in markets that support card linking, including Argentina, Australia, Brazil, Canada, Denmark, Germany, Qatar, United Arab Emirates, United Kingdom and United States of America.

Skywards Miles cannot be earned on transactions made using any of the following payment cards: Amex, Diners Club, retailer store cards and gift cards.

### **How many cards can I link?**

You can link a maximum of five (5) eligible payment cards.

### **Can I make changes to my linked payment cards?**

Yes, you can make up to 5 changes in a 12-month period starting from the date you linked your first eligible payment card.

**Who has access to my linked cards?**

Loyal Solutions is the card-linking service provider for the Skywards Everyday App. When you link an eligible payment card, you acknowledge and consent to Loyal Solutions collecting, using and transferring to the Visa and Mastercard payment networks a Visa or Mastercard debit or credit card number.

For more information, please visit [emirates.com](http://emirates.com)

**Can I link my family member's cards in my Skywards Everyday app?**

You must be a registered cardholder or have received permission from the registered cardholder to link an eligible payment card in the Skywards Everyday app.

**Can a payment card be linked to more than one Skywards Everyday profile?**

No, you can't link eligible payment cards to multiple Skywards Everyday app users. You can only link payment cards to one account at a time.

**What happens if my payment card has expired or been cancelled?**

You can update your card details and remove expired, cancelled or suspended payment cards in the 'My Cards' section of the Skywards Everyday app. You will need to update your details to continue to earn Miles. You won't be able to claim Miles for payments you made using cards that are not linked to your account.

**Will I be charged for linking my payment card?**

No, you can link your payment cards to Skywards Everyday at no charge.

**Where can I earn Skywards Miles on my everyday purchases?**

You can earn Skywards Miles with our partners at participating outlets listed on the Skywards Everyday app.

**What type of Miles can I earn with Skywards Everyday?**

You will earn Skywards Miles on your everyday purchases. From time to time, we may have special offers where you can also earn Tier Miles with Skywards Everyday.

**Are Skywards Miles earned through the Skywards Everyday app the same as other Skywards Miles?**

Yes, Skywards Miles earned through Skywards Everyday can be used in the same way you do the Miles you earn on Emirates and flydubai flights, with our global partners and when using cobranded cards.

**Can I use the Emirates app to earn Skywards Miles with Skywards Everyday?**

No, you'll need to download the Skywards Everyday app to earn Miles with Skywards Everyday.

**Can I log into Skywards Everyday with my Emirates Business Rewards account?**

No, Emirates Business Rewards accounts are not eligible to earn Skywards Miles with Skywards Everyday.

**Can I contribute the Miles I earn with Skywards Everyday to a My Family account?**

Yes. The Skywards Miles you earn with Skywards Everyday are like any other Miles and are subject to [Emirates Skywards Programme Rules](#). You can automatically pool the Miles you earn with Skywards Everyday partners into a My Family account.

**Can I log into Skywards Everyday app with my Skysurfers account?**

No, Skywards Skysurfers accounts are not eligible to earn Skywards Miles with Skywards Everyday.

**Where can I download the Skywards Everyday app?**

You can download the Skywards Everyday app from iOS [App Store](#) and Google [Play Store](#).

**What do I do if I am unable to access the Skywards Everyday app?**

The Skywards Everyday app requires a minimum of iOS 12 or Android 7 software. Make sure you have the latest version of your operating system.

If you continue to face issues in accessing the Skywards Everyday app, please contact us on [Live Chat](#)\*

\*Live chat is currently available only in English.

**Why should I allow the app to use location services?**

When you enable location services, you'll easily find Skywards Everyday partner locations and available special offers.

**Why should I enable notifications?**

With Skywards Everyday offer notifications, you'll always know when you can get bonus Miles and special offers from our partners. You can choose to turn on or disable offer notifications at any time through the Notifications section of the app.

Miles earning notifications tell you how many Miles you've earned every time you spend with our Skywards Everyday partners. You can choose to turn on or disable Miles earning notifications at any time through the Notifications section of the app.

**How do I refresh the app and Skywards Miles balance?**

You can simply switch between mobile screens to refresh the app screen. Your Skywards Miles balance will automatically refresh once the Miles have been credited. Miles will be credited to your Emirates Skywards membership account after the transaction has been processed and verified by the payment network (Visa or Mastercard), except when the Skywards Everyday partner has a refund policy. Where select participating partners offer a full refund, Skywards Miles will be credited to your membership account after the refund period, provided the purchase has not been cancelled or refunded.

**Do I earn Skywards Miles on all spends with partners or are there any exclusions?**

You won't be able to earn Skywards Miles on some purchases, such as 24-karat gold bars and coins. The number of Miles you'll earn is based on the total amount you paid, excluding government taxes and after any discounts have been applied.

**Can I earn Skywards Miles even if I have availed a discount or offer?**

Yes, you can earn Skywards Miles on the total amount you paid after any discounts have been applied. For example, if you received a 20% discount on a bill of AED 100, you will earn Skywards Miles on the remaining amount of AED 80.

Please note that Skywards Miles will not be awarded on government taxes.

**Do I earn Skywards Miles for purchases made with a gift card?**

No, you can only earn Skywards Miles on purchases made using an eligible payment card linked to the Skywards Everyday app.

**Do I earn Skywards Miles on exchange or store credit?**

No, you can't earn Skywards Miles on exchanged items or purchases made with store credit.

**Can I earn Skywards Miles at all partner stores and outlets?**

Some partners may restrict earning at some stores/outlets, you can view the full list of participating outlets on the app.

**Can I earn Skywards Miles on online purchases?**

You can earn Skywards Miles on online purchases with select partners. Check the partner overview in the app to identify partners that offer Miles for online purchases.

**Do I earn Skywards Miles on past purchases?**

No, you can only earn Skywards Miles immediately at checkout on payments made using your linked cards.

**Can I spend Skywards Miles with Skywards Everyday partners?**

No, you currently can't spend Miles with Skywards Everyday partners.

**When will I see my Skywards Miles in my Emirates Skywards account?**

Skywards Miles earned for eligible purchases will be credited to your Emirates Skywards membership account after the transaction has been processed and verified by the payment network (Visa or MasterCard), this can take up to 7 days. . Where select participating partners offer a full refund, Skywards Miles will be credited to your membership account after the refund period, providing the purchase has not been cancelled or refunded.

**Will I earn Skywards Miles on the full transaction value?**

You will earn Skywards Miles on your total purchase value, excluding taxes. You won't earn Skywards Miles on the tax amount applied to your purchases.

**Does the Skywards Miles balance shown on the app reflect only the Miles I've earned with Skywards Everyday?**

The Miles balance that appears on your Skywards Everyday app homepage is the total number of Miles you've earned to date. You can view the Miles you earned with Skywards Everyday in the My Profile tab under My Skywards Everyday Statement.

### Why haven't I received my Skywards Miles?

If a Skywards Everyday partner has a refund policy offering a full refund, your Miles will be 'Pending' in the 'My Statement' page, until the refund policy period has ended. Skywards Miles will be credited to your membership account after the refund period, providing the purchase has not been cancelled or refunded.

Where Skywards Miles have not been credited for an eligible transaction, you are requested to contact Emirates via the [Help](#) section on emirates.com, providing your credit or debit card purchase receipt (the small receipt).

### Which Skywards Everyday Partners have a refund policy?

The Skywards Everyday partners listed below have policies offering a full refund. Your Miles will be 'Pending' in the 'My Statement' page, until the refund policy period has ended. Skywards Miles will be credited to your membership account after the refund period listed below, providing the purchase has not been cancelled or refunded.

Refund Policy	Skywards Everyday Partner
5 days	Oud Dubai
7 days	adL
	Al Jaber Optical
	Beauty Connection Spa
	BinSina Wellness
	Holland & Barrett
	Padelae
	Petit Bateau
	Springfield
	Super Dry
	TAG Heuer
The Face Shop	
14 days	Bait Al Kandora

### When can I use my Skywards Miles?

You can use your Skywards Miles as soon as they have been credited and you can see them in your Emirates Skywards account.

### Where can I use my Skywards Miles?

You can spend Skywards Miles on future trips, hotel stays, live events, exclusive invitations and more. Visit emirates.com for more details.

### How long are Skywards Miles earned with Skywards Everyday valid for?

Skywards Miles earned with Skywards Everyday follow the same [Emirates Skywards Programme Rules](#) for Miles earned under Emirates Skywards.

**If a partner brand is offering a double Miles promotion, and Skywards Everyday app is also offering a double Miles promotion, will I benefit from both offers?**

You can avail of one or more ongoing offers on the Skywards Everyday app. The Miles you earn will be based on the total amount you spend. For example, if you earn 100 Miles from a partner who is offering double Miles, then you will receive 200 Miles from the partner. If Skywards Everyday is also running a double Miles offer, you will earn a further 100 Miles for that transaction, amounting to a total of 300 Miles.