

FAQ:



DON'T WASTE YOUR POINTS

- ✓ **Have the points – We'll get YOU the flights**
- ✓ **Managing a business – We'll get YOU more points**

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SUMMARY:

We collate your points from across your cards and loyalty programs, and calculate the best combinations to save you money and get you the right travel experience.

We've developed a system of leveraging points in a smart way to score business class seats at such low cost, that clients who work with us, may never see the back of the plane again.

HOW IT WORKS – THE POINTS ARBITRAGE

UNDERSTAND THE BASICS BEHIND GETTING VALUE FROM YOUR POINTS

- I. Business class tickets costs \$6,000 to \$10,000 to Europe or USA
- II. Frequent flyer points can be used to redeem for tickets for the cost of airline charges/airport taxes
- III. Earning points from flying is the traditional way, fly and collect points - It is also very slow and requires bums on seats.
- IV. Loyalty programs have shifted
- V. Now, using credit cards is the fastest way to collect points

Businesses (vs Individuals) are in the fortunate position to pay everything, except wages, on cards & collect a lot of points very quickly. >> Collect the points and use those points for tickets.

The savings? – Everyone is different, perhaps \$0/\$1,000/\$2,000/\$3,000? of card fees to collect those points, swappable for a \$6,000 to \$10,000 biz ticket. >> **Save over \$5,000 per ticket, perpetually**

Imagine what you could do if business travel was cheap?

Where would you go?, Would your business grow?

Like anything, there is a smart way and a dumb way to do things.

- If you do it not so smart, you'll only find out when you plan to use them and realise they are impossible to use, not suited to your needs or worst you didn't even collect them.
- iFLYflat is the recognised industry expert in helping companies earn more points and use them wisely, partnering with companies to help them save money and achieve their travel objectives. Don't waste your points.

THE POINTS AUDIT PRICING

(1) POINTS AUDIT

- First we understand your travel needs, destinations, # passengers, family/friends or staff travel
- We review your expenses/spending habits, supplier surcharges etc to match the right card/s that collect more of the right points
- You may need to get new credit cards, typically only 2/3 credit cards are needed
- We take into account your banking relationships so if you can't switch cards – then we make the best of all the options available to you. You may have the cards, but don't know the best ways to maximise them.
- Guarantee – Our advice will get you at least one additional Business class return ticket to Europe or USA that you didn't have access to before engaging iFLYflat. (value \$8,000+). In most cases, we achieve much more than that.

HOW TO SIGN UP

To JOIN > <https://www.iflyflat.com.au/join/>

POINTS AUDIT FEE

2. For monthly spends ranging between \$25,000 to \$250,000/month = \$2,499 (incl GST)
3. For monthly spends above \$250,000/month = agreed % share of benefit

Upon joining, the system will send you a worksheet to gather some details in order to work out the level of value we can add based on your data.

The key info is:

- Travel needs (to align the appropriate frequent flyer program, and cost the value of using points to fly)
- Current credit cards used
- Top 5 costs (non-wages) that you are NOT paying on cards (to assess the potential of earning more points at a low cost, if worthwhile)
- Top 5 costs you are already paying with cards (to assess the extend you are already using cards and the surcharges currently incurred)

Our Guarantee: Our points audit advice will help you collect additional points over and above what you do now, that would cover AT LEAST 1x extra busienss class flight to Euorpe or USA (value \$8,000+)

THE POINTS AUDIT PRICING

(2) POINTS FLIGHT BOOKING CONCIERGE (fee per booking)

- We turn frequent flyer points into business class flights for work or leisure
- We know how to use points to find the best seats
- We have a specialist team searching for you custom seats and custom dates across more airlines
- The seats we find may or may not be publically available. We have deep connections and knowledge in the the industry and know the frequent flyer programs and credit card reward programs intimately.
- The end result, we work on a success basis you engage us to find/book a seat using your frequent flyer points

HOW TO START BOOKING

POINTS FLIGHT BOOKINGS

When ready to fly - Provide the info and our team will begin searching

Start Booking > <https://www.iflyflat.com.au/join/>

For the search to commence, we have a non-refundable search start fee of \$9.90

(We don't make money from this fee. This ensures our services attention is applied for genuine requests that are ready to book and reducing time wasters)

Final booking fees are charged when we find the flights that you want

PRICING: BUSINESS CLASS – one person (from/to Australia):

- To Anywhere (USA, Europe, UAE, etc) \$1,250 (one-way) / \$2,500 (roundtrip)
- To Asia/NZ/Syd-Perth \$750 (one-way) / \$1,500 (roundtrip)
 - If you want First class +\$1,000 per return, per person
 - These prices ARE inclusive of fees and taxes

PRICING: PREMIUM ECONOMY / ECONOMY – one person (from/to anywhere)

- PREMIUM ECONOMY: \$250 + Taxes (one-way) / \$1,000 + Taxes (roundtrip)
- ECONOMY: \$250 + Taxes (one-way) / \$500 + Taxes (roundtrip)
 - Note: Premium Economy and Economy prices are NOT inclusive of fees and taxes

PRICING: Overseas to Overseas (One passenger - business class):

- Flying to/from overseas destination to overseas destination = \$500 (each-way) + taxes

HOW LONG DOES IT TAKE

For new clients, we require a minimum of 2 weeks, to give our team enough time to begin the points seat search process and consider all the good options.

If you require a booking ASAP, we can help existing customers to book fast – if we know what credit card points you have, have your frequent flyer membership and passports, and photos of your passport – so we can be a position to find seat which are bookable straight away.

As seats can change daily, our team produces the best results when we can begin to have a few days of searching all the possible options.

Booking points seats is very different to booking a cash ticket.

- Cash tickets are always available, prices change to reflect seats supply.
- Booking points seats, the number of points are the same, but finding the seats is the hard bit. We find the points seats when you can't.

The benefit of using points to book business class is the cash savings vs. buying a confirmed business class seat.

Typical business class tickets costs \$8,350 to London and \$7,500 to Los Angeles. With iFLYflat it costs Points + \$2,500. **Saving over \$5,000 per ticket.**

CHANCES OF SUCCESS IN BOOKINGS

- Generally, we book 70% of all requests, between 1 and 4 weeks.
- 15% of flights we cannot find
- 15% take longer than 8 weeks

CAN YOU GET ME AN UPGRADE?

- We can't request or influence airline upgrades.
- Upgrades are based on individual airline systems that take into consideration your elite status (Platinum, Gold, Silver etc), the type of ticket you have, the number of available upgrade seats on that flight and other factors.
- Of course, the strategies we put in place will help you earn more points, which can be used to request for an upgrade.
- Members manage their own flight upgrades directly with the airline. iFLYflat is not involved in the process.

UNDERSTAND: POINTS UPGRADE VS FULL POINTS REDEMPTION:

A *points upgrade* is when you buy an economy ticket, and request an upgrade. This is wholly administered and allocated by the airline, first if there are available seats on the plane, and an algorithm based on loyalty status, Platinum/Gold/Silver etc, your ticket fare grade, and how many passengers are flying together. Points upgrades are like a lottery - no guarantee.

A *full points business class redemption*, is about finding and booking in a confirmed business class points seat in advance. Points seats are limited and can change every-day, once booked – this is a confirmed ticket.

Points required compared: Points upgrade (discount economy to business class) vs full points business class redemption are similar.

Qantas Example #1: Sydney – London - Sydney.

- Points upgrade = 240,000 points + Economy ticket approx. \$2,400
- Full points redemption = 256,000 + iFLYflat finders/booking \$2,500.
- 15,600 points difference

Qantas Example #2: Sydney – Los Angeles - Sydney.

- Points upgrade = 180,000 points + Economy ticket approx. \$2,000
- Full points redemption = 192,000 + iFLYflat finders/booking \$2,500.
- 12,000 points difference

DIFFERENT POINTS HAVE DIFFERENT PASSENGER RESTRICTONS

Each frequent flyer program has its own rules which determine who can fly with your points.

- Qantas – Allows points to book for family and extended family only (not friends or team)
- Virgin/Emirates/Etihad – Allows points to book for anyone
- Singapore/Cathay – Allows for the member plus 5 nominees

POINTS FLIGHT CONCIERGE: WORKING EXAMPLE

John wants to fly business class from Sydney to London return. He has points with Qantas, Virgin and Singapore airlines as well as credit card points with AMEX, CBA, ANZ and Westpac.

iFLYflat works out the possible combinations and short-lists the best flight options. iFLYflat performs daily searches and continues to provide John with flight options until he chooses the flight he wants us to book.

The total cost for John's airline ticket, (inclusive of taxes and iFLYflat concierge fees) totals \$2,500 saving him \$5,850 on the cash airfare for the same ticket of \$8,350.

DO YOU NEED MY FREQUENT FLYER DETAILS?

- Yes, we collect your details so we are able to proceed to book flights as soon as you approve.
- We check that your account is working and has the right points
- We monitor for when credit card transfer points arrive in the account so we can book ASAP

DO YOU NEED MY CREDIT CARD DETAILS?

- No, in most cases we pay for the ticket taxes & fees with the iFLYflat credit card and we seek reimbursement from you. We will bill you at the same time as our invoice for the booking service fees
- In some case, if you have a one-way ticket flying from a fraud prone country, you may need to produce the credit card on check-in. In these cases, we need your card to pay the taxes.

REIMBURSEMENT OF TICKET TAXES PAID ON YOUR BOOKING

- Ticket taxes and fees are first paid with the iFLYflat credit card to reduce the chance that the booking is held up due to credit card rejections or the time taken to get the security code from clients.
- Taxes paid by iFLYflat will be reimbursed via invoice at the same time as the iFLYflat booking service fee.
- Only the taxes/fees reimbursed will include a 2.0% credit card fee to recover our card processing costs. The iFLYflat booking service fee is surcharge free.

SHOULD I BOOK AN AVAILABLE ONE WAY FLIGHT EVEN IF I AM LOOKING FOR A RETURN?

- Reward seat availability changes all the time so it is recommended you book the available one-way flight while we continue to search for the other journey. This increases the chances that the full trip will be found and booked.
- Changing or cancelling a flight is often easier and less expensive than having to pay for a retail ticket because your complete journey isn't available at the time of search.

CAN YOU FIND MORE SEATS THAN I CAN FIND?

- Reward seats are limited, and are not available on every date or every flight.
- As seats arise randomly, more frequent searches deliver results.
- We have proven expertise and knowledge gained from booking since 2012.
- Our expert knowledge of how airline seat allocation works, new routes, alternative routing combinations and different airlines you can fly with the same points means we can book hard to find seats.
- We know how all the credit card and airline programs work together
- If you were to spend time searching with no result, that time is wasted. If we do search and get no result – there is no fee unless we are successful.

HOW MANY SEATS ARE YOU LIKELY TO FIND FOR A LARGE FAMILY OR GROUP?

- For a group or family of 4-6 people, finding seats on the same flight can be difficult as airlines generally do not release large numbers of premium seats bookable on points on the one flight.
- We would advise looking at splitting the group where possible among 2 flights eg. Family of 5: 3 passengers on Flight A and 2 passengers on Flight B either on the same airline or even a different airline with suitable arrival times. Alternatively, travelling in different classes, eg: 2 in Business, 3 in Economy etc.

HOW DO I TRANSFER MY CREDIT CARD POINTS TO AN AIRLINE REWARD PROGRAM?

- Credit card programs either have a (preselected) direct transfer to Qantas or they accumulate in the credit card's own rewards program.
- To transfer points from your credit card's rewards program, go to the 'Rewards' section and follow the instructions.
- Different card reward programs have different airline transfer partners and transfer ratios.
- You will need to have the details of the airline frequent flyer program ready to register a transfer.
- Point transfers typically take 1 to 3 business days. Please allow enough time for the transfer before finalising a booking.

WHEN DO MY REWARD POINTS EXPIRE?

Virgin Velocity

- Points expire after 24 months of no activity.
- The whole balance can be extended for the same period as long as there is activity within the account.
- This activity can be from flights, flight redemption, points from shopping portals and many other options as stated on the Velocity website. The easiest way to earn Velocity points is from purchasing fuel at BP petrol stations.

Qantas

- Points expire after 18 months of no activity.
- The whole balance can be extended for the same period as long as there is activity within the account.
- Like Velocity - This activity can be from flights, flight redemption, points from shopping portals and many other options as stated on the Qantas website.

Singapore Airlines

- Points expire on a rolling (First In First Out basis) after 36 months
- Can be extended once for a fee.
- Points can be transferred to the Virgin Velocity program at a rate of 1.35 KrisFlyer pts : 1.00 Velocity pt

Cathay Pacific

- Points expire on a rolling (First In First Out basis) after 36 months
- Can be transferred to a person on your nominee list for an unattractive fee. (10,000 miles for USD170, then 5,000 miles for USD140)
- you can also redeem products from the airline's rewards store.

BOOKING CHANGES

- All changes performed by iFLYflat is \$250 per direction per person plus any of the airline's own fees.
- There are no refunds on flights booked. (As we have performed the work), any excess points will be refunded by the airline back to your account less any airline's own fees.

BOOKING CANCELLATION

- iFLYflat will help you cancel the booking with the airline for no fee, or you can do it yourself.
- No refund of booking fees (as we have performed the work) points will be refunded by the airline back to your account less any airline's own fees.
- iFLYflat cancellation fees may be able to be claimed from your travel insurance policy, as travel arrangement fees.

BOOKING FOR CHILDREN/INFANTS + FEES

- As part of our comprehensive booking service, we are able to include children, infants and unaccompanied minors in your reward flight booking.
- Children over 2 years old are required to occupy an adult seat and the reward points are calculated at the same rate as an adult.
- For an infant 0-2 years not occupying an adult seat, the airline generally charge at 10% of the adult retail ticket price.
- Searching and booking flights for infants and unaccompanied minors can be a complex and time consuming process as there are no set standards and the majority of airlines only allow bookings over the phone.

Bookings for infants are not points related, so they can be completed by the client with the airline

- If you require iFLYflat to help manage this. Consequently, these bookings will incur an admin fee to cover our time & effort:
 - For unaccompanied children 2- 15 years a flat fee of \$249/return per child will be charged on successful completion of the booking (for retail or points bookings)
 - For an infants 0-2 years a flat fee of \$249/return per child will be charged on successful completion of the booking. (for retail or points bookings)
 - Booking fee for accompanied children sitting in the same class/cabin as the adults will be charged the same % retail flight value as per normal.

CAN I TRANSFER POINTS TO OTHER FAMILY MEMBERS?

- Many airlines allow you to transfer points to family members:

FREQUENT FLYER PROGRAM	POINTS TRANSFER	BOOK FOR NON-FAMILY MEMBERS
Qantas	<ul style="list-style-type: none"> • Can transfer miles of extended family members unlimited times per 12mths (up to 600,000 pts) • Transfers min 5,000 & max 600,000 points per time 	<ul style="list-style-type: none"> • No, • Extended family only
Virgin Australia	<ul style="list-style-type: none"> • Eligible for family pooling of points and status credits for up to 2 adults and 4 children • Can transfer miles of extended family members up to 4 times per year • Transfers min 5,000 & max 100,000 points per time 	<ul style="list-style-type: none"> • Yes • Anyone
Singapore	<ul style="list-style-type: none"> • No transfers to other members possible • Transfers points out to Virgin Velocity is an option • Points can be extended once for a fee 	<ul style="list-style-type: none"> • Yes, You plus 5 nominees • Can only be changed after 6 months
American	<ul style="list-style-type: none"> • Share miles program (requires a fee) 	<ul style="list-style-type: none"> • Yes • Anyone
British Airways	<ul style="list-style-type: none"> • Pool miles for up to 7 family members (same address) • Can transfer points to anyone up to 27,000 points per year (free), and 27,000 points (paid) 	<ul style="list-style-type: none"> • Yes, You plus 5 nominees not at the same address
Cathay Pacific	<ul style="list-style-type: none"> • You can transfer your Asia Miles to the account of a redemption group member (for an unattractive fee) 	<ul style="list-style-type: none"> • You plus 5 nominees • Can only be changed after 6 months
Virgin Atlantic	<ul style="list-style-type: none"> • Gift and transfer miles to family (max 100,000 miles) • Family Account for up to 6 children when qualify for Gold Membership 	<ul style="list-style-type: none"> • Yes • Anyone
Etihad	<ul style="list-style-type: none"> • Can pool miles into one account for up to 8 family members 	<ul style="list-style-type: none"> • Yes
Emirates	<ul style="list-style-type: none"> • Nominate up to 8 family members and receive 20% of points they earn. • Travellers must be over 2 years 	<ul style="list-style-type: none"> • Yes • Anyone

- Additionally, by combining the strategy of earning the right points in the first place, we are able to be more successful in helping our members use points fly.

OFFICE OPERATING HOURS

Our normal business hours are: **Monday to Friday 9 – 6pm**

We do not have an emergency or afterhours service.

As the client is using their points to fly at all times, clients have the legal authority to discuss and agree with the airline for any flight changes.