

Jumeirah Sirius and Noor Bank Partnership - FAQs

Jumeirah Sirius Membership for Noor Bank Cardholders

As a valuable Noor Bank customer, we are delighted to provide you with the opportunity to become a member of the Jumeirah Sirius programme; the recognition and rewards programme for one of the world's leading luxury hospitality brands, JUMEIRAH™.

Jumeirah Sirius membership is divided into three tiers - Blue, Silver and Gold, opening up a world of exclusive privileges for you.

1. What is Jumeirah Sirius?

Jumeirah Sirius is Jumeirah's recognition and rewards programme, which has been redefined to ensure that loyal guests experience the very best of Jumeirah's brand across all hotels, resorts and residences worldwide. Jumeirah Sirius is divided into three tiers: Blue, Silver and Gold. The Gold Membership is the highest tier through which members can enjoy exclusive benefits. As part of this, for every 1 USD spent, the member will be entitled to two Jumeirah Sirius Points and two tier points, which can be exchanged for a number of exclusive privileges. Silver and Gold Jumeirah Sirius members collect an extra 50% Bonus Points on every eligible spend. To learn more about the Jumeirah Sirius Programme, please visit: www.jumeirahsirius.com.

2. What are the benefits of becoming a Jumeirah Sirius member?

There are several benefits of Jumeirah Sirius membership. The higher the Tier, the more rewarding are the benefits. Members are entitled to a wide array of benefits including savings on dining, exclusive access as well as late checkouts in the group's properties. Jumeirah Sirius members can also exchange their Points for stays in any of Jumeirah's hotels, resorts and residences. What is even more exciting is that there are no black-out dates for rewards bookings for members who wish to stay in Jumeirah hotels, resorts and residences using their Points, thus extending them the opportunity to stay whenever they choose as long as there is a room available. Moreover, their Jumeirah Sirius Points won't expire as long as they have collected Points in the previous 12 months.

3. How long will it take to receive my Membership details?

New members will receive the membership details via email within 30 days from the date of application and submission by Noor Bank. Members will receive an email confirmation with a link to download their Membership e-card for immediate use. Gold Members will receive their full membership welcome pack and card delivered by courier within 28 days. Please note it is important that the member's correct mobile phone details are registered to enable Jumeirah to send the pack via courier.

4. Are there any charges incurred when I apply to become a Jumeirah Sirius member?

There are absolutely no charges to become a member.

5. When can I start collecting points after I become a Jumeirah Sirius member?

Upon completion of your enrollment to become a Jumeirah Sirius member, you can immediately start collecting Jumeirah Sirius Points whenever you visit any Jumeirah hotels, resorts and residences.

6. How long is my Tier status valid for?

Blue membership will be valid for 2 years, and will be ongoing so long as a transaction of eligible spend is made at a Jumeirah hotel, resort or residence every 12 months. Silver membership will be valid for 1 year. In order for Silver Membership to be renewed Silver status maintained, member needs to collect 10,000 Tier Points per membership year. Gold membership status will be valid for 1 year. In order for Gold Membership to be renewed and Gold status maintained, member needs to collect 30,000 Tier Points per membership year.

7. What are the benefits of Jumeirah Sirius Membership?

Stay Benefits	Lifestyle Benefits	Blue	Silver	Gold
Complimentary internet access		✓	✓	✓
Complimentary night stay at any Jumeirah hotel or resort ¹		✓		
	Savings at selected Jumeirah spas & leisure facilities	10%	15%	20%
	Savings on entry to Wild Wadi Waterpark™ for you and 4 guests	10%	15%	25%
Complimentary breakfast			Continental	Full
	Dining savings in Jumeirah restaurants (food & beverage)		10%	10%
Unique Jumeirah Amenity			✓	✓
Late check-out ²			2 pm	4 pm
Complimentary room upgrade ²				✓
Complimentary airport transfers ³			⁴	✓
Club Executive lounge access for you and a guest ⁵				✓
	Burj Al Arab Jumeirah access for you and three guests			✓
	Complimentary isme by Jumeirah™ Elite benefits in the UAE ⁶			✓

1. Awarded after the first eligible stay. Minimum length of stay required. Not applicable at Zabeel House by Jumeirah, The Greens. Please refer to Jumeirah Sirius Programme Rules on the Jumeirah Sirius website.
2. Subject to availability.
3. Four night minimum length of stay at Jumeirah Hotels & Resorts that offer this service, Jumeirah Living (Residences) require a 7 night stay.
4. Speedboat transfer in the Maldives when staying a minimum of 5 nights.
5. When staying at Jumeirah hotels and resorts which offer the facility.
6. Valid at participating locations in the United Arab Emirates when using the isme by Jumeirah™ mobile application.
7. Complimentary breakfast, airport transfer and/or Club Executive Lounge access is not valid at Zabeel House by Jumeirah, The Greens.

8. Can I terminate my membership with Jumeirah Sirius?

Yes, the membership can be terminated at any time without any charges by contacting the Jumeirah Sirius team at sirius@jumeirahsirius.com or **+971 (0) 364 7500**.

9. Where can I get more information on the Jumeirah Sirius loyalty programme?

You can get more details on the Jumeirah Sirius loyalty programme from the website www.jumeirahsirius.com or call **+971 (0)4 364 7500**.

*The benefits and advantages offered are by **Jumeirah Sirius** and subject to change at their discretion. Terms & Conditions apply