

Frequently asked questions:

1. What is FIVE Life?

FIVE Life is FIVE Hotels and Resorts' loyalty programme, which enables members to earn credits during their stay at any FIVE hotel and redeem on their next room reservation (exclusive of taxes) when booked through direct hotel reservation channels.

2. Do I have to pay for membership?

There are no membership fees for the FIVE Life.

3. Why should I sign up for FIVE Life?

It's simple. Sign up to FIVE Life to receive money back on your next stay at FIVE Hotels and Resorts.

4. Where can I sign up for FIVE Life?

On the FIVE Life website; <https://www.fivehotelsandresorts.com/five-life>.

5. What are the requirements for signing up to FIVE Life?

Only 4 things! Your first name, your last name and your email address with a password.

6. Are there membership tiers? How do I qualify for them?

There are no membership tiers in FIVE Life. We like to keep it simple.

7. How do I earn points?

Members earn points based on how much they spend at FIVE Hotels and Resorts. As a member you will receive 10% back on all spending i.e. rooms, F&B, in-room dining, mini-bar, spa and leisure, before tax to use on your next stay at FIVE. One point earned is equal to one Dirham.

8. How do I make sure that all my eligible transactions are being credited to my FIVE Life account?

All eligible charges should be posted to the room and paid at check-out. Charges paid directly at the venues cannot be transferred to your loyalty account.

9. When will the points be added after my stay?

The points will be in your account and available to use three (3) days after checking-out of the hotel.

10. What experiences can I put my FIVE Life points towards?

FIVE Life points can be redeemed as reward nights on the next room reservation (exclusive of taxes) when booked through direct hotel reservation channels, such as Website, phone and via email.

11. How can I redeem my reward nights?

Redemption of your rewards night is only be applicable when booked directly with the hotel.

In order to redeem your reward nights, you can follow the below steps;

- a. Log into to your FIVE Life account
- b. Complete the “Redeem Rewards Night” e-voucher request and mention how many points redeemed.
- c. FIVE Life team will contact you within twenty-four (24) hours to confirm the reservation and to confirm the amount of points to be redeemed.
- d. Points will be removed in lieu of your rewards night after confirming details.
- e. A booking confirmation email will be sent to you to be presented upon check-in.

You need to make the reservation forty-eight (48) hours or two (2) days in advance as it would be subject to availability.

Once the email voucher is issued and redemption is approved, the stated “points” cannot be refunded. One (1) voucher per room reservation when redeeming FIVE Life points.

12. Is there a minimum points requirement to redeem my rewards nights?

Yes, you need to have a minimum of hundred (100) points to redeem.

13. How much tax will I be charged on full redemption?

You will be charged a service fee of AED 122.50 on rate and AED 20.00 tourism dirham fee per room per night.

14. Can we do part redemption?

Yes, you can do partial redemption e.g. if the net rate on a particular day is AED 1,000.00 and redeem 400 points (equal to AED 400.00), the amount to be settled would be AED600.00 plus all the Government-issued taxes.

15. Will there be tax on the balanced rate or the entire rate?

You will have to pay the Government-issued taxes (municipality fee, service charge, tourism dirham and 5% Value Added Tax) on the room rate after the redemption of points.

16. What charges are ineligible for earning FIVE Life points?

The following spends are ineligible for earning FIVE Life points:

- Conferences, banqueting, meetings and incentives
- Tobacco and shisha
- Tip
- Weddings
- Retail merchandise
- Outsourced services
- Third-party services (FIVE Life Experiences)
- Holiday Homes room categories
- Special packages such as 'All Inclusive, Stay & Dine and Long Stay or any other special offers on rooms.'

17. How long are my points valid for?

Accrued points are valid for a period of thirty-six (36) months.

18. Are there any booking restrictions?

As long as your points are active and the hotel has an available room, there are no booking restrictions. Blackout periods dates apply and members will not be able redeem points on New Year's Year Eve, Christmas, UAE National Day and other date declared as public holiday by the Government of Dubai.

19. Are there restrictions in redeeming points?

Points must be redeemed within thirty-six (36) months of checkout. Fractions of points will not be counted, any change in the amount spend will be rounded to the closest Dirham. Points cannot be redeemed on top of additional promotions.

Reservations from any online booking channel (such as booking.com, Expedia and Trivago) and travel agents will not be applicable to redeem points.

20. Do you include tax in the total?

The points are earned on your net total stay spend, which means service charge, municipality fees and VAT will be excluded from the eligible spend.

21. Can I book a room through FIVE Life?

Yes. You can reserve a room through the FIVE Life website. Go to the "Home" page and at the bottom you will find a "Book Now" option.

22. Will I still get points if I book through an OTA (Booking.com, Expedia, etc.)?



Yes, FIVE Life is open to guests booking through OTA's, however, redemption of points will only be applicable if a member books directly with the hotel.

23. Will I still get points if I book through a Travel Agent (DOTW, Alpha Tours, or any Wholesale rates)?

Yes, FIVE Life is open to guests booking through Travel Agents. Redemption of points will be only applicable if a member books directly with the hotel.

24. Do I get a discount on my first stay?

No, signing up does not discount your first stay. Instead, you will receive 10% as points three (3) days after checking-out which can be redeemed towards your next stay.

25. Is there a minimum night stay to use my points?

No, there is no minimum night stay to use the points.

26. How can I cancel my booking?

The booking can be cancelled by contacting the Room Reservations team on fpjd.reservations@fivehotelsandresorts.com or the FIVE Life team on fivelifelife@fivehotelsandresorts.com 24 hours prior the reservation.

27. Can I get a refund of my points?

Once the e-voucher is issued, rewards nights in lieu of points cannot be refunded. For more information about the use and transfer of points, please contact the FIVE Life team on fivelifelife@fivehotelsandresorts.com

28. In case of double or more occupancy in the room, who would be eligible to earn points?

The points would be issued to the guest whose name appears on the reservation as the main guest.

29. Can I share my points with friends and family?

No, points cannot be shared between one (1) or more people. One member can only transfer his or her points to a friend or family member with an existing reservation made through our direct booking channels.

30. Can I transfer my points? How do I do it?

Yes, you can transfer your points to friend(s) or family member(s) provided they are enrolled as FIVE Life members and have an upcoming (direct) booking with any FIVE Hotel. Simply log onto the FIVE Life website, go to the "My Points" section and click on "Transfer Points". You will be asked to fill out the following details:

- Number of points to be transferred



- Friends or family member's details; first and last name, email address (for FIVE Life membership), reservation ID and check-in date
 - Your details; first and last name and FIVE Life registered email address
- **Transferring of points: The value of the redemption should be equal or less of the total net room rate.

31. How can I keep track of my previous stays and points?

The FIVE Life website allows all members to keep track of their points and stays at FIVE.

32. I've forgotten my password

Head to our login page, select the "Forgot my password" option. An email will be sent to the email address provided and you can resent the password.

33. How old do I have to be to join FIVE Life?

The minimum age to become a FIVE Life member is 21 years old.

34. Will I get a card for my membership?

The FIVE Life is all digital. All members can sign up on our website and find all the details there in regarding their membership details.

35. Is there an app for FIVE Life?

Not yet! All of your membership details can be found by logging into your account.

36. My question is not here, who can I ask?

If you have any further questions you can contact us at fivelife@fivehotelsandresorts.com or call us on +971 4 455 9999. Terms and conditions apply to all the above frequently asked questions.