



nol نول  
Travel | ترحال

FAQ

## What is the name and key features of the new packaging product



The Travel Card is a special card included in the package that offers a range of exciting benefits and discounts for tourists and residents in Dubai. With the Travel Card, you can enjoy discounted cinema tickets, exclusive offers at restaurants, access to various entertainment tickets, and discounts at select shops and outlets across Dubai. It complements the "nol" transportation card, which allows you to travel conveniently on Dubai's public transportation network with a balance of 19 AED. The Travel Card adds extra value to your experience, making your visit to Dubai even more enjoyable and cost-effective. Simply present the Travel Card at participating outlets to redeem the offers and discounts included in the package.

## what is the website name



You can visit Nol Travel website by click on the below link

[noltravel.ae](https://noltravel.ae)

## How does this new packaging product differ from existing packaging products in the market



Unlike existing packaging products in the market, Travel Card stands out with its environmentally friendly materials and sustainable practices, offering a more eco-conscious solution for packaging needs.

## What benefits does this new packaging product offer to customers, such as convenience, cost savings, or sustainability



- Free "nol" Transportation Card: Our package comes with a complimentary "nol" transportation card preloaded with a balance of 19 AED.
- Unlike other packaging products, we provide access to an array of discounts and special offers accross emirates- Tailored for Tourists and Residents
- Comprehensive Experience: With the combination of the "nol" card and the Travel Card, our product offers a comprehensive experience for clients, covering their transportation needs while providing exciting opportunities for entertainment, dining, and shopping – all in one convenient package.
- Easy Redemption Process: Redeeming the offers and discounts with the Travel Card is hassle-free.



## Who is the target audience for this new packaging product and why would they find it valuable



The target audience for TERHAL includes environmentally conscious consumers, businesses seeking sustainable packaging solutions, and organizations with a focus on corporate social responsibility.

## What are the pricing, availability, and distribution details of this new packaging product



Pricing, availability, and distribution details of Travel Card can be obtained through our website, customer service channels, and authorized resellers.

## How can customers learn more or purchase this new packaging product



Customers can learn more about TERHAL and make purchases through our website, or by contacting our customer service team.

## Are there any promotional offers, discounts, or incentives associated with the launch of this new packaging product



To celebrate the launch of Travel Card, we are offering an exclusive promotional offer for bulk orders.

## What is the pricing strategy for our new packaging product and how does it compare to existing packaging products in the market



We have a value-based pricing strategy that takes into consideration production costs, market research, and customer value. Our pricing is competitive while offering superior value to customers.

## What benefits or cost savings does our new packaging product offer to customers compared to other packaging options in the market



Our new packaging product offers enhanced durability, improved functionality, and increased sustainability features, resulting in potential long-term cost savings. It also provides added convenience and ease of use, potentially saving customers time and labor.

## Can I use the balance on the "nol" card for purchases other than transportation



Yes, you can use it, widely accepted as a contactless payment card for purchases up to AED 200 at around 5,000 retail stores, including Carrefour, ENOC petrol stations, Lulu, Pronto and Zoom.

## How do I redeem the offers using the Travel Card



To redeem the offers, simply present the Travel Card at the participating outlets. The offers and discounts will be automatically applied to the eligible purchases.

## What is the validity period of the package



The validity period of the package varies depending on the type of package you choose. Please check the package details for the specific validity period, the minimum validity is 30 days

## Can I top up the balance on the "nol" card after it's used up



yes, you can top up the nol card through the nol card top up process





## Are there any restrictions on the usage of the Travel Card

The Travel Card is designed for your convenience and enjoyment. However, please note that some offers may have specific terms and conditions, such as validity periods or usage restrictions. Make sure to check the details of each offer before redeeming them.



## How do I know which shops and restaurants are participating in the offers

The package will come with a booklet or brochure that lists all the participating outlets and the respective offers. You can refer to this guide to find the places where you can avail of the discounts.



## Is there a limit on the number of times I can use the Travel Card offers

The Travel Card offers can usually be used multiple times until the offer's expiration date. However, some offers may have a limit on the number of uses. Check the terms and conditions for each offer in the package for more details.



## Can I share the Travel Card with someone else

The Travel Card benefits are generally non-transferable and meant for the cardholder's use only. The card may be subject to verification upon redemption.



## Are there any age restrictions for purchasing the package

The package is suitable for all ages, and there are no specific age restrictions for purchasing it. However, some individual offers within the package might have age restrictions, such as certain entertainment venues that may have age limitations for entry. please Check the terms and conditions for each offer in the package for more details.

Can I use the Travel Card immediately after purchasing the package



yes there is activation process

What should I do if my "nol" card or Travel Card gets lost or stolen



If Travel Card got lost or stolen, you need to purchase a new card

Can I refund the package if I don't use all the benefits



there is no refund for non used benefits