

Terms & Conditions

What you need to know as you enroll for Dream Miles

- ✈ Membership is available to all individuals worldwide, subject to local laws and regulations.
- ✈ Individuals aged 17 years and over may apply for Dream Miles membership. The membership card you will receive has been upgraded with global payment functionality, making it easier for members to carry their travel money securely. You can activate this payment functionality by reading instructions in your membership welcome letter. Your card is not fully activated for payment until you load funds onto your card (using the client ID at the back of your card) at any RwandAir sales office, Ecobank branch or participating travel agent. A list of participating travel agent is available at www.mydreammiles.com.
- ✈ Individuals aged between 2-16 years can only apply for Dream Miles *JUNIOR MEMBERSHIP*, which does not have the new payment functionality.
- ✈ If completing an online membership application (via rwandair.com), you will be issued with a membership number at the end of your online membership registration. PLEASE KEEP THIS NUMBER. Your membership is activated when you include this in your first booking on RwandAir flights after enrolment whether at RwandAir's sales offices, travel agent or via the internet.
- ✈ If a paper membership application is completed, it should be submitted inflight to a member of the cabin crew, at your nearest RwandAir sales office or mailed in to the Dream Miles team, RwandAir head office, Kigali International Airport, Rwanda.
- ✈ It is important to give complete and accurate information when completing your Dream Miles application. We will use this information to contact you or to deliver your card. If the information is incorrect, you may not get your card.
- ✈ If you have previously applied for membership and have not received a card, please contact any RwandAir sales office and we would be happy to verify your details and ensure that you receive your card. We will need confirmation of your membership number, current address, phone number and email.
- ✈ You will be expected to show your card to get access to the lounge or at check in (if you are a Gold or Diamond card holder). Please note that all upgrade requests shall be redeemed from your miles.
- ✈ RwandAir has the right to amend the enrolment terms and conditions at any time without notice. The most up-to-date terms and conditions will be published at www.rwandair.com.
- ✈ Members are allowed only one membership account. In case of duplicate accounts, RwandAir may at its sole discretion, merge both accounts into one account.
- ✈ By applying for Dream Miles membership, you consent that RwandAir saves all your personal information, and use such data for marketing and communication purposes directly or via carefully selected third parties.
- ✈ In case of the misuse, misrepresentation and contravention of membership terms and conditions, RwandAir has the right to terminate membership, and the member will lose all accrued miles, awards and privileges. Where required, legal proceedings may follow.
- ✈ Membership and accounts cannot be transferred under any circumstances. In case of death the membership will be terminated.
- ✈ Members have the right to terminate their membership by sending a written notice to the Dream Miles team, RwandAir head office, Kigali, Rwanda or email dreammiles@rwandair.com. Membership cards should be cut into two and delivered to the nearest RwandAir sales office. Please note that upon termination, all unused miles are forfeited.
In the event of loss, theft or damage of the membership card, the member should notify the Dream Miles team immediately by emailing dreammiles@rwandair.com in order for a new card to be reissued against 1500 miles that will be deducted from the member's account. The new card may take up to 5 working days to be available for collection. Please bring valid ID at time of collection.
- ✈ Miles expire every two years if not redeemed/used. However an option to pay is available to extend them before the expiry date or re-instate the expired miles within 6 months from the expiry date.
Please see <http://www.rwandair.com/dream-miles> for the most up-to-date terms and conditions.

For any assistance contact us on dreammiles@rwandair.com or dial +250788177000.

