1. What is Vodafone My Book?

Vodafone My Book is an exclusive loyalty App designed for Vodafone Qatar’s Postpaid customers. It offers a wide range of discounts and buy-one-get-one-free deals on various services, including dining, leisure activities, beauty, fitness, staycations, and more.

2. How can I access Vodafone My Book?

To access Vodafone My Book, simply download My Vodafone App from the AppStore for Apple devices or Play Store for Android devices. Then, look for My Book from the options on the App and register using your Vodafone postpaid number.

3. Who is eligible for Vodafone My Book?

Vodafone My Book is exclusively available for Vodafone Qatar’s Postpaid and home customers. If you are a Postpaid customer, you can download My Vodafone App and use Vodafone My Book through the App to unlock a world of exclusive offers & discounts.

4. Are there any additional charges for using Vodafone My Book?

No, Vodafone My Book is offered as a complimentary non-telecom benefit to our Postpaid and home customers. There are no additional charges associated with using the App.

5. How do I see the different merchants available within the App?
There are several ways to see which merchants are available in the Vodafone My Book browser inside My Vodafone App.

* + Select a category on the app homes screen and the offers available will appear, if you have allowed the app access to your location these will show the merchants by proximity.
	+ Use the search bar – On the home screen you can search by Name or key word.
	+ For more specific search you should enter the category of your choice and use the search bar and filters available

6. How many merchants/offer are there in Vodafone MyBook?

Customers can enjoy more than 3000 offers, at more than 700 outlets across Qatar.

7. How do I redeem offers on Vodafone My Book?

Redeeming offers on Vodafone My Book is easy. Select the desired offer on the App, present your mobile device with the offer to the server before the bill is presented, and the Merchant will redeem it by entering their PIN.

8.How long are App products valid for?

All offers are available until 31st of December and will get renewed automatically on the 1st of Jan of every year.

9. What happens if a merchant is closed during the validity period?

Please read the Rules of Use for additional information on the acceptance and validity of offers in our products.

10. Can I use multiple offers in one visit?

Yes, you can use up to four (4) offers per visit/booking/table for a group of 8 people or more. Please refer to the specific terms for each offer and participating Merchant.

11. What types of offers are available on Vodafone My Book?

Vodafone My Book offers a variety of discounts and buy-one-get-one-free deals across categories such as dining, leisure activities, beauty, fitness, retail, and travel. Download My Vodafone App explore Vodafone My Book to discover the full range of available offers.

12. Are the offers valid every day?

Most offers on Vodafone My Book are valid seven (7) days a week, unless specified otherwise by the issuing Merchant. Please check the specific terms and conditions for each offer for validity details.

13. What should I do in case of issues or disputes with a Merchant?

If you encounter any issues or disputes with a Merchant, please contact Customer Service through the dedicated email - customerservice@mybookqatar.com or call 4481 4276. The designated team will assist you in resolving the matter.

14. Can I share my Vodafone My Book account with others?

No, your Vodafone My Book account is for personal use and should not be shared with others. Each member can use up to four (4) offers per visit/booking/table for a group of 8 people or more.

15. Do I need an internet connection to redeem the App offers?

To redeem offers from the App you will need either a Wi-Fi or Mobile connection. This is so your account can be updated, and your redemptions removed from the available offers in real time. The merchant will also receive an e-mail once a redemption is made, this enables them to honor the offer and apply your discount as it verifies the redemption.

16. Can I see how much I have saved?
Yes, when you successfully redeem an offer, you will see an estimate of how much you have just saved. If you go to the ‘options’ tab within the App menu you will see the total amount of estimated savings right under your name.

17. How do I find out how many offers I have left for a particular outlet on the App account?
Go to the merchant details screen and you will see all the offers available for that merchant.

18. How can I contact you for support/questions for the App or its Rules or products?

Please contact us on 4481 4276 or send us an email to customerservice@mybookqatar.com.

**19. Does Vodafone My Book add outlets throughout the year?**
New merchants and offers are being added every week and every month to the Vodafone My Book. Whenever you check your Vodafone My Book offers, you will find new merchants added, under the section ‘New on My Book’ on the offers homepage. Some of our existing merchants also add Special Offers from time to time in the app, in addition to their regular offers. You can see these additional offers under the section titled ‘Special Offers’ on the offers homepage.

**20: What is a Merchant PIN?**
A Merchant PIN is a unique code that each Vodafone My Book Merchant has, that they enter on the redemption of any offer. This PIN is known only to the Merchant and their staff. The My Vodafone App user does not need to know, create or enter a PIN number.
 **21: Why are some offers greyed out?**
Offers could appear greyed out to indicate that those offer vouchers are used up already. The offers will also appear greyed out if the offers are not valid on that particular date.

**22: What is the difference between Normal Offers and Special Offers?**Special Offers are made available for a limited period of time and can be used multiple times during the period of their validity (number of vouchers may vary).

Normal offers/ regular offers are valid until the end of the year (Exclusion Days apply). There are a limited number of vouchers appearing under each merchant for regular offers.