Flights & Hotels Shutdown FAQs

Q1. When will Flights and Hotels services be discontinued?

Effective midnight of 5th January 2026, you will no longer be able to book flights or hotels on the InterMiles website or app.

Q2. What happens to bookings I have already made?

All existing flight and hotel bookings made before the cutoff date will remain valid and unaffected.

Q3. Can I still earn or redeem Miles on Flights and Hotels after 5th January?

No. After the effective date, you will not be able to earn or redeem Miles on flights and hotels.

Q4. What will happen to my existing Miles balance?

This change will not affect your existing Miles balance. Miles will only expire if your account has no eligible activity, as per the programme policy.

Q5. What are my options to use Miles going forward?

You can continue to:
• Earn / Redeem Miles (through Save with InterMiles) on a wide range of e-Vouchers on DigiStores.
• Earn / Redeem Miles using “Pay with Rewards” option at partner merchants.
• Earn Miles by shopping online via InterMiles on leading brands.
• Earn Miles by completing surveys on the InterMiles App.

Q6. Do I need to take any action right now?

You can utilize the next 35 days till 5th January 2026, to earn and redeem Miles on flight and hotel bookings.

Q7. How can I make changes (cancellation or amendments) to an existing booking?

For cancellations / modifications to your flight and hotel bookings, please refer to ‘Manage Booking’ section till 5th January’ 2026.

After 5th January, please submit a request through the ‘My Purchases’ section on the InterMiles platform. Fill out the request form with all required details at least 72 hours before your travel or check-in date. Once processed, you will receive an update on your registered email address.

Q8. Who can I contact for further help?

If you have any further questions, please reach out to us at memberservices@intermiles.com