

Asia Miles



Asia Miles Members' Guide



Want the miles?
Carry the card.

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Asia Miles – Asia's leading travel reward programme

Welcome to Asia Miles™, Asia's leading travel reward programme which offers you a world of exciting travel and lifestyle rewards. Asia Miles has over 400 partners worldwide, giving you unlimited opportunities to earn miles. In the air, we have a fleet of airline partners, while our non-airline partners on the ground make it easy to earn miles every day. This guide will help you maximise your earning opportunities and also explains how easy it is to redeem your Asia Miles for great rewards.

There are so many ways to earn with Asia Miles partners

With over 400 partners in nine categories, you can earn Asia Miles simply by doing what you normally do every day, such as flying, spending on credit and charge cards, staying at hotels, dining out and more. Read on to see how easy it is to earn miles.

airlines



Fly on some of the world's leading airlines and earn 150% of actual miles flown in First Class, 125% in Business Class, and 100% or 50% in eligible Economy Class fare classes (listed below).

Airline Partners	100% Economy accrual	50% Economy accrual	Effective date
Aer Lingus	Y/B/H/K/L/M/V	Not applicable	1 Apr 2007
Air China	Y	B/H/K/L/M/Q/G/S/N/W/U	1 May 2007
Alaska Airlines	Y/S/B/M/H/Q/L/N/K/G/T	Not applicable	28 Jan 2003
American Airlines®	Y/B/C+/G/H/K/L/M/N/Q*/R+/S/N/W/X+	Not applicable	1 Aug 2001
British Airways	Y/B/H/T*/W*/E#	K/L/M	11 Dec 2007
Cathay Pacific Airways	Y/B/H/K/M/L/V	Not applicable	5 Apr 2004
China Eastern Airlines	Y/K	B/E/H/L/M	1 Apr 2006
Dragonair	Y/B/H/K/M/L/V	Not applicable	1 Jan 2007
Finnair	Y/B/H/K/M/P/T	Not applicable	5 Mar 2008
Gulf Air	Y/H/K	L/M/Q	1 Jun 2004
Iberia	Y	B/G/H/K/L/M/N/O/Q/V/S/P	1 Jan 2008
Japan Airlines (International) / JALways (International)	Y ^Δ /W ^Δ	B/H/K/X/M/L/N/Q/E	1 Feb 2009
Japan Airlines (Domestic) / Japan Transocean Air / JAL Express / J-Air (Domestic)	Y ^Δ /J ^Δ	Y/J	1 Feb 2009
Jet Airways	Y/M/T/U	N/L/Q/S	1 Oct 2008
LAN	Y/B/H/K [^] /M [§] /L [§] /N [§] /S [§] /W [§] /Q [∞] /O [∞] /M [†]	Not applicable	15 Sept 2008
Malév Hungarian Airlines	Y/B/H/K/M/L/N/G/W	S/Z/N/Q/O/T	26 Oct 2008
Mexicana Airlines ^Ω	Y/B/M/S/H/Q/K/V/W/L/E	Not applicable	1 Dec 2007
Qantas Airways	Y/T ^Ω /W ^Ω	B/H/K/L/M/V	28 May 2008
Royal Brunei Airlines	Y	B/H/K/L/N	1 Apr 2007
Royal Jordanian Airlines	Y/B	H/K/M/V/S	1 Apr 2007
Vietnam Airlines [□]	V/Z/Y/W	S/H/L/B	1 Oct 2006

+ Fare classes C, R and X on American Airlines® are upgrades to Business Class but earn 100% accrual.

* Fare class Q on American Airlines® is not eligible for mileage accrual on Europe point of sale fares.

Fare classes T, W and E on British Airways earn 110% accrual.

Δ Fare classes listed for discounted fares on Japan Airlines, JALways, Japan Transocean Air, JAL Express and J-Air will earn 50% mileage credit.

^ Fare class K on LAN is not eligible for mileage accrual on flights that operate wholly within Argentina.

§ Fare classes M, L, V, S on LAN are not eligible for mileage accrual on flights that operate wholly within Argentina and Peru.

∞ Fare classes N, Q, O on LAN are not eligible for mileage accrual on flights that operate wholly within Argentina and Peru.

† Fare class W on LAN earn 125% accrual.

Ω Fare class A on Mexicana Airlines Business Class earn 100% accrual.

Ω Fare classes T and W on Qantas Airways earn 110% accrual.

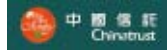
□ Only international flight travel on Vietnam Airlines is eligible for mileage accrual.

Additional restrictions in relation to the accrual of mileage via air travel may apply from time to time and fare classes that accrue and do not accrue mileage are subject to change. Restriction and changes are published from time to time on the Asia Miles website at www.asiamiles.com and are available upon request from the Asia Miles Service Hotline (+852 2747 3838).

Certain fares and flights are not eligible for earning mileage. These include industry/agency discounts, award travel, prize, donation, group and other special discounted tickets, chartered flights and certain codeshare flights.

Please note that mileage can only be earned once per ticket or flight in any one frequent flyer programme, regardless of the number of seats purchased or occupied by a member. Members must travel on the flight using the ticket purchased in order to receive mileage. Mileage will not be awarded for unused or refunded tickets. Airline Award Travel is not eligible to accrue mileage.

finance & insurance



Spend on the most widely accepted credit and charge cards or **purchase** insurance.

Finance & Insurance Partners	How you earn	What you earn
American Express	Spend with American Express Cathay Pacific Elite Credit Card / American Express Cathay Pacific Credit Card	<ul style="list-style-type: none"> • HKD8 = \triangle1 (up to Double Asia Miles for overseas spending) • TWD25 = \triangle1
	Spend with <ul style="list-style-type: none"> • Cathay Pacific American Express Elite Credit Card • Cathay Pacific American Express Credit Card 	<ul style="list-style-type: none"> • PHP38 = \triangle1 • PHP42 = \triangle1
	Spend with American Express credit and charge card	<ul style="list-style-type: none"> • Convert your points into Asia Miles
Royal Bank of Canada	Spend with RBC® Cathay Pacific Visa Platinum Card	<ul style="list-style-type: none"> • CAD1 = \triangle1
	Convert the RBC Rewards points earned when you pay by RBC Royal Bank Visa Platinum Avion into Asia Miles	<ul style="list-style-type: none"> • 1 RBC Rewards Point = \triangle1
ANZ • Bank of Communications • Bank of East Asia • BOC Credit Card • China Merchants Bank • Chinatrust Commercial Bank • Citibank • DBS • Diners Club • HSBC • Metrobank Card Corporation • NICOS Card • Standard Chartered Bank • Taipei Fubon Bank • United Overseas Bank	Convert the points earned when you pay by these finance partners' credit or charge cards into Asia Miles	<ul style="list-style-type: none"> • Convert your points into Asia Miles
CIGNA Worldwide Insurance	Purchase selected insurance policies from CIGNA HK	<ul style="list-style-type: none"> • HKD8 spent on your policy premium = \triangle5

Note: Conversion rates vary according to partners and markets. Finance partners participate in Asia Miles only in selected markets. Minimum conversion requirements and conversion fees may apply.

hotels



Stay at a wide range of world-class hotels.

Hotel Partners	How you earn	What you earn
<p>Accor • Sofitel Hotels and Resorts • Pullman Hotels and Resorts • Grand Mercure Hotels and Resorts • Novotel Hotels and Resorts • Mercure Hotels and Resorts • Delta Hotels • Dusit International • Dusit Thani Hotels & Resorts • dusicD2 hotels & resorts • Dusit Princess Hotels & Resorts • Fairmont Hotels & Resorts • Harbour Plaza Hotels & Resorts • Hyatt Hotels & Resorts™ • Park Hyatt™ Hotels • Grand Hyatt™ Hotels • Hyatt Regency™ Hotels • Hyatt Place™ • Hyatt Summerfield Suites™ • InterContinental® Hotels Group • InterContinental® Hotels & Resorts • Crowne Plaza® Hotels & Resorts • Hotel Indigo™ • Holiday Inn® Hotels & Resorts • Holiday Inn Express® • Staybridge Suites® • Candlewood Suites® • JAL Hotels • Nikko Hotels International • Hotel JAL City • Jumeirah Hotels & Resorts • Landis Hotels & Resorts • Landis Hotels & Resorts • HOTEL ONE • Langham Hotels International • Mandarin Oriental Hotel Group • Marco Polo Hotels • Marriott International Hotels • Marriott® Hotels & Resorts • JW Marriott® Hotels & Resorts • Renaissance® Hotels & Resorts • Courtyard by Marriott® • Residence Inn by Marriott® • Fairfield Inn by Marriott® • TownePlace Suites by Marriott® • SpringHill Suites by Marriott® • Marriott Vacation ClubSM International • Meritus Hotels and Resorts • Millennium & Copthorne International Limited • New Otani Hotels • Pan Pacific Hotels and Resorts • Park Plaza® Hotels & Resorts • Preferred Hotel Group • Preferred Hotels® & Resorts • Preferred Boutique™ • Summit Hotels & Resorts™ • Radisson Hotels & Resorts • Raffles Hotels & Resorts • Regal Hotels International • Regent International Hotels • Shangri-La Hotels & Resorts • Shangri-La Hotels and Resorts • Traders Hotels • Sino Group of Hotels • The Fullerton Singapore • Starwood Hotels & Resorts Worldwide • Sheraton Hotels & Resorts® • Four Points® by Sheraton • St Regis® Hotels & Resorts • The Luxury Collection® • Le Méridien • W Hotels® • Westin Hotels & Resorts® • Swire Hotels • Swissôtel Hotels & Resorts • Taj Hotels Resorts and Palaces • The Hilton Family • Hilton® • Conrad® Hotels & Resorts • Doubletree® • Embassy Suites Hotels® • Hilton Garden Inn® • The Peninsula Hotels • Tokyu Hotels • WORLDHOTELS • Ascott International • Ascott The Residence • Somerset Serviced Residence • Citadines Apart' Hotel</p>	<p>Stay at any participating property and pay an eligible rate for one or more consecutive nights</p>	<ul style="list-style-type: none"> • $\text{A}500$ or $\text{A}250$ per eligible stay or earn miles from conversion of points <p>(Jumeirah Hotels & Resorts: USD1 = $\text{A}1$)</p> <p>Marriott International Hotels: USD1 = $\text{A}2$</p> <p>Starwood Hotels & Resorts Worldwide: 1 Starpoint = $\text{A}1$</p> <p>The Hilton Family: USD1 = $\text{A}1$ (conversion rates vary)</p> <p>Ascott International: $\text{A}150$ per eligible night)</p>

telecoms



Keep in touch using telecommunications services or when surfing the Internet.

Telecoms Partners	How you earn	What you earn
1010	Convert your ClubBest™ points into Asia Miles	• 10 ClubBest™ points = $\text{A}1$
CSL Inbound Roaming	Connect to CSL's network to make and receive calls when travelling in Hong Kong	• Every minute of roaming = $\text{A}5$
Globe Telecom	Subscribe to a Globe Premium Plan and earn Asia Miles through accumulated spending	• PHP120,000 = $\text{A}40,000$
NetMile	Convert your NetMile miles into Asia Miles	• 6 NetMile miles = $\text{A}1$
PCCW	Enrol as a No.1 Club member and convert your No.1 points into Asia Miles	• 15 PCCW No.1 points = $\text{A}1$

Note: Minimum conversion requirements apply.

cars & transport

Travel in a rental car or on public transport, or **fill up** at petrol stations.

Cars & Transport Partners	How you earn	What you earn
Avis	Rent a car at participating locations at qualifying rates	<ul style="list-style-type: none"> • $\text{HKD} 250$ per rental at contracted rates • $\text{HKD} 500$ per rental at non-contracted rates
Hertz	Rent a car at participating locations at qualifying rates	<ul style="list-style-type: none"> • $\text{HKD} 250$ per qualifying rental (in Asia) • $\text{HKD} 500$ per qualifying rental (outside Asia)
SIXT rent a car	Rent a car or book a limousine service at participating locations worldwide	<ul style="list-style-type: none"> • $\text{HKD} 500$ per qualifying car rental • $\text{HKD} 1,000$ per qualifying limousine service
Esso and Mobil	Enrol as an Esso Smiles member and convert Smiles points into Asia Miles	<ul style="list-style-type: none"> • 5 Smiles points = $\text{HKD} 1$ (for members in Hong Kong) • 1.5 Smiles points = $\text{HKD} 1$ (for members in Singapore)
Petro-Canada	Enrol as a PETRO-POINTS member and convert PETRO-POINTS into Asia Miles	<ul style="list-style-type: none"> • 10,000 PETRO-POINTS = $\text{HKD} 1,000$
Airport Express	Register with "Ride to Rewards" programme and convert bonus points into Asia Miles	<ul style="list-style-type: none"> • 4 bonus points = $\text{HKD} 200$ • 7 bonus points = $\text{HKD} 500$
TurboJET	Purchase an adult ticket on selected routes	<ul style="list-style-type: none"> • $\text{HKD} 100/\text{HKD} 200$ per round-trip with TurboJET PRD routes on Economy/Super Class • $\text{HKD} 50/\text{HKD} 100$ per one-way with TurboJET airport routes on Economy/Super Class

Note: Minimum conversion requirements apply. Advance reservation is required for car rentals.

retail



Shop for goods, services, and health & beauty treatments or products from a selection of retailers.

Retail Partners	How you earn	What you earn
Berry Bros. & Rudd • Ponti Wine Cellars • Aerosoles • Columbia • Nautica • Rockport • Samsonite • The Wicker Express® • Vogue Laundry	Purchase goods and services	<ul style="list-style-type: none"> • $\text{HKD} 8$ = $\text{HKD} 5$ (for Ponti Wine Cellars in Singapore: $\text{SGD} 2$ = $\text{HKD} 5$; for Rockport in Macau: $\text{MOP} 8$ = $\text{HKD} 5$; for The Wicker Express® overseas deliveries [excluding Beijing, Shanghai, Guangzhou and Kunming]: $\text{HKD} 8$ = $\text{HKD} 3$)
Cathay Pacific Inflight Sales • Dragonair Inflight Sales	Purchase products inflight (excluding free gifts and payment by vouchers) on a single sales receipt	<ul style="list-style-type: none"> • $\text{HKD} 5$ = $\text{HKD} 1$ • $\text{HKD} 5$ = $\text{HKD} 2$ (for Cathay Pacific Inflight Sales: when you settle payments with a Cathay Pacific co-branded credit card)
Absolute Spa Group	Purchase beauty products or treatments	<ul style="list-style-type: none"> • $\text{CAD} 1.5$ = $\text{HKD} 5$
Clarins	Purchase beauty products or treatments at participating outlets	<ul style="list-style-type: none"> • $\text{HKD} 8$ = $\text{HKD} 5$ • $\text{MOP} 8$ = $\text{HKD} 5$ • $\text{TWD} 35$ = $\text{HKD} 5$
Elemis	Purchase beauty products or treatments at participating outlets	<ul style="list-style-type: none"> • $\text{HKD} 8$ = $\text{HKD} 5$
Financial Times	Subscribe for the first time to Financial Times newspaper and FT.com	<ul style="list-style-type: none"> • 1 year = $\text{HKD} 5,000$
The Economist	Subscribe for the first time to The Economist	<ul style="list-style-type: none"> • 1 year = $\text{HKD} 1,500$ • 2 years = $\text{HKD} 4,000$ • 3 years = $\text{HKD} 6,500$

Note: Minimum and maximum spending amounts apply. The earning and spending criteria may vary for markets outside Hong Kong.

dining

Dine at our partner restaurants worldwide.

Dining Partners	How you earn	What you earn
For participating restaurants, please visit www.asiamiles.com	Dine at participating restaurants around the world	• HKD8 = Δ 5
Note: Minimum and maximum spending amounts (including service charge, excluding tips) apply. The earning and spending criteria may vary for markets outside Hong Kong.		

travel & leisure



Enjoy unforgettable holidays, exciting leisure activities and more.

Travel & Leisure Partners	How you earn	What you earn
Cathay Holidays Limited* <ul style="list-style-type: none"> Cathay Pacific Holidays Dragonair Holidays 	Book and travel on selected air and hotel packages originating from Hong Kong	<ul style="list-style-type: none"> Standard Package = Δ2,000 Deluxe Package = Δ3,000 Family Package = Δ2,000 Private Guided Tour = Δ2,000
* Asia Miles earned are per person on top of the base miles on eligible Cathay Pacific or Dragonair flights.		

professional services



Enjoy a wide range of professional services including relocation experts, worldwide workplace solutions, trade fairs and more.

Professional Services Partners	How you earn	What you earn
Hong Kong Trade Development Council	Visit selected HKTDC fairs in Hong Kong	• Δ 250 per participating fair
Links Moving	Book relocation services online or at participating locations	<ul style="list-style-type: none"> • HKD8 = Δ1 • USD1 = Δ1
Regus	Purchase workplace solutions	<ul style="list-style-type: none"> • Office rental: 2-3 months = Δ5,000 4-5 months = Δ7,500 6 months or above = Δ10,000 • Virtual office rental = Δ2,000 • Meeting room rental = Δ500 • Regus businessworld Gold lounge 1 year membership = Δ500
Note: Minimum spending amounts apply.		

How to redeem your Asia Miles

Flight Awards

First, make sure the award you want is available on your chosen partner airline by referring to the Airline Partners Award Chart. Then, calculate the required number of miles you need with the Flight Award Finder at www.asiamiles.com

To redeem your Asia Miles for Flight Awards:

- **Cathay Pacific and Dragonair** – First, check for Redemption Seat Availability at www.asiamiles.com, then log on to either www.cathaypacific.com or www.dragonair.com with your membership number or username to redeem your desired flight with their Online Booking Service.
- **Other airlines** – Just submit your request by completing the Airline Award Request Form online. Our Member Services Executives will contact you within three working days to finalise your redemption request.

Lifestyle Awards

Step 1 Log on to www.asiamiles.com

Step 2 Select an award
Point to “Redeem Miles” and select a category from the drop-down list.

Step 3 Choose an award
Choose the award you want, taking into account eligibility and delivery/ collection requirements.

Step 4 Complete the online form
Click the “Redeem” button and follow the steps to complete the form.

Step 5 Submit the form
When you complete the form, click the “Submit” button. Normal mailing lead-time of redemption letters in Hong Kong is around one week, and up to three weeks for mailing addresses outside of Hong Kong. Actual time taken will depend on postal service and mailing location.



Awards Charts

You can redeem your miles for a wide range of airline awards. Please refer to the Flight Award Finder at www.asiamiles.com to find out the number of miles required for your chosen award.

Asia Miles Awards Chart

The chart below applies to redemption for single or mixed (two) carrier awards. For mixed carrier redemptions, Cathay Pacific Airways must be included.

Awards zone	S	A	B	C	D	E	F
Distance in actual miles	0–600	601–1,200	1,201–2,500	2,501–5,000	5,001–7,500	7,501–10,000	10,001+
Awards type	Asia Miles required to claim award						
Standard Awards							
One-way Economy Class	10,000	15,000	20,000	25,000	40,000	55,000	70,000
Economy Class	15,000	20,000	30,000	45,000	60,000	90,000	110,000
One-way Business Class	20,000	25,000	30,000	45,000	70,000	85,000	110,000
Business Class	30,000	40,000	50,000	80,000	120,000	145,000	175,000
One-way First Class	25,000	30,000	40,000	70,000	105,000	130,000	160,000
First Class	40,000	55,000	70,000	120,000	180,000	220,000	260,000
Priority Awards*							
One-way Economy Class	20,000	25,000	35,000	50,000	70,000	85,000	100,000
Economy Class	35,000	45,000	60,000	85,000	125,000	155,000	185,000
One-class Upgrade Awards							
One-way upgrade from Economy to Business Class	12,500	12,500	17,500	30,000	40,000	45,000	55,000
Upgrade from Economy to Business Class	20,000	20,000	30,000	50,000	70,000	80,000	100,000
One-way upgrade from Business to First Class	17,500	20,000	25,000	35,000	50,000	60,000	70,000
Upgrade from Business to First Class	30,000	35,000	45,000	60,000	85,000	105,000	120,000
Companion Awards Ticket							
Business Class Companion	20,000	25,000	35,000	50,000	75,000	95,000	115,000
First Class Companion	30,000	35,000	45,000	75,000	110,000	145,000	160,000

* Priority Awards offers you a better opportunity to redeem during peak-travel periods. By redeeming a round-trip Priority Award or combining a one-way Priority Award with a Standard Award, you can enjoy added flexibility when arranging your next redemption flight.

General conditions

- Awards zones are based on the one-way distance between the origin airport and destination airport. If connecting sectors are involved, the sector distances should be summed up to determine the total one-way distance and the applicable awards zone. Awards in the table, unless indicated otherwise, apply to round-trip flights.
- Awards zone "S" is not available on Aer Lingus for one-way or companion awards. Awards zones "S" and "A" are not applicable for Alaska Airlines flights from/to Mexico with sector distances of less than 1,200 miles.
- Upgrade awards are not available on any codeshare flights.
- When redeeming an award on a British Airways flight where World Traveller Plus Class (Premium Economy Class) is available:
 - Miles required for a round-trip/one-way World Traveller Plus Class award is 20% higher than the equivalent World Traveller Class (Economy Class) award.
 - Miles required for a one-class upgrade from/to round-trip World Traveller Plus Class is 50% of the equivalent round-trip World Traveller Class award.
- When redeeming an award on a Qantas Airways flight where Premium Economy Class is available, miles required for a round-trip/one-way award is 20% higher than the equivalent Economy Class award.
- Other airline award redemption terms and conditions apply.

Airline Partners Awards Chart

The chart below details the award types available on specific partner airlines.

Awards options/Airlines	EI	CA	AS	AA	BA	CX	MU	KA	AY	GF	IB	JL	9W	LA	MA	MX	QF	BI	RJ	VN
One-way First, Business and Economy Class	Y ¹	Y	Y ²	Y	Y	Y	Y	Y		Y			Y		Y ¹		Y	Y ¹		Y ¹
One-way upgrade from Economy to Business Class						Y ³		Y ³												
One-way upgrade from Business to First Class						Y		Y												
Round-trip First, Business and Economy Class	Y ¹	Y	Y ²	Y	Y	Y	Y	Y	Y ¹	Y	Y ¹	Y	Y	Y	Y ¹	Y ¹	Y	Y ¹	Y ¹	Y ¹
One-way and round-trip Priority Award						Y		Y												
First and Business Class companion travel					Y	Y	Y	Y												Y ¹
Upgrade from Economy to Business Class				Y ⁴	Y ⁵	Y ³		Y ³												
Upgrade from Business to First Class				Y ⁷	Y ⁸	Y ⁶		Y ⁶												
Asia Miles mixed carrier ⁹	Y		Y	Y	Y	Y		Y	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y
oneworld® Multi-Carrier				Y	Y	Y		Y	Y		Y	Y		Y	Y		Y		Y	Y

EI = Aer Lingus

CA = Air China

AS = Alaska Airlines

AA = American Airlines®

BA = British Airways

CX = Cathay Pacific Airways

MU = China Eastern Airlines

KA = Dragonair

AY = Finnair

GF = Gulf Air

IB = Iberia

JL/JO/

NU/JC/XM

9W

LA

MA

MX

QF

BI

RJ

VN

= Japan Airlines/JALways/

= Japan Transocean Air/JAL Express/J-Air

= Jet Airways

= LAN

= Malév Hungarian Airlines

= Mexicana Airlines

= Qantas Airways

= Royal Brunei Airlines

= Royal Jordanian Airlines

= Vietnam Airlines

¹ First Class is not available for Aer Lingus (EI), Finnair (AY), Iberia (IB), Malév Hungarian Airlines (MA), Mexicana Airlines (MX), Royal Brunei Airlines (BI), Royal Jordanian Airlines (RJ) or Vietnam Airlines (VN).

² Business Class is not available for Alaska Airlines (AS).

³ For Cathay Pacific and Dragonair, only fare classes Y, B, H and K are eligible for Economy to Business Class Upgrade Awards.

⁴ For American Airlines, only fare classes Y, B and H are eligible for Economy to Business Class Upgrade Awards.

⁵ For British Airways, only fare classes Y, B and H are eligible for Economy to World Traveller Plus Upgrade Awards. Only fare classes W, T and E are eligible for World Traveller Plus to Business Class Upgrade Awards. Upgrade award is not applicable for Economy to Business Class upgrade.

⁶ For Cathay Pacific and Dragonair, only fare classes J, C, D and I are eligible for Business Class to First Class Upgrade Awards.

⁷ For American Airlines, only fare classes J, D and I are eligible for Business Class to First Class Upgrade Awards.

⁸ For British Airways, only fare classes J, C, D, I and R are eligible for Business Class to First Class Upgrade Awards.

⁹ Mixed carrier award refers to a one-way/round-trip award which involves Cathay Pacific or Dragonair plus one other Asia Miles partner airline. Mixed carrier awards do not apply to class upgrades.

oneworld Multi-Carrier Awards Chart

This chart is applicable when you redeem round-trip flight awards with an itinerary that includes:

- Two or more **oneworld®** alliance airlines, where Cathay Pacific or Dragonair is not included; or
- Three or more **oneworld** alliance airlines when Cathay Pacific or Dragonair is included.

You can choose to fly with all **oneworld** alliance airlines on one award with a maximum range of up to 50,000 miles.

Awards zone	Distance in actual miles	Asia Miles required to claim award / award type		
		Economy Class	Business Class	First Class
1	0 – 1,000	30,000	55,000	70,000
2	1,001 – 1,500	30,000	60,000	80,000
3	1,501 – 2,000	35,000	65,000	90,000
4	2,001 – 4,000	35,000	70,000	95,000
5	4,001 – 7,500	60,000	80,000	105,000
6	7,501 – 9,000	60,000	85,000	115,000
7	9,001 – 10,000	65,000	95,000	130,000
8	10,001 – 14,000	85,000	115,000	155,000
9	14,001 – 18,000	90,000	135,000	190,000
10	18,001 – 20,000	95,000	140,000	205,000
11	20,001 – 25,000	110,000	160,000	235,000
12	25,001 – 35,000	130,000	190,000	275,000
13	35,001 – 50,000	150,000	220,000	335,000

General conditions

1. The awards zone is determined by the actual miles flown in all the sectors of your itinerary.

2. You can make a maximum of five stopovers, two transfers and two open-jaws at either origin, en route or turnaround point, subject to airline partners' terms and conditions.

3. All award travel terms and conditions apply.

Member benefits

In addition to redeeming your Asia Miles for travel and lifestyle awards, there are many other ways to use your miles.

Asia Miles Gift Miles

You can send Asia Miles Gift Miles™ anytime, anywhere, to your loved ones who live far away. Minimum purchase amount is 1,000 miles at USD32.50, with further blocks of 500 miles available at USD16.25 per block. A USD20 service fee applies per purchase transaction.

In a calendar year you can give a gift of up to 30,000 miles to someone else and/or give a gift of up to 15,000 miles to yourself.

You can also earn extra miles for yourself when you buy Gift Miles with any of our credit and charge card partners.



Asia Miles for Charity and Environment

Now you can donate your Asia Miles to your choice of five charities: C.A.R.E. Housing Society, ORBIS, Oxfam, Hong Kong Red Cross and UNICEF. With your donation the charities can send aid workers, volunteers and doctors around the world, or bring elderly relatives closer together with the gift of free travel.

In addition, you can contribute your Asia Miles to FLY *greener*, a pioneering programme initiated by Cathay Pacific and Dragonair that allows you to reduce your carbon footprint.



Asia Miles Top-Up

There may be times when you need to top up your Asia Miles to redeem the award of your choice. This is easy to do. As long as you have at least 70% of the Asia Miles required for your desired award, you can purchase the remaining amount with Asia Miles Top-Up® in blocks of 2,000 Asia Miles at USD60 per block.

Mileage renewal

Your Asia Miles are currently valid for three years and you can renew the validity for another three years. This is ideal if your miles are about to expire and you want to redeem them for awards at a later date. Members must renew Asia Miles in blocks of 2,000 Asia Miles for a service fee of USD12 per block.

Mileage transfer

You can transfer your Asia Miles to the account of a redemption group member at any time so that your family and friends can redeem them for a range of exciting awards. The minimum transfer is 10,000 Asia Miles for a service fee of USD120. Additional Asia Miles can be transferred in blocks of 5,000 Asia Miles for a service fee of USD60 per block.

Miles exchange

You can exchange reward programme currencies between Asia Miles and other loyalty programmes. To do so, you need to be a Gold member of points.com* which enables you to earn, buy and swap your miles or points with over 25 leading reward programmes.

* Membership fee applies.

Instant upgrade award

Now you can redeem miles for an instant upgrade award and experience the luxury of flying on First or Business Class on Cathay Pacific or Dragonair. Instant upgrade awards are available on:

Cathay Pacific

- At Hong Kong International Airport: You may request to redeem your award at our service desk at Aisle B, Departures Hall, Terminal 1, or make your request when checking in for your flight.
- At airports worldwide: Please make your request when checking in for your flight.

Dragonair

- At Hong Kong International Airport: Request to redeem your award at our service desk at Aisle D, Departures Hall, Terminal 1 before checking in for your flight.
- At the other 14 airports – Bengaluru (Bangalore), Beijing, Busan, Dhaka, Fukuoka, Hanoi, Kaohsiung, Kota Kinabalu, Manila, Phnom Penh, Phuket, Shanghai, Taichung and Taipei: Please make your request when checking in for your flight.

To ensure quick processing, please have your membership card, booking reference number and ticket(s) ready. For exact redemption amounts, please refer to the Asia Miles Awards Chart at www.asiamiles.com

If you do not have enough miles to redeem an instant upgrade award and are flying from Hong Kong International Airport, you may purchase up to 30% of the remaining miles you require with Asia Miles Top-Up.

Excess baggage redemption

When flying Cathay Pacific or Dragonair you can save on excess baggage costs by redeeming your Asia Miles for an extra baggage allowance. The number of Asia Miles needed depends on your travel distance. For example, you only need 6,500 miles to redeem an additional 10kg of baggage from Hong Kong to Shanghai (zone A).

Zone	S	A	B	C	D	E	F
Zone distance in miles	0–600	601–1,200	1,201–2,500	2,501–5,000	5,001–7,500	7,501–10,000	10,001+
Asia Miles per 10kg [#]	5,000	6,500	9,000	12,000	18,000	21,000	24,000
Asia Miles per bag [*]	~	~	12,000	16,000	24,000	28,000	32,000
Asia Miles per bag over 23kg and up to 32kg [^]	~	~	8,000	8,000	8,000	8,000	8,000

Note: Excess baggage redemption is not available on Dragonair flights to Kathmandu.

[#] Applies to all eligible flights, except trans-Pacific flights.

^{*} Applies to trans-Pacific flights only.

[^] Applies to Cathay Pacific Economy Class to or from North America destinations only.

You can find out the mileage distance of your flight by using the Airline Earn Calculator at www.asiamiles.com

Mobile channels

Get up-to-the-minute Asia Miles information while you're on the move with your web-enabled mobile phone. Just type m.asiamiles.com into your phone's web browser and bookmark this address for future use. You can:

- Check your mileage balance.
- Check your registered promotions.
- Find partner restaurants.
- Retrieve the latest news.

Online services

Log on to www.asiamiles.com

Our website is available in English, Traditional Chinese, Simplified Chinese, Japanese and Korean. So update your personal details and receive the latest Asia Miles communications. Simply enter your membership number or username and Personal Identification Number (PIN) to enjoy the latest Asia Miles news and offers, as well as a wide range of convenient online services:

- Check your Asia Miles account balance, view your latest transactions and personalised redemption and earning offers.
- Nominate your redemption group members.
- Purchase Asia Miles Gift Miles.
- Transfer or renew mileage.
- Give your Asia Miles to charity or helping to protect the environment.
- Register for promotions.
- Change your personal details.
- Change or request your PIN.
- Claim missing miles for Cathay Pacific and Dragonair flights.
- Use the Airline Earn Calculator to see how many miles you can earn on your next trip.
- Use the Flight Awards Finder to see the number of miles required for your desired Flight Awards.
- Check redemption seat availability on Cathay Pacific and Dragonair.
- Redeem Flight Awards.
- Redeem Lifestyle Awards.
- Subscribe to Asia Miles News & Offers via email for all the latest updates.
- Download the current listing of partners.
- Use your Asia Miles to bid at iAuction for exclusive deals and redemption awards.

iAuction

At iAuction, you can use your Asia Miles to bid for exclusive online deals and Lifestyle Awards. To place a bid, simply:

- Visit the iAuction site at **www.asiamiles.com**
- Choose the item you want to bid for.
- Enter the number of Asia Miles you want to bid.
- Click the "Submit" button.

If your bid wins, you will be notified by email. You will also receive email notifications whenever a higher bid is made. It is up to you to increase your bid or let your last bid stand. Please read iAuction terms and conditions prior to submitting your bid.

Note: All Asia Miles members are pre-registered as users of the iAuction site. Members must be at least 18 years of age and have a valid email address to enter a bid. Asia Miles iAuction terms and conditions apply.

Terms and conditions

These terms and conditions govern the contractual relationship between Cathay Pacific Loyalty Programmes Ltd. ("CPLP") and members of Asia Miles. The terms and conditions should be read carefully, particularly as they include limitations and exclusions of liability in favour of CPLP, Cathay Pacific Airways Limited ("CPA") and Partners.

1. Interpretation

"Active Members"	means members who have travelled a minimum of one eligible air sector or accrued a minimum of 250 Mileage Credits.
"Airline Award Travel"	means any ticket or upgrade issued by CPA or Partners upon redemption of the required number of Mileage Credits by a member.
"Asia Miles"	means the frequent flyer programme operated by CPLP on behalf of CPA in conjunction with its partners.
"Asia Miles Service Hotline"	means the enquiry line for Asia Miles.
"Companion Award Travel"	means the use of Mileage Credits to redeem a ticket for a companion to travel with a member who has purchased a First or Business Class fare paying ticket.
"member"	means any person who is a member of the Asia Miles frequent flyer programme.
"members' guide"	means the Asia Miles members' guide, which sets out additional information and terms and conditions relating to Asia Miles, and may be amended from time to time, a copy of which can be found at www.asiamiles.com
"Mileage Credits"	means the unit of measurement of Asia Miles, such Mileage Credits being awarded to members in connection with air travel, services and products purchased or usage of participating services and products as determined by CPLP in its sole discretion.
"Partners"	means businesses with whom CPLP has made arrangements for members to earn Mileage Credits by using the products or services of such businesses. A full list of Partners is available at www.asiamiles.com
"Redemption Group Nominee" or "Nominee"	means individuals nominated by a member in accordance with section "Redemption Group" below, who are thereby eligible to benefit from a member's redemption of Mileage Credits.

2. General Conditions

- 2.1 Asia Miles is managed and operated by CPLP.
- 2.2 Asia Miles is open to individuals aged two or above. In respect of minors (individuals aged under 18 years), parental or legal guardian consent is required to join Asia Miles. Membership is not available to corporations or other legal entities. Membership is accepted at the sole discretion of CPLP.
- 2.3 Members will be issued with a membership number and membership card. The use of this number/card and associated benefits is deemed to be acceptance of these Asia Miles terms and conditions to the benefit of CPLP, CPA and all Partners.
- 2.4 Membership in Asia Miles and membership cards are not transferable and may only be used by the member. Membership cards remain the property of CPLP and must be returned upon termination of membership or otherwise upon request. Misuse of membership cards or programme benefits may result in termination or suspension of membership, or withdrawal of benefits.
- 2.5 CPLP reserves the right to modify Asia Miles structure, benefits and other features, including these terms and conditions, or to terminate Asia Miles at any time. Although CPLP will use reasonable effort to notify members of material changes to Asia Miles and/or to these terms and conditions, it is the responsibility of members to keep themselves up-to-date in respect of the Asia Miles programme and these terms and conditions. Any use of Asia Miles by a member will be deemed as acceptance of any amendment. CPLP, CPA and/or Partners will not be liable for loss or damage resulting from any amendment to Asia Miles or to these terms and conditions.
- 2.6 Upon becoming an active member of Asia Miles, members will receive a permanent membership card. A fee will be charged for replacing lost or damaged cards.
- 2.7 Members under the age of 18 years will not receive any promotional material.

3. Enrolment

- 3.1 Potential members can apply online at www.asiamiles.com or enrol through completing an application form, and can start to quote their membership number and accrue Mileage Credits at that time. However, membership is not confirmed and Mileage Credits accrued will not be honoured until the application to join Asia Miles has been accepted and processed by CPLP.
- 3.2 Application forms are not valid and will not be processed unless completed correctly and hard copy applications are signed by the applicant.
- 3.3 Members will not receive a permanent membership card until they have become active.
- 3.4 Membership of Asia Miles is at the sole discretion of CPLP and CPLP may refuse membership to any applicant.

4. Membership Termination

- 4.1 An Asia Miles membership account which has not recorded any activity for a period of 36 months will be suspended and closed without notice, once all remaining Mileage Credits have expired.
- 4.2 Members may terminate their membership at any time by giving written notice to CPLP and returning their membership card, at which time any outstanding Mileage Credits will be cancelled.
- 4.3 CPLP may forthwith terminate the membership of a member and the right of a member to use his/her membership card if a member commits misconduct or fraud, misuses Asia Miles programme benefits and awards, or fails to follow these terms and conditions. In such circumstances, CPLP shall simultaneously cancel all Mileage Credits of the member.

- 4.4 CPLP may also terminate the membership of a member at its complete discretion and in such circumstances will provide the member with three to six months notice of termination. Upon expiry of the notice period, all unused Mileage Credits will be cancelled.
- 4.5 Termination of membership for whatever reason shall be without prejudice to the accrued rights and remedies of CPLP, CPA, Partners and the member as at the date of termination.
- 4.6 Upon the death of a member the membership account will be closed and all outstanding Mileage Credits will be cancelled.
- 4.7 If a member has obtained Airline Award Travel or other awards for himself/herself or others through fraud, dishonesty or deceit, then the member shall without limitation be liable to CPLP, CPA or Partners for the full price of the Airline Award Travel or other products or services obtained together with all costs and damages incurred or suffered by CPLP, CPA or Partners as a result thereof.
- 4.8 In the event of termination of membership a member must forthwith return his membership card to CPLP.

5. Mileage Credits

- 5.1 To earn Mileage Credits, members must quote their membership number at time of reservation and present their membership card at time of check-in, when paying the bill or upon delivery of Partner products or services. Some Partners may advise of different earning/crediting procedures which should then be followed by members.
- 5.2 If a temporary Asia Miles membership card is presented to earn Mileage Credits, the member is required to use and provide a name that is identical to the one submitted on his Asia Miles application form.
- 5.3 Only certain transactions with Partners are eligible to earn Mileage Credits. These are or will be outlined in the members' guide, Asia Miles website at www.asiamiles.com and from time to time may be specifically published by CPLP and/or Partners.
- 5.4 For promotions restricted to a particular market, residency is determined by the member's preferred mailing address as registered with Asia Miles.
- 5.5 Mileage Credits will only be officially recorded upon the acceptance of an Asia Miles membership application and approval of membership status.
- 5.6 Mileage Credits are not transferable to other airline programmes and CPLP does not accept the conversion of reward points of other airlines to Mileage Credits.
- 5.7 Mileage Credits are not transferable to other non-airline Partner programmes.
- 5.8 The reward points of credit and charge card Partners, certain hotel Partners, telecoms Partners and petrol station Partners can be converted to Asia Miles. Details of these Partners and the relevant conversion details can be obtained at www.asiamiles.com
- 5.9 Members can exchange reward programme currencies between Asia Miles and other points.com partners. In this case, the terms and conditions of points.com will apply.
- 5.10 In order to be eligible for Mileage Credits, Members must make sure that the name used in a transaction especially when printed on airline tickets, exactly matches the name as registered with Asia Miles.
- 5.11 Mileage Credits may take between four to six weeks after travel or transaction to be credited to member's account.
- 5.12 Mileage Credits are valid for redemption awards as soon as they are credited to a member's account.
- 5.13 Mileage Credits are valid for three years from the date of accrual.
- 5.14 If CPLP incorrectly denies Mileage Credits to a member, then CPLP's only liability will be to provide the member with the number of Mileage Credits originally denied.

6. Air Mileage Credits

- 6.1 Mileage Credits will be awarded based on the Great Circle Distance in miles between the origin airports and destination airports. For connecting flights that require a change of flight number, the sum of the Great Circle Distance of each segment will form the basis of the Mileage Credits.
- 6.2 The actual Mileage Credits earned by a number is a percentage, based on class flown or fare paid, of the Great Circle Distance as outlined in the members' guide and as published from time to time by CPLP. There is no minimum Mileage Credits guarantee.
- 6.3 If a member's air travel is disrupted due to reasons beyond the control of CPA or an airline Partner (for example, extreme weather conditions/acts of God) and the member is forced to change carrier, Mileage Credits on the disrupted segments of the purchased ticket will only be credited to the original itinerary. In such circumstances the member will need to mail or fax the original passenger receipt and boarding pass to CPLP.
- 6.4 CPLP and/or all Partners may exclude specific flights from the crediting of Mileage Credits with or without notice to a member.

7. Non-Airline Mileage Credits

- 7.1 Mileage Credits that are available and awarded for non-airline transactions will be as specified by each Partner participating in Asia Miles. The earning propositions of individual Partners and what qualifies for non-airline Mileage Credits are outlined at www.asiamiles.com as well as in the members' guide and may be amended from time to time by CPLP.
- 7.2 Members may earn Mileage Credits for each qualifying hotel stay at participating hotel Partners. A hotel stay is defined as any number of consecutive nights at one hotel, regardless of the number of rooms booked during the stay and regardless of the number of occasions the member checks in during the stay. Qualifying stays refer to stays at published, rack, corporate or company rates, and not stays at special, group or discount rates. Members may need to enrol in frequent guest programmes of certain hotel Partners to earn Mileage Credits.
- 7.3 Members may earn Mileage Credits for each qualifying car rental with participating car rental Partners, regardless of the number of days or cars rented. Rentals made at package, travel industry or employee rental rates do not qualify. Rentals may need to be made in conjunction with air travel to qualify.
- 7.4 Non-airline Partners may apply additional terms and conditions in respect of the availability and eligibility of earning Mileage Credits.

8. Asia Miles Dining

- 8.1 Members must dine and pay at the restaurant location in order to earn Mileage Credits. Members staying at hotels and dining in a participating restaurant at that hotel must settle payment separately at the Partner restaurant in order to earn Mileage Credits.
- 8.2 It is the member's responsibility to check an Asia Miles dining receipt (or electronically printed restaurant receipt with Asia Miles membership number) for accuracy and to retain the original customer copy before leaving the Restaurant. CPLP is not liable for Mileage Credit claims in the event of loss of an Asia Miles dining receipt (or electronically printed restaurant receipt) and/or non-presentation of membership card at time of dining.
- 8.3 Mileage Credits are awarded on total food and beverages spend including service charge and taxes (unless otherwise stated). Tips are excluded.
- 8.4 Members must meet a minimum spend criteria per transaction in order to begin earning Mileage Credits and Members can earn Mileage Credits up to a maximum spend per dining transaction. The spending criteria varies according to different countries/territories. Full details can be found at the Asia Miles website at www.asiamiles.com
- 8.5 Only one Asia Miles dining receipt (or electronically printed restaurant receipt with Asia Miles membership number) will be issued per restaurant bill.
- 8.6 Special functions, catering or banquets (e.g. wedding banquets and other dining facilities as may be publicised at www.asiamiles.com or in the members' guide) do not qualify for earning Mileage Credits.
- 8.7 Mileage Credits cannot be earned in conjunction with any other restaurant-related promotion or discount. Members are advised to check with the restaurants concerned prior to dining.
- 8.8 Dining Partners may apply additional terms and conditions in respect to the availability and eligibility of earning Mileage Credits.

9. Account Statement

- 9.1 Reprints of account statements are available for a period of 12 months from the issue date. A service fee of USD30 or 3,000 Mileage Credits will be charged for every statement reprinted.

10. Missing Mileage Requests

- 10.1 Requests for missing Mileage Credits can be entertained only if the membership number was properly quoted at the time of reservation and the membership card was presented at flight/hotel check-in or when paying for other Partner services.
- 10.2 Members can claim missing Mileage Credits for air activities at www.asiamiles.com. For claims relating to Partners other than CPA and Dragonair, supporting documents including original boarding passes or eTicket itinerary receipts for electronic tickets should be faxed or mailed separately.
- 10.3 Alternatively, members can also complete a missing Mileage Credits request form and send it to CPLP together with supporting documents as follows:
 - 10.3.1 Airlines (except CPA and Dragonair) - original boarding pass, or e-ticket itinerary receipt for electronic ticket. For Air China, Alaska Airlines, China Eastern Airlines, Gulf Air, Jet Airways and Royal Brunei Airlines, please submit by mail original ticket and original boarding pass or e-ticket itinerary receipt together with the request form.
 - 10.3.2 Hotels, Cars & Transport, Retail, Travel & Leisure – original receipt (For Absolute Spa Group, Aerosoles, Airport Express, Ascott International, Columbia, Elemis, Esso and Mobil, Financial Times, Marriott International Hotels, Nautica, Petro-Canada, Ponti Wine Cellars, Regal Hotels International, Rockport, Starwood Hotels & Resorts Worldwide, The Economist, TurboJET, and Vogue Laundry, please check directly with the Partner concerned.)
 - 10.3.3 Dining - original Asia Miles dining receipt or electronically printed restaurant receipt with Asia Miles membership number.
 - 10.3.4 Finance & Insurance, Telecoms, Professional Services – please check directly with the Partners concerned.

All documents submitted will be retained for record purposes. Members are required to keep copies for their own reference. Illegible copies will prolong or may prevent the processing of an application.

- 10.4 For missing Mileage Credits from Partners in the categories Finance & Insurance, Telecoms, Cars & Transport (including Car Rental), Retail, Travel & Leisure, and Professional Services members should resolve any issues directly with the Partner concerned.
- 10.5 Missing Mileage Credits requests will only be accepted for processing within six months of the transaction date. Missing Mileage Credits may take six to eight weeks after receipt to be credited to members' accounts.
- 10.6 Requests for missing Mileage Credits can not be entertained for travel completed more than one month prior to the date of the enrolment into the Asia Miles programme.
- 10.7 Missing mileage claims are not allowed with certain Partners in Telecoms, Cars & Transport, Retail, Travel & Leisure, and Professional Services.

11. Redemption Groups

- 11.1 A member may nominate up to five individuals at any one time to be a "Redemption Group Nominee" or "Nominee". Nominees are eligible for Airline Award Travel, extra baggage allowance and lifestyle awards.
- 11.2 USD100 will be charged for every change of nomination regardless of the number of individuals changed. Adding additional Nominees up to the five permitted is not considered a change and no fee will apply. Members can register Nominees online or by completing a group nomination form.
- 11.3 A child or infant Nominee is treated the same as an adult Nominee and requires the same Mileage Credits for award travel. Corporations or other legal entities cannot be Nominees.
- 11.4 Award travel for Nominees must be claimed by the member in the same way as member claims travel for himself or herself. Nominees may not directly claim Airline Award Travel.
- 11.5 Nominees/travel agents/secretaries, etc. who contact the Asia Miles Service Hotline to make bookings must provide items of identifications from the member's profile.

12. Airline Award Redemption - General Conditions

- 12.1 All Mileage Credits required for Airline Award Travel must be earned by the same member under the same account and pooling of Mileage Credits is not permitted.
- 12.2 Redeeming Mileage Credits for Airline Award Travel is subject to capacity control which may limit the number of seats available for Airline Award Travel. Members acknowledge that CPA and its Partners reserve the right to limit the number of seats made available for Airline Award Travel at their absolute discretion. In addition, some Partners may impose blackout periods during which Airline Award Travel is not permitted. CPLP does not guarantee that seats will be available for Airline Award Travel on any particular flight and class or to any particular destination on CPA or any Partner airlines. Members acknowledge that Mileage Credits may be redeemed through a range of non-airline related awards.
- 12.3 The issuance of tickets for Airline Award Travel is subject to the passenger being responsible for applicable departure taxes, airport or government handling fees, fuel surcharges, security and insurance charges and any other fees charged by any authorised entity. The passenger shall also be responsible for all other expenses and any other charges, claims or liabilities arising in relation to the use of tickets for Airline Award Travel.
- 12.4 Members are eligible for Airline Award Travel only when they clearly indicate the nature and dates of airline awards when making a reservation for the flight desired.
- 12.5 Tickets for Airline Award Travel will be issued only after a reservation is confirmed. Open dated tickets are not permitted for Airline Award Travel.
- 12.6 Tickets for Airline Award Travel will be issued automatically and before the ticketing deadline as determined by CPA and airline Partners, once all the required information has been provided. It should also be noted that:
 - 12.6.1 If all such required information is not provided on the agreed-upon date, the booking will be cancelled.
 - 12.6.2 Waitlisted flights for Airline Award Travel are not permitted.
- 12.7 All tickets for Airline Award Travel are valid for 12 months from the date of issue, unless otherwise specified. Promotional tickets may have a more restricted validity.
- 12.8 Tickets for Airline Award Travel may be re-issued:
 - 12.8.1 Only for travel by the same person
 - 12.8.2 Provided no part of the ticket for Airline Award Travel has been used
 - 12.8.3 Subject to additional Mileage Credits being required if the new journey belongs to a higher award zone
 - 12.8.4 USD40 or 4,000 Mileage Credits will be charged for ticket re-issuance
 - 12.8.5 Subject to having the same expiry date as the original ticket and for use on the same airline
- 12.9 Once tickets for Airline Award Travel are issued, they are non-transferable and non-refundable.
- 12.10 Not all award types are available through all Partners. Members should refer to the Asia Miles members' guide and the "Redeem Miles" section of www.asiamiles.com for details. Awards may be subject to change or withdrawal.
- 12.11 Certain sectors and destinations for each Asia Miles airline Partner may not be eligible for award redemption.
- 12.12 Certain partner flights are not eligible for redemption.
- 12.13 Use of Airline Award Travel is subject to the issuing airline's conditions of carriage and other conditions as specified by the issuing airline.
- 12.14 The sale or barter of Mileage Credits, Airline Award Travel or other programme benefits is prohibited and will result in the forfeiture of all Mileage Credits or awards and the cancellation of membership. Violators will be liable for damages suffered or incurred by CPLP, CPA and/or Partners.

13. Redeeming Airline Awards

- 13.1 Members can book their desired awards online or through the Asia Miles Service Hotline prior to the preferred departure date.
- 13.2 For telephone requests, member's personal details must be verified in order to process a redemption request.
- 13.3 Redemption requests from parties other than the member, including Nominees will not be processed.
- 13.4 Travel agencies cannot issue award tickets for Airline Award Travel.
- 13.5 The appropriate number of Mileage Credits will be deducted from a member's account at the time of ticket issuance and not at the time of reservation.
- 13.6 Members should immediately report any suspected unauthorised award claims. CPLP will decide at its discretion what action, if any, will be taken. CPLP may refuse to credit members with Mileage Credits to compensate for any unauthorised redemption should a member in anyway contribute to the unauthorised redemption by negligence or otherwise, including the disclosure of a member's PIN.
- 13.7 Other conditions apply to the issuance of companion and upgrade awards.
- 13.8 To redeem Mileage Credits for extra baggage allowance, members must call the Asia Miles Service Hotline at least 10 days prior to flight departure. Members must quote their booking reference number(s) when claiming their extra baggage allowance vouchers.
- 13.9 Extra Baggage Allowance may also be arranged at the Asia Miles Service Desk at Hong Kong International Airport upon departure, aircraft load permitting.

14. Airline Award - Award Miles Requirements

- 14.1 For round-trip awards, upgrade awards and companion award travel on single or dual carriers, the award miles requirements are based on the one-way actual miles between the origin airport and destination airport. Where the sum of the outbound one-way distance and the inbound one-way distance are not the same, the longer distance shall be used to determine the award zone.
- 14.2 The member or the Nominee may make two stopovers, two transfers or one open-jaw at either the origin, en route or turnaround point on all airline Partners except Air China and Iberia where no stopovers or open-jaws are permitted. If the open-jaw is at the origin, the member or Nominee must return to the country of origin, though not necessarily to the same city. The member must depart from the intermediate point on the next available connecting flight. The preceding is all subject to airline Partners' terms and conditions. For the purposes of this section, open-jaw means a flight itinerary where the departure city is different from the returning city, or alternatively, the destination city that a passenger arrives in is different from the one he/she returns from on the return portion of the trip.

- 14.3 For multiple sector award travel, the Mileage Credits required are that of the highest class booked in any single itinerary.
- 14.4 For one-way award travel, the sum of the total sectors to be flown will count for redemption purposes. In such circumstances, only one en route stopover is allowed.
- 14.5 To redeem a **one**world Multi-Carrier award, the total Mileage Credits required in determining the award zone is the sum of the sector distance (between the origin airports and destination airports) of all sectors in the itinerary. The member or Nominee can make a maximum of five stopovers. In addition, two transfers and two open-jaws are permitted.

15. Airline Award - Priority Award

- 15.1 Priority Awards offers you a better opportunity to redeem during peak-travel periods. By redeeming a round-trip Priority Award or combining a one-way Priority Award with a Standard Award, you can enjoy added flexibility when arranging your next redemption flight.

16. Airline Award - Companion Tickets

- 16.1 If members purchase a First or Business Class ticket for travel, they can also redeem Mileage Credits for a companion to accompany them. The companion must travel on the same flight, date and class of service.
- 16.2 The companion passenger need not be a Nominee in the member's redemption group.
- 16.3 Only one ticket for Companion Award Travel is allowed for each member's purchased ticket.
- 16.4 When making a claim for a Companion Award Travel, the member must provide all his/her travel details and ticket details of the fare paying ticket to CPLP.
- 16.5 Redemption, prize, group, industry/agency discount or other free tickets cannot be used to qualify for redemption of a companion award ticket.
- 16.6 The rules governing purchased tickets also apply.

17. Airline Award - Upgrades

- 17.1 Members can redeem Mileage Credits for an upgrade to the next higher class of travel from the original class of ticket purchased in eligible fare classes (refer to the Awards Charts page). Upgrade awards are subject to availability at the time of upgrade award reservation.
- 17.2 To confirm the upgrade award booking, members must have on hand a seat confirmed and ticket issued in an eligible fare class in the lower class of travel on the same flight. Upgrades may be booked online through www.cathaypacific.com, www.dragonair.com or through Asia Miles Service Hotline.
- 17.3 Mileage Credits for upgraded travel will be awarded based on the original class of service purchased and in accordance with these terms and conditions.
- 17.4 Redemption, prize, group, industry/agency discount or other free tickets cannot be used to obtain an upgrade award ticket.
- 17.5 Fares for infants below two years of age that do not occupy a seat are not eligible for an upgrade. Members must purchase a child fare for infants if they wish to request an upgrade award.
- 17.6 The rules governing purchased tickets also apply.

18. Airline Award - Extra Baggage Allowance

- 18.1 Award zones are based on one-way distance between origin and destination.
- 18.2 Members may redeem Mileage Credits for extra baggage allowance on a per flight segment basis on all CPA and Dragonair marketed and operated flights, subject as always to availability and loading. Joint Venture flights are excluded from this award and a member may only redeem Mileage Credits for a maximum 100kg of baggage or two pieces of baggage per redemption per flight segment.
- 18.3 CPA's excess baggage allowance is not valid for use on Dragonair, or vice versa.
- 18.4 The same redemption rate applies for all classes of travel and for all members.
- 18.5 This award is only available on journeys where the first sector is a CPA or Dragonair flight.
- 18.6 Normal redemption rules apply unless otherwise stated.
- 18.7 Mileage Credits for unused baggage allowance are not refundable or transferable.
- 18.8 Extra baggage allowance vouchers are valid for one month from date of issue, but only for travel on the original itinerary.

19. Lifestyle Award Redemption - General Conditions

- 19.1 Members may redeem Mileage Credits for certain lifestyle awards including, but not limited to, products, accessories, hotel stays and car rentals as offered at www.asiamiles.com. All Mileage Credits required for lifestyle award redemption must be earned by the same member under the same account, and pooling of Mileage Credits is not permitted.
- 19.2 Lifestyle awards are subject to availability and the terms and conditions of the respective Partners and CPLP.
- 19.3 Lifestyle awards may carry different validity periods, subject to individual Partner offers. The validity periods are based on Hong Kong time.
- 19.4 Some Partners may impose blackout periods where use of lifestyle awards is not permitted.
- 19.5 The appropriate Mileage Credits will be deducted from the member's account upon receipt of an award request form. Mileage Credits, once deducted from a member's account, will not in any circumstances be returned.
- 19.6 Lifestyle awards will be released/forfeited if redemption details are required but not confirmed by CPLP or respective Partners by the specified deadline.
- 19.7 Lifestyle awards once provided to a member cannot be exchanged for other awards or cash.
- 19.8 Lifestyle awards cannot be used to earn Mileage Credits.
- 19.9 Any lifestyle award not used within the validity period will be forfeited and cannot be exchanged for cash or any other form of payment.
- 19.10 A lifestyle award can be redeemed only by the redemption letter recipient, sent in accordance with clause 5 of the "Redeeming Lifestyle Awards" below, whose name will appear at the top of the letter. For some awards, a third party, authorised by the member, may collect the lifestyle award on behalf of the member if such provision is stated on the redemption letter.

- 19.11 For those awards with delivery service, the relevant partner will make delivery arrangement directly with the recipient and the delivery lead time is varied by different partners. An email will be sent to member's registered email address for confirmation.
- 19.12 All Lifestyle awards are manufactured or provided on behalf of Partners and other third parties. CPLP is neither the supplier nor manufacturer of any lifestyle award(s) and excludes all liability in respect of (i) the quality, merchantability or fitness for purpose of any product-related lifestyle award; (ii) the quality of any service-related lifestyle award. In particular, CPLP does not warrant that any service-related award will be provided with reasonable care and skill.
- 19.13 CPLP is not responsible or liable in any way for any warranty provided with a redeemed lifestyle award(s). Members are advised to contact Partner(s) or suppliers directly should there be any query or dispute concerning the product warranty and maintenance.
- 19.14 In case of any dispute relating to lifestyle awards, without prejudice to clause 12 and 13 of the section "Lifestyle Award Redemption - General Conditions" and those under the section "Exclusion and Limitation of Liability," the sole liability of CPLP and/or CPA in respect of any defect in or failure of any product or service related lifestyle award or for any loss, injury or damage attributable, directly or indirectly, thereto is limited to the period of 12 months from receipt of the award and limited to making good the defect or failure by (at CPLP's option) replacing the product or procuring the performance of the service or crediting the member with the redeemed Mileage Credits.

20. Redeeming Lifestyle Awards

- 20.1 The Asia Miles website at www.asiamiles.com features specific lifestyle awards. Members can instantly redeem lifestyle awards online.
- 20.2 Redemption requests must be made directly by a member. Redemption requests from parties other than the member, including Nominees, will not be processed.
- 20.3 Top-Up option is available for lifestyle award redemption and is subject to the terms and conditions set out in section "Asia Miles Top-Up" below.
- 20.4 CPLP will issue an email confirmation to the member or appointed Nominee should the award be available. Your redemption letter will be mailed out to your designated address within the next working day after miles are successfully deducted from your account. Normal mailing lead-time of redemption letter for mailing address in Hong Kong is around one week, and up to three weeks for mailing address outside of Hong Kong. Actual time taken will depend on postal service and mailing location.
- 20.5 Redemption letters will be sent by post but may be sent by express courier for USD30 or 3,000 Mileage Credits.
- 20.6 If the redemption letter is lost, a replacement letter will be issued at a service fee of USD50 or 5,000 Mileage Credits.
- 20.7 For lifestyle awards that require an advance reservation, members must first contact the respective Partners to confirm a reservation prior to making the award request. The respective "no-show" and cancellation policies of each Partner may apply.
- 20.8 The original copy of a redemption letter and Asia Miles membership card must be presented upon collection or use of a lifestyle award.
- 20.9 Lifestyle award redemptions are transferable only to Redemption Group Nominees, unless otherwise specified; or a third party as stated on the redemption letter. For Nominees using a lifestyle award, the original redemption letter and a photocopy of the member's card must be provided at time of redemption, unless otherwise specified in the redemption letter.

21. Asia Miles Gift Miles

- 21.1 Asia Miles Gift Miles is eligible for Asia Miles members who have at least one Partner activity (either airline or non-airline) recorded in their account for the last 12 months.
- 21.2 Gift Miles are sold in blocks of 500 Mileage Credits at USD16.25 per block, with a minimum purchase of 1,000 Mileage Credits and a service fee of USD20 per purchase.
- 21.3 In a calendar year, a member can purchase no more than 15,000 Mileage Credits for his/ her own account, and receive no more than 30,000 Mileage Credits from a third party.
- 21.4 Gift Miles will appear in the recipient's Asia Miles account within 24 hours of the transaction.
- 21.5 All transactions are non-refundable, non-reversible and non-transferable.

22. Asia Miles for Charity and Environment

- 22.1 Members may donate Mileage Credits to certain charity organisations designated by CPLP from time to time, the minimum donation to each charity being 10,000 Mileage Credits with further increments of 5,000 Mileage Credits being allowed. For the FLY greener programme, the Asia Miles contribution is calculated based on the length of the journey and your cabin class or one-off with the redemption range from 100 to 999,999 miles.
- 22.2 The total Mileage Credits value of a donation cannot exceed the total Mileage Credits accrued and available in a member's account at time of a request.
- 22.3 Only members can donate Mileage Credits for charity, this facility not being available to Nominees.
- 22.4 A member may not donate Mileage Credits to other individual members.
- 22.5 Mileage Credits have no cash value and are not tax-deductible.
- 22.6 CPLP will not levy any administration fees in respect of charity donations or contributions to the FLY greener programme, with Mileage Credits. Members should allow seven days for Mileage Credits to be deducted from their accounts. Thereafter, the donation or contribution will be reflected in the member's statement as a redemption activity.
- 22.7 All donations will be considered final and non-reversible once the Mileage Credits are deducted from an account.

23. Asia Miles Top-Up

- 23.1 Members who have 70% of the Mileage Credits required to redeem an award can purchase the remaining 30% in blocks of 2,000 Mileage Credits at USD60 a block.
- 23.2 A member can only purchase Mileage Credits at the time of making an award request.

- 23.3 The purchased Mileage Credits must be used against the award being requested. Once the Mileage Credits have been issued, they must be redeemed immediately. No refunds are permitted.
- 23.4 The purchased Mileage Credits may be used towards any Asia Miles award and promotion as specified by CPLP from time to time.
- 23.5 Any Mileage Credits not used toward the award will remain in the member's account and the remaining balance cannot exceed 2,000 Mileage Credits.
- 23.6 The purchase of Mileage Credits will be confirmed on the member's statement as a merchandise sale.
- 23.7 The foregoing of a Top-Up option is applicable to both Airline Travel Award and lifestyle awards, but not to charity donations.

24. Asia Miles Mileage Transfer and Asia Miles Mileage Renewal

- 24.1 Mileage Credits can be transferred to the account of any chosen Redemption Group Nominee. The initial minimum transfer amount of Mileage Credits is 10,000 Mileage Credits at a service fee of USD120, and with further Mileage Credits transferable in blocks of 5,000 Mileage Credits at a service fee of USD60 per block. Transferred Mileage Credits are valid for a further three years from the date of transfer.
- 24.2 Mileage Credits which are about to expire can be renewed for a further three years in minimum blocks of 2,000 Mileage Credits at a service fee of USD12 per block.
- 24.3 All transactions are non-refundable and non-reversible.

25. Service Fees

- 25.1 The following is a summary of service fees for your reference:

Type of Service	USD	Mileage Credits (A)
Asia Miles Membership Card Replacement	30	3,000
Statement Reprint	30	3,000
Redemption Group Change Applicable every time a change is made after five nominations, regardless of the number of changes.	100	N/A
Airline Award Ticket Re-issuance Applicable only for change of routing, subject to change having the same expiry date as the original ticket and being on the same airline.	40	4,000
Extend Airline Award Ticket Validity Extension application must be made before ticket expiry date (CPA and Dragonair flights only). Maximum extension is 30 days from the original ticket expiry date.	50	5,000
Express Lifestyle Award Redemption Letter Processing Express courier service lead-time of redemption letter for mailing address in Hong Kong is around 4 working days, and around 10 working days for mailing addresses outside of Hong Kong depending on mailing location.	30	3,000
Lifestyle Award Redemption Letter Re-issuance Applicable if a lifestyle award redemption letter is lost.	50	5,000
Asia Miles Mileage Transfer Initial minimum block transfer of 10,000 Mileage Credits. Further Mileage Credits transfers in blocks of 5,000 Mileage Credits.	120 60 (per block)	N/A N/A
Asia Miles Mileage Renewal Renewal in blocks of 2,000 Mileage Credits.	12 (per block)	N/A
Asia Miles Gift Miles Sold in blocks of 500 Mileage Credits (Minimum purchase of 1,000 Mileage Credits). Service fee per purchase.	16.25 (per block) 20	N/A N/A
Asia Miles Top-Up Sold in blocks of 2,000 Mileage Credits.	60 (per block)	N/A

26. iAuction

- 26.1 CPLP operates a facility for the auctioning of Asia Miles award products and services and the bidding for such products and services using Mileage Credits as the accepted currency on the Asia Miles website at www.asiamiles.com. The Asia Miles auction of award products and services on the site is governed by the "Auction User Agreement," which is placed on the website. Specific terms and conditions apply to products and services auctioned through the site as set out in the "Auction User Agreement" or as otherwise placed on the website.
- 26.2 Members must be at least 18 years of age in order to participate in auctions on the Asia Miles website.
- 26.3 All bids will be checked prior to acceptance to ensure sufficient Mileage Credits. Once placed, all bids are non-retractable.

27. Partner Promotions

- 27.1 CPA and Partners may run promotions from time to time offering bonus Mileage Credits. Qualification for these bonus Mileage Credits is subject to the terms and conditions of each individual promotion. Where a promotion requires pre-registration, bonus Mileage Credits will only be credited if Members complete the registration process at the Asia Miles website prior to travel or consumption of a Partner's products and services.

28. Data Privacy and Miscellaneous

- 28.1 The personal data supplied by members is required for the operation of Asia Miles and related loyalty programmes. This includes mileage tracking and management and award ticket issuance. Personal data may also be used for ongoing research, programme development and to communicate news and information to members. Failure by members to provide or keep up-to-date required data may result in CPLP being unable to offer Asia Miles membership and associated benefits. In such cases, membership may be terminated.
- 28.2 All information is managed in accordance with CPLP's Privacy Policy which can be found at www.asiamiles.com. Such Privacy Policy is deemed incorporated into the contract between CPLP and a member. Information may be passed to supplier and Partner organisations to facilitate communications of news and information to members. Members have the right not to receive such communication from either CPLP, CPA or other Partner organisations.
- 28.3 Members have the right to request to review and correct any personal data held by CPLP. In such circumstances, members should complete a data access request form available from CPLP. An administration fee may be charged for the processing of these requests.
- 28.4 Members are responsible for keeping CPLP up-to-date on their correct communication/postal address. CPLP is not responsible for any loss as a result of a member's failure to notify of a change in address.
- 28.5 Members will be issued with a confidential Personal Identification Number (PIN). Member must ensure that this number is not disclosed to any unauthorised parties. CPLP cannot be held liable for the consequences of any unauthorised disclosure of the PIN by members or unauthorised use of the PIN, including unauthorised redemption of Mileage Credits.
- 28.6 Members may incur a tax liability or disclosure obligation through use of Asia Miles. CPLP reserves the right to provide any tax authorities with full details of any members accrual and redemption of Mileage Credits, on request of a tax authority. CPLP excludes all liability for cooperating with tax authorities in this manner.
- 28.7 Mileage Credits and all rights of title to and property in such Mileage Credits, remains with CPLP at all times and never passes to the member.
- 28.8 Risk in respect of theft, or unauthorised or fraudulent redemption associated with Mileage Credits passes to the member as soon as Mileage Credits are accrued in a member's account.
- 28.9 Except as provided in these terms and conditions, Mileage Credits are not transferable in any way, and cannot be bequeathed, devised or otherwise transferred by operation of law.
- 28.10 The failure by CPLP to exercise or enforce any right herein contained shall not be deemed to be a waiver thereof nor shall it affect CPLP's entitlement to take any subsequent action in respect of that right or of any other right.
- 28.11 Should any provision of these terms and conditions be found by any court or administrative body of competent jurisdiction to be invalid or unenforceable, the invalidity or unenforceability of such provision shall not affect the other provisions of these terms and conditions. All provisions not affected by such invalidity or unenforceability shall remain in full force and effect.
- 28.12 These terms and conditions constitute the entire agreement and understanding of CPLP and a Member in respect of Asia Miles and supersede all prior written or oral representations, agreements or understandings between them relating to the subject matter of these terms and conditions (including any misrepresentation made by CPLP), other than any fraudulent misrepresentation made by a party to induce the other party to enter into these terms and conditions.

29. Exclusion and Limitation of Liability

- 29.1 CPLP, CPA and/or Partners shall not be liable to any member or Nominee or companion for any indirect or consequential loss, damage or expense of any kind whatsoever arising out of or in connection with the Asia Miles programme the provision or the refusal to provide any benefits, and awards and the use of awards, whether such loss, damage or expense is caused by negligence or otherwise, and whether CPLP, CPA and/or Partners have any control over the circumstances giving rise to the claim or not.
- 29.2 Subject to clause 1 of "Exclusion and Limitation of Liability" and any applicable limitations under the Warsaw Convention or under the carrier conditions of travel, CPLP, CPA and/or Partners liability in contract, tort or otherwise with respect to any claim arising in respect of acts or omissions under the Asia Miles programme including provision and use of awards, shall be limited to re-crediting the value of the Mileage Credits redeemed by the member in connection with which the matter arises.
- 29.3 CPLP will endeavour to ensure the availability of products and services provided by Partners but will not be liable for any loss arising from the failure by Partners to provide such products and services. Where a member uses the services provided by a Partner, their terms and conditions will apply and CPLP will not be liable for any loss.
- 29.4 For the avoidance of any doubt, nothing in these conditions shall exclude liability for death or personal injury caused by negligence. All terms expressed or implied by statute or otherwise on the part of CPLP, CPA and/or Partners are hereby excluded to the fullest extent permitted by law.

30. Law and Jurisdiction

- 30.1 These terms and conditions and the relationship between CPLP and each member are governed by Hong Kong law. By using the programme each member submits to the non-exclusive jurisdiction of the Hong Kong courts.
- 30.2 If this English version of the terms and conditions does not conform to other language versions, the English version shall prevail. In case of dispute, CPLP reserves the right to final decision.

Contact information

Asia Miles Service Hotline

Hong Kong +852 2747 3838

The Asia Miles Service Hotline is available 24 hours a day, seven days a week. When you dial this number, you will be connected to the Voice Response System. With this facility, you can check your account balance, last three Asia Miles transactions, and to obtain your e-itinerary receipt.

Asia Miles Service Fax

Hong Kong +852 2312 0883

Worldwide Asia Miles toll-free numbers

Australia	1800 129 264
Bahrain	800 00 524
Canada	1 877 631 6283
China#	10800 852 2747 (China Netcom Group) 10800 152 2747 (China Telecom)
France	0800 909 119
Germany	0800 182 6880
India	000 800 852 1001
Indonesia	001 803 852 2765
Italy	800 781 921
Japan	00531 85 3747
Macau	0800 978
Malaysia	1 800 80 3747

Netherlands	0800 022 5710
New Zealand	0800 44 9044
Philippines	1800 1855 3838 (PLDT) 1800 765 2747 (ETPI)
Singapore	800 852 3747
South Africa	0800 99 0647
South Korea	00798 8521 2743
Sri Lanka	2 543 949 (within Colombo) 011 2 543 949 (outside Colombo)
Taiwan	00801 85 2747
Thailand	001 800 852 2755
UAE	8000 852 03880
UK	0800 092 3595
USA	1 866 892 2598

Toll-free calls can be made from fixed lines, but not from mobile or pay phones.

For locations where toll-free service is not available, please call the Asia Miles Service Hotline on +852 2747 3838 in Hong Kong.

Please note that the “+” sign represents the International Access Prefix. A touch-tone phone is required to access the interactive Asia Miles Service Hotline.

Asia Miles postal address

Asia Miles, PO Box 1024

Tsuen Wan Post Office, Hong Kong

Asia Miles Service Desk

Our service desk is located at Aisle B and Aisle D of the Departures Hall, Terminal 1 of Hong Kong International Airport and offers you a range of member services, including:

- Programme information
- Mileage check
- Missing mileage credit – for Cathay Pacific and Dragonair flights
- Itinerary changes
- Administration (e.g. personal information changes)
- Redemption bookings
- Redemption ticket issuance and pick-up
- Instant redemption (upgrades, extra baggage) on Cathay Pacific and Dragonair flights
- Asia Miles application

The Asia Miles Service Desk is open daily between 7:00am and 11:45pm for Aisle B, and between 6:00am and 9:30pm for Aisle D.

Asia Miles website

Members can send their feedback or enquiries after they log on to www.asiamiles.com