



AVIATE REWARDS

FAQ'S

ALL AGENTS AT MY TOUR OPERATOR SHARE THE SAME LOG IN, HOW WILL WE BE REWARDED?

If you share one login to the Aviate booking system, all your bookings will be held under the same user ID. This means that when you view your Aviate Rewards dashboard you'll see all bookings and ticketed passengers under that user ID. We recommend that you formalise a prize process to ensure fair distribution. It is important to know that Aviate holds no responsibility for the fair distribution of prizes within an operator when a log in is shared. This is the sole responsibility of the tour operator to manage this process internally and to make all staff aware.

CAN I SET UP MY OWN LOG IN TO MONITOR MY OWN BOOKINGS/PRIZES?

Absolutely, please contact the Partnerships team and they will help you set up your account.

I HAVE MY OWN LOG IN, HOW WILL I BE REWARDED?

If you have your own log in to the Aviate booking system, you will only be able to see your booked and ticketed passengers on your personalised Aviate Rewards dashboard. When a prize is won, you will be contacted as the main contact on that user account.

CAN I ACCRUE TOKENS/WHEN WILL MY TOKENS EXPIRE?

Tokens cannot be accrued for an extended period. All tokens issued will expire on the last day of the month following accrual. i.e. a token accrued on 10th June 2019 will expire on 31st July 2019. Please ensure you redeem your tokens before they expire as they will not be reinstated after expiry.

HOW QUICKLY WILL I RECEIVE MY SPIN TOKENS AFTER EARNING THEM?

Please allow between 24 and 48 hours for spin tokens to become visible on your Aviate Rewards dashboard after ticketing the appropriate number of passengers.



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CAN I REDEEM MY TOKENS FOR ANYTHING OTHER THAN A SPIN?

No, spin tokens hold no monetary value and cannot be redeemed for anything other than a spin on the Aviate Rewards prize wheel.

CAN I SWITCH TOKENS BETWEEN ACCOUNTS?

No, spin tokens cannot be moved over to other accounts i.e. that of a colleague or a new account for yourself should you cease working for your current tour operator and begin working for another. Spin tokens are only redeemable whilst you work for tour operator at which you accrued them.

This also means that we cannot release spin tokens accrued by agents who no longer work for the operator. These will be expired upon notification.

HOW DO AIRLINE INCENTIVES WORK ON AVIATE REWARDS?

At times, we may host airline promotions as part of Aviate Rewards. This could mean we reward more spins than usual based on airline, destination or cabin class. If this is the case, this will be clearly indicated in the sponsored section of the Aviate Rewards dashboard.

There may also be an additional prize giveaway as part of these airline promotions. Winners will be notified of this additional prize, at the end of the promotional period.