



City Bank Visa Umrah Travel Offers Campaign – FAQ

1. What is the Umrah Travel Offers Campaign about?

The Umrah Travel Offers Campaign is a Visa-led initiative providing Visa cardmembers with **up to 35% savings** across key stages of their Umrah journey, including flights, hotels, airport transfers, dining, QSR, retail, entertainment, pilgrimage essentials, eSIMs, and other travel services.

2. Who is eligible for these offers?

The offers are available to all City Bank Visa Cardmembers.

3. Where can cardmembers access the Umrah Travel Offers?

Cardmembers can access all available offers through the dedicated Visa Umrah Travel Offers microsite: [Visa Umrah Travel Offers](#)

4. What is the campaign validity period?

The campaign offers will remain valid until **20 January 2027**, subject to individual offer Terms & Conditions.

5. What types of offers are available under the campaign?

The campaign features approximately 30 curated offers across multiple categories, including:

- Flights and hotels
- Airport transfers
- Restaurants, food and QSR
- Retail
- Entertainment
- Pilgrimage experiences and essentials
- eSIM
- Other travel-related services

6. How can cardmembers redeem online offers?

To redeem an online offer:

- Visit the Visa Offers website.
- Select the relevant category or click on **“Explore Offers.”**
- For airport transfers, select **“Explore Travel.”**
- Select the desired merchant and review the offer details and Terms & Conditions.
- Click **“Redeem Now”** to generate the voucher/coupon code.
- The voucher code will be displayed on-screen and sent to the registered email address.
- Proceed to the merchant website using the provided link.



- Enter the voucher/coupon code at checkout and complete the payment using an eligible Visa card.

7. How can cardmembers redeem offline offers?

For offline offers, cardmembers should:

- Visit the Visa Offers website.
- Select the relevant merchant under the applicable category.
- Review the offer details and Terms & Conditions.
- Check the eligible locations listed under “**Steps to Redeem.**”
- Visit the participating outlet/location.
- Make payment using an eligible Visa card to avail the offer.

8. Which merchants are participating in the campaign?

Key partners include **Expedia, TripXoxo, Klook, Zetexa, Yatra, Coffee Planet, Nama Arabia, and Prime Restaurant**, among others. The participating merchant list and applicable offer Terms & Conditions are available on the microsite.

9. Are the offers available only in Mecca and Madinah?

No. Several offline offers, including restaurants, QSR, and pilgrimage-related services, are available across multiple cities in Saudi Arabia, including **Mecca, Madinah, Jeddah**, and other key cities, subject to the individual merchant's eligible locations.

10. Do I need to endorse my Visa card to enjoy these offers?

Yes. Under applicable travel/foreign currency regulations, your Visa card must be properly endorsed for international transactions/travel before you use it for eligible purchases or bookings under the campaign. Please contact City Bank to confirm the endorsement requirements for your card.