



# RULES & REGULATIONS



The Only  
Corporate Travel Rewards



Turns Travel Expenses  
Into Rewards

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FlyRewards® is a rewards program offered by Middle Side Travel for Middle Side Customers. For purposes of these rules and regulations (hereinafter "program rules" or "rules") of Membership, the terms "Middle Side®," "we," "us," and "our" refer to Middle Side Travel sarl., and the term "the program" refers to the FlyRewards program. The terms "transition date," "launch date," "transition," and "program launch" refer to February 1, 2019, the date that Middle Side Travel launched the FlyRewards program. The terms "Member," "Members," "you," and "your" apply to you as a Member of FlyRewards; the term "account" refers to your FlyRewards Membership account; and the term "points" refers to your FlyRewards Points earned after the transition date. The term "calendar year" means January 1-December 31 of each year.

Middle Side reserves the right to amend, suspend, or change the program and/or program rules at any time without notice. Middle Side reserves the right to end the program with six months' notice. FlyRewards Members do not acquire property rights in accrued points and awards. By enrolling and/or participating in FlyRewards, you agree to abide by these rules and regulations.

Reward travel by the Member and, if applicable, a Companion, is subject to taxes, fees, and other government or airport-imposed charges. **Applicable taxes, fees, and other government or airport-imposed charges can vary significantly based on your arrival and departure destination.** The payment of any taxes, fees, and other government or airport-imposed charges is the responsibility of the passenger and must be paid at the time reward travel is booked. In some instances, the government may elect to collect the fees directly from the passenger.

For information on how Middle Side Travel may use and share the information you provide when you become a FlyRewards Member, please review our privacy policy. Middle Side Travel is not responsible for unauthorized access to a Member's Account and will not replace stolen points or awards.

By enrolling in FlyRewards, you confirm and represent that you are the Member or that, if the Member is a minor, you are the child's parent or legal guardian. If you are the child's parent or legal guardian, you also confirm and represent that you, and not the child, are providing the child's information to Middle Side.



## Membership

Membership in the FlyRewards program will be granted by Middle Side Travel and is mainly for corporate / business travelers. Companies must enroll separately and may not pool or combine points with other Members. Except as specifically approved by Middle Side, individuals and other entities may be enrolled as Members only if they are associated with the Member Company.

Member is limited to one account with multiple passengers. A Member must provide legal name, government issued number at Ministry of Finance, VAT Number, address, phone number, valid email address, as well as the name of the Contact Person at Member Company who will handle travel for the Member. Account specific information will be sent via email to the primary email address in the Member's FlyRewards account.

Member is responsible for notifying Middle Side Travel immediately of any change of name, email address, or physical address. Name change requests must be submitted in writing to Middle Side Travel. The written request must contain the Member's current contact information (name, address, telephone number, and email address if available), FlyRewards account number, along with photocopies of legal documentation (ex. Company registration number at Ministry of Finance, etc.) and an informal letter indicating legal name. Email address and physical address changes may be made on [FlyRewards.me](https://flyrewards.me) after logging into your account.

Upon enrolment, Members' accounts are active for 24 months. Members' accounts will remain active as long as the Member has a Qualifying Activity at least once every 12 months. The Member's account expiration date will be 12 months from the date of the last Qualifying Activity. If a Member fails to have any Qualifying Activity in 12 months, the Member's account will become inactive and all points, awards, rewards, and promotional incentives will be forfeited. Middle Side Travel reserves the right to cancel the membership of any inactive Member. "Qualifying Activity" means (a) points earned from flights booked through Middle Side Travel, (b) points earned from our FlyRewards Partners and posted to Member's account prior to the expiration date, and (c) gifted/transferred points received and claimed by the recipient. Gifted/Transferred points are a Qualifying Activity for the recipient only. Examples of activities that do not count as Qualifying Activities include but are not limited to: cancelled trips; nonrevenue travel such as Reward or Companion Pass travel.

Members earn FlyRewards Points when flying on any airlines. Points cannot be converted into cash. Points cannot be sold. Middle Side reserves the right to take legal actions for any illegal handling of a Member's account and Points.

Middle Side reserves the right to cancel the participation of any Partner in this program, giving notice of one month to Members. In the event of the cancellation of the participation of any Partner in the FlyRewards program, rewards may still be used until the expiry of their validity.

All transactions and Accounts in the FlyRewards program are subject to review and adjustment by Middle Side Travel at any time and without notice to the Member to ensure compliance with applicable rules. Any suspected fraud, misrepresentation, misuse, abuse or violation of applicable rules, including, but not limited to, contracts of carriage, tariffs, the program rules, our FlyRewards Partners' rules and regulations, and qualification requirements and benefits may result in (a) cancellation of the Member's Account and any associated reservations, (b) forfeiture of (1) accrued points in the Member's Account (2) awards, and (3) rewards or promotional incentives, and/or (c) a delay or suspension of the processing of points and reporting and the redemption of points, awards, status benefits, rewards and promotional incentives.



## Use of the card

The Card is an agreement between Middle Side and the Company, represented by the Contact Person who signed the application form.

The Card is the property of Middle Side and is to be returned on first demand and upon termination of membership.

There is no legal entitlement to join the FlyRewards program. Middle Side reserves the right to reject applications without giving reasons.

The FlyRewards Membership Card is not a credit card. In case of loss or theft of the card, Member must notify immediately Middle Side in order to supply him/her with a new card and cancel the other one.



## Earning FlyRewards Points

Points can be earned from flights booked through Middle Side Travel or through qualifying purchases with our FlyRewards Partners. Rules and regulations regarding transactions with our FlyRewards Partners apply, including, without limitation, adjustments for returns and cancellations with respect to qualifying purchases and engaging in a pattern of returning products after points have been credited to an Account.

Points can only be earned by the company/person whose name appears in the FlyRewards account. Member will not earn points for travel by another Middle Side Travel Customer or FlyRewards Member, unless the Member paid for the travel fee and presented a formal letter of acknowledgment or FlyRewards points gifted/transferred.

To earn points for each flight with Middle Side Travel, Member must provide his/her FlyRewards account number when making his/her reservation or prior to commencement of travel. No points will be issued to a Member if the name on the government-issued photo identification does not match the name on the FlyRewards Member account (listed within names of Member passengers).

The estimated FlyRewards Points to be earned that are displayed during the flight booking process (if any) are an estimate only. The Member will not accrue any points for any portion of the ticket that has been flown until the entire ticket has been completed. If the Member fails to take action to complete the partially flown ticket before the ticket expiration date, the Member will not accrue any points for the flown portion of the expired ticket. Cancellation is not considered taking action on a ticket. The actual number of points earned for each individual flight is calculated after completion of the entire ticket and is based on the final dollar amount paid for the base fare and fare product purchased for that flight. Taxes and fees imposed by the Lebanese and foreign governments, including airport-assessed Passenger Facility Charges (PFCs), federal segment fees, and other taxes and fees are not eligible to earn points. Any changes to the original booking that result in a change in fare will result in a change to the number of points earned.

Nonrevenue travel, including Reward and Companion Pass travel, is not eligible for earning points. Other travel not eligible for earning points includes, but is not limited to, charter flights, service-charged, reduce-rate, tradeout, extra seat, and paper tickets.



## Buying, Gifting, Transferring and Donating FlyRewards Points

A Member has the ability to purchase FlyRewards Points for personal use and as a gift. Point purchases must be paid for with a credit card or as cash payments. Point value will be quoted in USD and transactions will be settled in USD. The summary of pricing may be different from what the Member is charged due to the exchange rate associated with purchases made with a credit card issued through a foreign bank.

Points may be purchased as a gift and can be given to an existing FlyRewards Member or given to a non-FlyRewards Member. Non-FlyRewards Members must enroll in FlyRewards to claim gifted points. Gifted points must be claimed within 12 months of purchase. Unclaimed points will not be refunded.

A Member has the ability to transfer FlyRewards Points to another Member with an active FlyRewards account. Costs to transfer points to another Member must be paid for with a credit card or in cash payments. Point value will be quoted in USD and transactions will be settled in USD. The summary of pricing may be different from what the Member is charged due to the exchange rate associated with purchases made with a credit card issued through a foreign bank. Points may not be transferred to a Member's estate or as part of a settlement, inheritance, or will. In the event of a Member's death, his/her account will become inactive after 24 months from the last earning date (unless the account is requested to be closed) and points will be unavailable for use.



## Redeeming FlyRewards Points

FlyRewards Points can be redeemed for any available seat on any flight booked through Middle Side Travel. Number of points required to redeem for reward flights may vary based on destination, time, day of travel, demand, fare class, point redemption rate, and other factors.

Member can use his or her points to purchase seats for him/herself or others; however, the Member is solely responsible for making any changes to the itinerary after booking. A Passenger traveling on a ticket using points from another Member's account will not be allowed to make changes to the itinerary. The Passenger must contact the Member and have the Member make any necessary changes.

The number of points required to purchase a reward flight is subject to change at any time until the booking is confirmed. Additionally, any changes to the itinerary after the initial booking may result in a change to the amount of points required to purchase the reward flight.

Special fares, such as senior, infant, child, military, and government fares are not eligible to be purchased with points. Other travel not eligible for purchase with points includes, but is not limited to, charter flights, group travel, vacation packages, service-charged, reduced-rate, tradeout, paper tickets, and travel purchased through a travel agent.

Any extra fees such as applicable taxes, duties or airport fees, fuel surcharge are the sole responsibility of the Member or the beneficiary of the reward irrespective of his/her identity.

Reward seats are limited and could be subject to blackout periods. No points can be earned with reward tickets.

The one-way upgrade rewards are based on Economy Tickets (fare bought in Y, B, M, U or K) to upgrade one sector to Business Class.



## Additional Program Rules and Regulations

Middle Side Travel may from time to time offer "bonus" points, partnership programs, or promotional incentives for Members' use, such as Drink Coupons, rental car discounts, hotel discounts, or retail discounts. Such offers are not a part of the program's formal reward structure and may be temporary. Middle Side Travel reserves the right to modify or eliminate such offers at any time. These offers are void where prohibited by law. At no time may a Member sell, purchase, redeem, broker, or barter his or her points, for cash or other consideration. Points have no cash value and are void if sold, purchased, brokered, or bartered. In addition, such actions may result in the termination of the Member's Account, regardless of whether or not the transaction is completed. Any such points or redemption of points are void if transferred for cash or other consideration. Violators may be liable for damages and litigation costs, including Middle Side Travel's attorney's fees incurred in enforcing this rule.

By enrolling in the FlyRewards program you acknowledge that: (i) the program is not mandatory in order to purchase any ticket on Middle Side Travel; (ii) all monetary amounts and fees relating to such transactions will only be expressed and processed in US dollars and Middle Side Travel is not responsible for any exchange rate fluctuations that may affect the value that any Member receives in any other currency; and (iii) your credit card company or bank may charge you fees or charges related to your transactions as a Member and you will be solely responsible for any such fees or charges.

Middle Side reserves the right to cancel its program giving a two months' notice to all Members in which case rewards issued before the cancellation date may still be used until expiry of their validity. Middle Side will not accept any new reward requests after the announced cancellation date.

Changes and cancellation are subjected to ticket rules.

Any and all matters arising out of or relating to the program rules and/or the subject matter hereof shall be governed by, construed, and enforced in accordance with the laws of the Lebanon.

You and we consent to the personal and exclusive jurisdiction and venue of the Lebanese courts. You and we also agree to litigate any disputes between or involving you and us exclusively in Lebanon. You agree that any cause of action arising out of and/or relating to this program must be commenced within two (2) years after the cause of action accrues. Otherwise, such cause of action is permanently barred.

**NO TRIAL BY JURY:**

YOU WAIVE A TRIAL BY JURY IN ANY ACTION OR PROCEEDING BETWEEN YOU AND MIDDLE SIDE TRAVEL ARISING OUT OF AND/OR RELATING TO THIS PROGRAM.

**NO CLASS ACTIONS:**

YOU WAIVE ANY RIGHT TO PURSUE DISPUTES ON A CLASSWIDE BASIS. YOU AGREE THAT NO CLAIM OR DISPUTE ARISING OUT OF AND/OR RELATING TO THIS PROGRAM MAY BE JOINED WITH A CLAIM OR DISPUTE OF ANY OTHER PERSON OR ENTITY, AND YOU MAY NOT ASSERT A CLAIM IN A REPRESENTATIVE CAPACITY ON BEHALF OF ANYONE ELSE IN ANY LAWSUIT OR OTHER LEGAL PROCEEDING.

The program rules, together with the Member's enrolment, the terms and conditions on FlyRewards.me, and our FlyRewards Partners' rules and regulations, represent the entire, integrated agreement between the parties relating to the program, and shall supersede all prior representations, understandings or agreements pertaining thereto, either oral or written. No other covenants, warranties, undertakings or understandings may be implied, in law or in equity.

If you have any questions regarding the program, contact us on 01246424 or at [info@middleside.com](mailto:info@middleside.com)

**IN PARTNERSHIP WITH**

