



# PHOENIXMILES MEMBER'S GUIDE





Welcome to the PhoenixMiles frequent flyer program.

PhoenixMiles is a frequent flyer program designed with you in mind. Earn mileage from all over the globe with Air China family carriers including Shenzhen Airlines, Shandong Airlines, Beijing Airlines, Dalian Airlines, Air China Inner Mongolia, and Air Macau.

Get ready for an outstanding experience on every flight, with more attentive services and eligibility for generous mileage awards, from the moment you become a PhoenixMiles member. You can redeem mileage for award tickets, class upgrades, items from the PhoenixMiles online store, as well as a host of additional online and offline offers specially designed for you. Make the most of every trip with PhoenixMiles. Read this guide for a detailed overview of the basic information on earning mileage and redeeming awards.

### PhoenixMiles member services center (Beijing)

Tel: +86-10-95583 or 4006-100-666

Fax: +86-10-59281560

Email: ffp@airchina.com



## Table of Contents

<b>Joining the PhoenixMiles program</b>	2
<b>Joining</b>	2
Membership Eligibility	2
How to Join	2
<b>Managing Your Account</b>	2
Personal Information	2
Password Management	3
Assignees	3
Membership Card	4
Mileage Redemption Suspensions	4
<b>Common Terminology</b>	5
<b>PhoenixMiles Junior Card</b>	6
PhoenixMiles Junior Membership Application	6
Important Information	6
<b>Communications</b>	7
<b>Earning Mileage</b>	8
<b>How to Earn</b>	8
About Mileage	8
Earning Mileage from Airline Partners	8
Earning Mileage from Non-airline Partners	9
Claiming Mileage for Past Flights	10
<b>Earning Junior Mileage</b>	10
Earn by Flying	10
Acquiring Miles by Transfer	10
How to Transfer Mileage	11
<b>Elite Membership Upgrade and Renewal</b>	12
<b>Qualifying Thresholds</b>	12
Upgrades	12
Renewal	13
<b>Corresponding Star Alliance Status</b>	14
<b>Redeeming Mileage</b>	15
<b>Redeeming PhoenixMiles Mileage</b>	15
Account Requirements	15
Booking Award Tickets	15
Flight Requirements	15
Ticketing Requirements	16
Ticket Issuance	16
Ticket Use	17
Voluntary Changes	18
Flight Disruption or Involuntary Downgrades	19
Rules on Award Tickets/Class Upgrades on Air China Group Airlines	19
Rules on Award Tickets/Class Upgrades on Star Alliance Airlines	22
Receiving Award Tickets from Other Partner Airlines	25
Service Charges	26
Redemption Channels	26
<b>Redeeming PhoenixMiles Junior Mileage</b>	27
<b>Privacy Policy</b>	28
<b>Legal Matters</b>	29
<b>Contact Us</b>	30

## Joining the PhoenixMiles program

### ✘ Joining

If you often fly with Air China Group airlines or purchase services from PhoenixMiles partners, join the PhoenixMiles program for a range of awards and benefits!

### Membership Eligibility

- (1) Any passenger aged 12 and over is eligible for a PhoenixMiles membership;
- (2) Any passenger aged between 2 and 12 is eligible for a PhoenixMiles Junior membership;
- (3) Members who are under the age of 14 must be associated with their guardian's PhoenixMiles club membership card number and will be automatically disassociated when they reach the age of 14;
- (4) Companies or other legal entities are not eligible for PhoenixMiles memberships;
- (5) The PhoenixMiles program will not accept joint applications from multiple persons for pooling purposes, nor will it accept multiple applications by a single person.

### How to Join

- (1) PhoenixMiles website://www.phoenixmiles.com or http://ffp.airchina.com.cn;
- (2) Air China app;
- (3) Air China WeChat account;
- (4) Non-airline PhoenixMiles partners;
- (5) Via one of the Air China Group airlines.

### ✘ Managing Your Account

#### Personal Information

Each passenger can only register one member account and fill in a mobile phone number, for which only one PhoenixMiles frequent flier program member account can be registered. PhoenixMiles program does not accept duplicate registrations and reserves the right to merge or close duplicate accounts.

- (1) The personal information contained in your account includes Chinese/English name, contact phone number, valid ID information, country/territory, date of birth, home or work address, postal code, and email address.
- (2) If you need to make any changes to your account personal information, you should do so via the PhoenixMiles website, Air China app or Air China WeChat account at your earliest convenience, in order to ensure that your account stays secure.
- (3) To help you accumulate mileage, we have launched an automatic membership number identification service. When you purchase a ticket for an Air China-operated flight via the TravelSky system and the passenger's name and ID number match the information registered in your PhoenixMiles account, your membership number will be automatically identified and

the corresponding flight may be automatically added to your account. If you do not want to use the automatic identification service, you can log into PhoenixMiles to enter your account or use the Air China WeChat applet to disable the "Automatic Member Status Identification" function. When you purchase tickets for flights of Air China family carriers from the day after you disable the function, we will no longer recognize your membership status, we will not be able to provide the appropriate level of membership services and you will no longer automatically accumulate mileage. Please handle this service with caution. Any changes you make to the "Automatic Member Status Identification" function will take effect from the following day. If you make any changes to the function after having purchased a ticket, the ticket record for that booking will be determined in accordance with the Automatic Member Status Identification settings before your changes were made.

- (4) If you discover that the membership card number on your boarding pass is incorrect, please inform check-in staff of the mistake so that they can help correct it to prevent you from missing out on earning miles due to the incorrect input of your information.

### Password Management

(1) We will send you an initial password via SMS when you enroll via an offline channel or apply for PhoenixMiles co-branded credit cards, or when you handle the password initialization. Please change your initial password at your earliest convenience via a self-service channel such as the PhoenixMiles website, Air China app or Air China WeChat applet.

(2) If you join via the PhoenixMiles website, Air China app or Air China WeChat applet, you can redeem mileage by using the password entered at the time of registration. This password can also be changed at any time via any of the self-service channels.

(3) After using the identity verification function, you can change or retrieve your initial password or a forgotten password via the PhoenixMiles website, Air China app or Air China WeChat applet.

(4) If your personal information is incomplete or you have not yet verified your identity, you will be unable to change or retrieve your password via the PhoenixMiles website, Air China app, or Air China WeChat applet. Please contact the Member Services Center to update your personal information and change your password.

(5) To protect your account security, please do not use the last 6 digits of your card number as your password. We recommend that you change your password regularly. Your card number and password should not be disclosed to others or used for any applications other than those specified by PhoenixMiles.

(6) Members can only redeem mileage rewards by using their card number and password.

### Assignees

(1) When redeeming reward vouchers and reward upgrades, in addition to the mileage for personal use, you can also redeem on behalf of assignee(s) that you have designated in advance and who are eligible for the reward.

(2) Every member (including PhoenixMiles Junior members) can set up to ten redemption

assignees (not including the member themselves). Assignees cannot be companies or other legal entities.

(3) After successfully creating or modifying an assignee list, there is a validation period of 30 days before an assignee can redeem mileage.

(4) Successfully added assignees will become effective immediately for Silver and above VIP members who have not added assignees before. When adding multiple assignees for the first time, please submit the information in one batch. If only one assignee is submitted the first time, subsequent assignees will not be effective immediately.

(5) In order to avoid attempting to redeem flight rewards when the assignee is not yet effective, we recommend that you fill in all assignee information as soon as possible.

(6) Assignee deletion is effective immediately.

## Membership Card

(1) Once a member, you can view or download an electronic membership card (e-card) via the Air China app or Air China WeChat applet via electronic devices. Your e-card features your membership details, including your card number, Chinese/English name, membership level, and validity period. All members can download and use e-cards to access corresponding services, regardless of their membership levels.

(2) The PhoenixMiles physical card is referred to as the physical card for short. For Gold and above VIP members and PhoenixMiles Junior card members, we will send physical cards. Physical cards are not issued for Silver and regular members. Membership details, including card number, Chinese/English name, member level, and validity period are printed on the card. Members can use the card to enjoy benefits and services. Please keep it in a safe place. The physical card will be sent to the valid address you provided in your account information. Physical card creation applications will not be accepted if there are less than 90 days (inclusive) before the VIP membership expiration date or from the date of the PhoenixMiles Junior member's 12th birthday.

## Mileage Redemption Suspensions

To protect your mileage, your account will be prohibited from redeeming mileage under the following circumstances:

- Abnormal account information;
- Password has not been changed for a long time;
- No mobile phone number;
- Abnormal account operation;
- Accounts signed up by others.

If mileage redemption has been suspended for your account, you can restore mileage redemption permissions by confirming your identity. This can be done by logging into PhoenixMiles via the Air China website, app or WeChat applet, or by calling the Member Services Center and submitting proof of your identity.

## Common Terminology

- **IATA:** The International Air Transport Association (IATA) is an international organization composed of various airlines from around the world. The IATA is responsible for setting global aviation standards.
- **Air China Group Carriers:** Refers to those airlines which form part of the PhoenixMiles frequent flyer program. The Air China Group currently includes Air China, Shenzhen Airlines, Shandong Airlines, Beijing Airlines, Dalian Airlines, Air China Inner Mongolia, and Air Macau. For the purpose of this guide, Air China Group carriers may also be referred to as "Air China Group airlines" or simply the "Air China Group" depending on the context.
- **Star Alliance Members:** Refers to those airlines which form part of Star Alliance.
- **Star Alliance Connecting Partners:** Refers to airlines having joined Star Alliance as a connecting partner.
- **Other Partner Airlines:** Refers to those airlines which do not belong to the Air China Group or Star Alliance, but have partnered with the PhoenixMiles frequent flyer program.
- **Partner Airlines:** Refers to those airlines which have partnered with the PhoenixMiles frequent flyer program. These include Star Alliance Members, Star Alliance Connecting Partners and Other Partner Airlines.
- **Non-airline Partners:** Refers to those non-airline companies and entities which have partnered with the PhoenixMiles frequent flyer program. These include banks, hotel groups, e-commerce websites, and special merchants.
- **Ticket Carrier:** Refers to the carrier as listed under the corresponding field of the ticket.
- **Operator:** Refers to air carriers that carry or undertake to carry the stated passenger and their baggage.
- **Issuer:** Refers to the air carrier that issues the ticket.
- **Status Miles:** Mileage earned through flying that is used to count toward your membership upgrade and renewal. Eligible flights are those operated by an Air China Group airline or Star Alliance member and codeshared with another airline. Flights with Star Alliance Connecting Partners are excluded.
- **Lifetime Platinum Mileage:** "Lifetime mileage" for short. This refers to all mileage accrued by traveling on flights operated by an Air China Group airline or codeshared with an Air China Group airline while a PhoenixMiles program member. Or, mileage accrued by traveling on codeshared flights operated by Tibet Airlines with CA, ZH, SC, NX, and TV codes, or by Air China, Shenzhen Airlines, Shandong Airlines and Air Macau with TV codes between January 8, 2013 and August 31, 2019. Only used to assess upgrades to the Lifetime Platinum Card and Annual Premium Lifetime Platinum Card. Shenzhen Airlines and Shandong Airlines joined PhoenixMiles on January 8, 2013. Air Macau joined PhoenixMiles on January 1, 2015.
- **Status segments:** Segments accumulated while flying that are used to count toward your membership upgrade and renewal. Eligible flights are those operated by an Air China Group airline or Star Alliance member and codeshared with another airline, depending on the

booking class. Flights with Star Alliance Connecting Partners are excluded.

- **Redeemable Mileage:** Refers to the mileage which can be used to redeem awards that you have earned by taking flights operated by Air China Group airlines and partner airlines, making purchases from non-airline partners (excluding special merchants), or participating in PhoenixMiles promotions and events, etc.
- **Redeemable Mileage Validity Period:** "Mileage validity" for short. This refers to the period from the month of departure or purchase up until the mileage expires. You can redeem your mileage at any time during this period. Mileage will automatically be deleted from your account after it expires.

## PhoenixMiles Junior Card

More and more children in our PhoenixMiles families are traveling. Would you like your little travelers to have their own cards? Using the PhoenixMiles Junior card, children can earn mileage awards every time they fly or pay for services from a non-airline partner. In addition, a wide range of gifts are waiting to be redeemed by cardholders on the PhoenixMiles online store. PhoenixMiles members can even transfer a certain proportion of mileage to a connected PhoenixMiles Junior account!

## **PhoenixMiles Junior Membership Application**

PhoenixMiles Junior membership is designed for children aged from 2 to 12 years old. Membership applications may be submitted via the PhoenixMiles website, Air China app, or Air China WeChat applet. Each Junior member card must be linked to a guardian's PhoenixMiles member card. Each Junior member account can only be associated with one adult member.

A mobile phone number must be filled in when applying for a junior membership. After a child turns 12, the mobile phone number cannot remain the same as the associated guardian's.

## **Important Information**

- (1) Junior members cannot be upgraded to a higher membership level. When Junior members reach 12 years of age, they automatically become PhoenixMiles members.
- (2) If a Junior has been registered as an adult member due to not filling in their date of birth, the membership must be re-registered using the correct personal information. According to mileage earning policies, accumulated mileage from the original adult account can be transferred to the newly registered Junior account. The adult account with incorrect registration will be closed.
- (3) If there is no transfer relationship between the Junior member and the associated guardian's account, the guardian can be changed after having been associated for 6 months.
- (4) Before the Junior member reaches the age of 12, the guardian should check and correct the contact details used in the Junior member's account. If the mobile phone number in the Junior member's account is the same as the mobile phone number in the associated guardian's account, it can no longer be used and must be changed to a new mobile phone

number in order to receive information.

- (5) Unless otherwise specified, the rules that apply to PhoenixMiles members also apply to Junior members.

## Communications

To check any changes to your account mileage and for up-to-date information on all of the latest PhoenixMiles updates and promotions, you can use one of the following methods.

- (1) **Mileage information:** Access information on mileage via the PhoenixMiles website, Air China app, Air China WeChat account, Air China Alipay applet, PhoenixMiles membership services hotline, mileage statements, or the sales office of any Air China Group airline.
- (2) **PhoenixMiles website:** Log in to view all of the latest PhoenixMiles news and to make use of a range of other functions and self-service options.
- (3) **Mileage statements:** You can check the mileage statement by logging in to the PhoenixMiles website, Air China app, Air China WeChat applet, or Air China Alipay applet.
- (4) **E-magazine:** E-magazine is an electronic magazine from PhoenixMiles, filled with the latest information on the products and services from Air China Group airlines, as well as special promotions. Sent directly to your e-mail, the e-magazine keeps you in the know, for an improved travel experience. You can also download the E-magazine by logging in to the PhoenixMiles website or Air China app.





## Earning Mileage

### How to Earn

PhoenixMiles has long been committed to providing customers with the best travel experience. With our specially selected partners you can earn even more mileage even faster. In addition to flying, you can easily earn miles by spending with a PhoenixMiles co-branded card or staying in a non-airline partner hotel. You also earn bonus mileage by taking part in our promotional offers with partners. Join PhoenixMiles now and make the most of earning mileage!

### About Mileage

(1) Mileage is calculated in kilometers.

(2) When purchasing a ticket, checking in for a flight, or using services from a non-airline partner, please present your physical or electronic membership card or provide your membership card number. Always keep one of the following on your person: ticket, electronic itinerary, original boarding pass, proof of purchase issued by a non-airline partners (excluding special merchants).

(3) You will receive a text message confirmation when mileage is credited to your account. You can also log in to the PhoenixMiles website, Air China app or Air China WeChat applet, or call a PhoenixMiles member service center hotline for information on earning mileage.

(4) Redeemable mileage is valid for 36 months. Mileage earned on a flight is valid for 36 months from the month of the flight date or 36 months from the month of the purchase date for mileage earned through non-airline partners.

(5) Our airline and non-airline partners have different policies on earning mileage that are subject to change from time to time. Please refer to the PhoenixMiles website at any time, where we aim to publish the latest policies as soon as is possible.

(6) After you have successfully registered as a PhoenixMiles member, you can earn mileage by taking flights operated by an Air China Group airline or partner airline, or by making purchases from a PhoenixMiles non-airline partner.

### Earning Mileage from Airline Partners

(1) The mileage you earn for each flight depends on the distance between the origin and destination as calculated by the International Air Transport Association (IATA), as well as the final calculated operating carrier's mileage earnings ratio for your booking class on the day of travel. Please note that IATA distance figures are subject to change.

(2) You must provide your membership card number when booking flights and checking in. Your mileage and segments will be credited to your account within two weeks after the flight is completed, the date of mileage accumulation is when the mileage is actually recorded in your account.

(3) Mileage can only be credited for the paid class once the flight ticket has been purchased

and taken according to the itinerary and booking class listed on the ticket based on the carrier's prevailing mileage earning rate. Award, charter, designated flight and special offer tickets are not eligible for mileage accrual. Reward upgrades are accrued according to the original booking class of paid tickets prior to upgrade.

(4) We do not accept mileage transfers from other frequent flyer programs. You cannot earn mileage with more than one carrier for the same flight. Mileage cannot be removed from an account once credited. When booking tickets or checking in, please provide staff with the membership card number of the account for which you want to earn mileage.

(5) In the event of an involuntary change to the booking class of a paid tickets, mileage will be calculated as per the original class.

(6) In the event of a voluntary or involuntary carrier change, and when the new carrier is a PhoenixMiles partner airline, mileage will be calculated according to the operating carrier's mileage accrual policy.

(7) If any mileage is missing, please make a retroactive claim before the deadline to avoid missing out on redeemable mileage and membership level upgrades.

(8) Please note the code of the carrier/operating carrier shown on your itinerary/e-ticket. If the two codes are different, this may affect upgrades to PhoenixMiles Elite membership. Please refer to the table below.

	Ticket carrier ①	Actual carrier	Mileage accumulation ratio
Qualifying mileage and qualifying segments ②③	Any airline	Air China Group or Star Alliance Member airlines	Based on operating carrier's mileage policy for the booking class
Lifetime mileage	Air China Group	Air China Group	

Notes:

① The ticket carrier is the carrier shown on your e-ticket travel itinerary. For codeshare flights, the ticket carrier and operating carrier may be different.

② Qualifying segments are applicable to some booking classes of Star Alliance Carriers.

③ This does not apply to Star Alliance Connecting Partners.

(9) Please check the mileage earning rate of each airline partner via the PhoenixMiles website.

### Earning Mileage from Non-airline Partners

(1) Earning mileage by making purchases at non-airline partners is subject to their existing rules. Please check the PhoenixMiles website.

(2) You can submit a request to non-airline partners to convert purchase points earned with non-airline partners into PhoenixMiles mileage.

(3) You cannot earn mileage by making purchases at special merchants of non-airline partners.

(4) Mileage earned through non-airline partners is collected and transmitted by each non-Airline partner and will be added to your account within 2 months of the date of your purchase/application for redemption, unless otherwise specified.

## Claiming Mileage for Past Flights

	Airline partner mileage				Non-airline partner mileage
	Air China Group	Star Alliance carriers	Other carriers	Star Alliance connecting partners	
Required documents	E-ticket Boarding pass (original or photocopy)				Proof of purchase
	Membership card number				
How to apply	Phoenix Miles website, Air China app, Air China WeChat applet				Partners
	PhoenixMiles Platinum hotline: 95583, PhoenixMiles Gold hotline: 95583, PhoenixMiles Member Services Center				
Application period	5 days to 6 months after travel	14 days to 6 months after travel		According to the rules set by each non-airline partner	

## ✘ Earning Junior Mileage

### Earn by Flying

Junior members earn 50% of the mileage earned by an adult member per flight. **Mileage is valid for 36 months.**

### Acquiring Miles by Transfer

- (1) Valid mileage can be transferred to a PhoenixMiles Junior member account from the associated guardian's PhoenixMiles account.
- (2) In order for mileage earned from a flight to be transferred in this way, transfers from the associated guardian's account to the Junior account must have been enabled and the transfer relationship must not have been terminated prior to the flight.
- (3) The transferred mileage is 10% of mileage accumulated on CA-coded flights operated by Air China and credited to the account of the associated guardian. The transferred mileage is not rounded up to the nearest whole number.
- (4) Once credited to the associated guardian's account, the corresponding mileage is automatically transferred to the Junior account.

## How to Transfer Mileage

- (1) The guardian of a PhoenixMiles Junior member can log into the PhoenixMiles website and apply for mileage transfer. After the application is successful, mileage can be transferred instantly to the Junior member's account.
- (2) The mileage transfer is valid after the date of application. Canceling a transfer relationship or changing the associated guardian's account can only be done via the PhoenixMiles website after the transfer relationship has existed for at least 12 months.
- (3) The guardian can check the transfer details by logging in to the PhoenixMiles website. The details are recorded on the account statements of both the Junior and associated guardian accounts.
- (4) When the PhoenixMiles Junior member turns 12 years old, the transfer relationship will be automatically ended.





## Elite Membership Upgrade and Renewal

You will gain your corresponding PhoenixMiles VIP membership status if the qualifying mileage and qualifying segments in your account meet the upgrade criteria on the day when flights are credited to your account. Elite membership is upgraded level by level, except for the Lifetime Platinum Card and the Annual Premium Lifetime Platinum Card, which upgrades directly once the criteria have been reached. Before your current VIP level expires, you will be assigned a retention rating based on the qualifying mileage and segments already in your account and the current level's retention criteria. Elite Members must be at least 12 years of age.

You will be eligible for the benefits that come with your corresponding membership status once you have confirmed receipt of your upgraded or renewed Elite e-card or physical card. As an Elite member, you are entitled to exclusive VIP services when flying with Air China, Air China family carriers and Star Alliance members, such as bonus mileage, priority on reservation waiting lists, and access to airport lounges.

Your use of VIP services must be in compliance with the laws, regulations and rules on the use of public facilities in airports. If your behavior is found to pose a risk to staff or other passengers, airport staff reserve the right to withhold your access to the services.

### Qualifying Thresholds

#### Upgrades

##### (1) Silver, Gold, and Platinum Upgrade Rating Period and Thresholds

Level	Silver Card	Gold Card	Platinum Card
Rating Period*	The 12 consecutive month period prior to the current month.		
General Upgrade Criteria	40,000 km qualifying mileage OR 25 qualifying segments	80,000 km qualifying mileage OR 40 qualifying segments	160,000 km qualifying mileage OR 90 qualifying segments
Membership Level Validity Period	24 months from the month you become an Elite member, until the end of the 24th month.		

\*On the closest date when flights are credited to your account, we only check the flight records for the rating period that are available in your account.

##### (2) Lifetime Platinum and Annual Premium Lifetime Platinum Card Upgrade Rating Period and Thresholds

Level	Lifetime Platinum Card	Annual Premium Lifetime Platinum Card ②
Upgrade Thresholds	1 million miles ③⑤ OR 2 million miles ④⑤	Annual 300,000 km Lifetime Platinum mileage ④
Upgrade Rating Period	From becoming a member ①	From January 1 to December 31 of the previous year
Membership Level Validity Period	Lifetime	From the date on which the Annual Premium Lifetime Platinum Card comes into effect until December 31 of the same year.

① On the closest date when flights are credited to your account, we only check the flight records for the rating period that are available in your account.

② Assessments are conducted on January 1 every year, you must be a Lifetime Platinum Card member before the assessment date.

③ From carriers joining the PhoenixMiles program, each up to 1 million kilometers can be calculated for a carrier for flights operated and codeshared by Air China, or codeshared flights operated by Tibet Airlines with TV codes between January 8, 2013 and August 31, 2019.

④ Flights operated by Air China Group carriers under any Air China Group carrier code since the airline joined the PhoenixMiles program. Between January 8, 2013 and August 31, 2019, mileage accrued by passengers traveling on codeshared flights operated by Tibet Airlines with CA, ZH, SC, NX, and TV codes, or by Air China, Shenzhen Airlines, Shandong Airlines and Air Macau with TV codes.

⑤ Shenzhen Airlines and Shandong Airlines joined PhoenixMiles on January 8, 2013. Air Macau joined PhoenixMiles on January 1, 2015.

#### Renewal

Level	Silver Card	Gold Card	Platinum Card
Renewal thresholds	35,000 km qualifying miles OR 23 qualifying segments	70,000 km qualifying mileage OR 36 qualifying segments	145,000 km qualifying miles OR 80 qualifying segments
Maintenance rating period ①	The 12 consecutive months preceding the month in which the Elite membership expires.		
Membership Level Validity Period ②	From the following month after which the existing membership expires to the end of the 12th month thereafter.		

① Only flights that have been accrued in your account will be viewed at the time of assessment and flight dates must be within the assessment period. The assessment period shall be when the Elite membership expires.

② If a member is downgraded, but remains an Elite member, the member's Elite membership validity and renewal validity will be calculated in the same way.

The Lifetime Platinum card remains permanently valid and does not expire. It does not need to be maintained and will not be downgraded.

If you are unable to enjoy the corresponding benefits in this manual because your Elite membership level has not been updated in our system, please show your new e-card or have a staff member help confirm your level.

### **☑ Corresponding Star Alliance Status**

PhoenixMiles status	Corresponding Star Alliance status
PhoenixMiles Annual Premium Lifetime Platinum	Star Alliance Gold
PhoenixMiles Lifetime Platinum	
PhoenixMiles Platinum	
PhoenixMiles Gold	
PhoenixMiles Silver	Star Alliance Silver



## Redeeming Mileage

You can use your mileage to purchase the following products:

- Award tickets, reward seat upgrades, and first-time change fee payments using mileage for flights operated by Air China family carriers under their own codes (excluding Air Macau).
- Award tickets and class upgrades for flights operated by Star Alliance Member carriers bearing the airline code thereof.
- Award tickets for flights operated by Star Alliance Connecting Partners bearing the airline code thereof.
- Award tickets for flights operated by other partner carriers bearing the airline code thereof.
- Log in to the PhoenixMiles website, Air China app, or Air China WeChat applet and navigate to the PhoenixMiles online store to purchase products using mileage. Online orders can only be delivered to addresses in Mainland China.
- In some online channels, mileage can be spent to purchase tickets and related travel products.
- In some offline stores, mileage can be spent to make purchases.

Visit the PhoenixMiles website or Air China app for details on the rules and standards for purchasing products using mileage.

### **☑ Redeeming PhoenixMiles Mileage**

#### **Account Requirements**

- (1) After becoming a PhoenixMiles member, you can redeem mileage for non-flight rewards immediately. However, you must complete at least four qualifying flight segments before you can redeem mileage for reward tickets/upgrades.
- (2) Mileage used to redeem rewards must be accumulated in the same member account. You must have adequate mileage to redeem the reward.
- (3) Members must use their card number and password to redeem mileage rewards.
- (4) When redeeming an award for an assignee, please note that the assignee must be eligible for the award.

#### **Booking Award Tickets**

When you redeem award tickets with Star Alliance carriers, you can also reserve flights. If your reservation was made more than 96 hours before departure, the ticket must be issued within 72 hours; if your reservation was made less than 96 hours before departure, the ticket must be issued within 24 hours.

#### **Flight Requirements**

- (1) Mileage can only be redeemed for award tickets or upgrades on scheduled non-stop flights operated by PhoenixMiles member airlines and partner airlines. Codeshare and charter flights do not qualify. You cannot request upgrades for award tickets/upgrades.

(2) When using mileage to redeem an award ticket, the flight airline code and the operating airline code must be the same. When using mileage to redeem an award upgrade, the paid ticket issuer, flight airline code, and the operating airline code must be the same carrier. For accurate flight information as per PhoenixMiles member airlines and partner airlines, please refer to the booking system for the actual number of miles deducted.

(3) The number of award tickets/upgrades available on each of an airline's flights is limited. Please redeem your award ticket as early as possible.

## Ticketing Requirements

(1) When you redeem an award ticket from an Air China Group carrier or partner via any PhoenixMiles channel, you are required to pay all taxes. After you redeem your award tickets, you are responsible for making up any tax and fee differences caused by changes to your booking. Your payment is non-refundable and any excess will not be reimbursed. The tax for the award tickets is charged based on the normal fare tax for the redemption class of your paid tickets. Flight distance of the mileage redemption rule is subject to the data published by IATA.

(2) The same redemption criteria and rules apply to children or infant assignees as for adults.

(3) When redeeming award tickets/upgrades, you must confirm the booking details (passenger name, itinerary, flight number, travel dates and redemption class), and ensure that the status of the booking record is "reserved."

(4) Award tickets/upgrades redeemed for yourself or an assignee may only be applied to individual tickets, not group tickets. If you or your assignee booked or purchased a group booking or ticket, you must change your booking to an individual ticket before redeeming the award.

(5) Please note that mileage redemption rates may vary depending on differences in routing, travel type, travel direction, carrier, travel dates, and redemption class, and also vary between the peak and off-peak seasons. For the final mileage fare, please refer to the mileage reduction rate at the time of redemption.

(6) Passengers requiring special services (such as unaccompanied minors and ground wheelchair services), also qualify for award tickets on flights operated by Air China Group carriers, except for those requiring a stretcher. Please ensure that you read the specific carrier's requirements on special services before using your mileage to purchase an award ticket. After purchasing a ticket, please contact the sales office at the place of departure to inquire or book your desired service.

(7) We will provide carriage only to the passenger named on the ticket. At the time of departure, you must present the valid form of identification indicated in the booking.

## Ticket Issuance

(1) All Air China family carriers (excluding Air Macau) can issue award tickets for flights operated by the Air China Group with an Air China Group code. This means that the ticket issuer may differ from the operator. For example, Shenzhen Airlines may issue the ticket for an SC-coded flight operated by Shandong Airlines.

(2) An Air China family carriers can process award upgrades for flights operated by the corresponding carrier, and coded as per that carrier. In these cases the ticket issuer must

be the same as the operator. For example, Shenzhen Airlines may process upgrades for ZH-coded flights operated by Shenzhen Airlines, but Air China cannot process upgrades for SC-coded flights operated by Shandong Airlines.

(3) Air China can issue award tickets for flights operated by Star Alliance carriers or connecting partners, coded as per the corresponding carrier. For example, Air China may issue an award ticket for an LH-coded flight operated by Lufthansa.

(4) Air China can process award upgrades for flights operated by Star Alliance carriers or connecting partners, coded as per the corresponding carrier. In these cases the ticket issuer must be the same as the operator. For example, Air China may process an award upgrade for LH-coded flights operated by Lufthansa.

(5) Air China can issue award tickets for flights operated by other partners, coded as per the corresponding carrier. This means that the ticket issuer may differ from the operator. For example, Air China may issue an award ticket for a TV-coded flight operated by Tibet Airlines.

(6) Air Macau can issue award tickets for flights operated by Air Macau or Air China, coded as per the corresponding carrier. For example, Air Macau may issue the ticket for an NX-coded flight operated by Air Macau.

If a ticket is outside the scope of the above, the issuer and operator are unable to issue or process the ticket for you.

## Ticket Use

(1) Due to the special nature of award tickets/upgrades, the rules for ticket use are different from those listed in the *Air China Limited — General Conditions for International Carriage of Passengers and Baggage*.

If no part of your award ticket has been used, the validity period of your ticket is 365 days, starting from 00:00 (inclusive) of the next day following the date of purchase. If any part of the ticket has been used, the ticket validity period is 365 days, starting from 00:00 (inclusive) of the next day following the date of your first flight. The validity period will remain unchanged, regardless of any subsequent changes to your ticket.

For tickets including award upgrades, the validity period of the ticket is subject to the validity period of the original paid fare class on the flight date of the last upgraded segment. If all award upgrade segments have been used, the validity period of the ticket will be calculated according to the rules for ticket use for the paid fare class following the last award upgrade segment.

(2) When using an award ticket/upgrade, you must travel using the passenger name, route, flight and actual carrier as stated on the ticket.

(3) After purchasing an award ticket/upgrade, the airline cannot be changed.

(4) Once mileage has been used to redeem an award ticket/upgrade, **it cannot be refunded**.

(5) Award tickets/upgrades must be used in the order in which they are listed on the ticket. Itineraries cannot be abandoned or used in reverse order.

(6) **Taxes for unused flight segments can be refunded provided that the ticket is still valid. Mileage is non-refundable.**



(7) For any processing rules that were not addressed in this manual, bookings will be processed in accordance with the ticket sales regulations of the corresponding carrier.

(8) For other rules of carriage, please refer to the relevant conditions of carriage and ticket regulations for Air China Group and its partner airlines.

## Voluntary Changes

(1) Passengers are only eligible to make changes to flights and flight dates for award tickets/upgrades within the validity period of the ticket.

(2) Each Air China Group carrier can change the award tickets/upgrades issued by it.

(3) Air China Group carriers are unable to make changes to tickets issued by carriers under other frequent flyer programs. For award tickets/upgrades issued by a Star Alliance carrier or other partner, changes must be made by the corresponding carrier.

(4) Changes must be made within the validity period of your ticket and in accordance with the corresponding PhoenixMiles regulations on award tickets redemption and rescheduling. Only applicable to tickets issued by Air China Group carriers, fees for rescheduling are as follows:

Payment method	Redemption flight scope	Conditions for rescheduling	Domestic tickets ①	International and regional tickets	
Cash	Air China Group Star Alliance Carriers Star Alliance Connecting Partners Other Partner Carriers	Award tickets	Within the ticket validity period	CNY 100 (or equivalent) per change, per ticket ②	CNY 300 (or equivalent) per change, per ticket ②
	Air China, Shenzhen Airlines, Shandong Airlines, Air Macau, Tibet Airlines	Class upgrades			
Mileage	Air China, Shenzhen Airlines, Shandong Airlines	Award tickets	Tickets for members and valid assignees being changed voluntarily for the first time within the validity period and before the flight takes off.		
			For each flight segment, the change fee is 10% of the mileage required for a 1/2 round trip flight in your booking class.		

Notes:

① If your flight departs from a city in Mainland China with more than one airport and you wish to change the departure airport, the rules on rescheduling for award tickets or upgrades apply. Not applicable to international and regional routes.

② Each ticket is distinguished by a ticket number. For multiple tickets with consecutive numbers, each ticket number is considered a ticket.

## Flight Disruption or Involuntary Downgrades

(1) After redeeming an award ticket or award class upgrade (not including Star Alliance class upgrades) issued by an Air China Group airline or partner through your account, the passenger will receive a notification if the flight is delayed, canceled, brought forward, or if there are changes in itinerary/fare class service, etc. Please request involuntary refund and mileage refund through your original ticket purchase channel. You will need to provide proof of the carrier's flight disruption. Mileage used to purchase the unused segments will be refunded according to the quantity used at the time of redemption.

(2) After the redemption of an award ticket/upgrade for a flight operated by an Air China Group airline or partner, if you proceed to the scheduled flight as per the booking date and, for involuntary reasons, you are required to travel in a lower class than is stated on the ticket, you will be eligible to request an involuntary refund for the downgraded segments. After all tickets have been used, please request a mileage refund through the original ticket vendor. You must provide proof of the downgrade, as issued by the airline. Please note that this service is not applicable to award upgrades for flights operated by Star Alliance members.

(3) Each operator has its own criteria for determining flight disruption. The corresponding proof required for your refund is provided by the operating carrier.

(4) Under the circumstances indicated above, when mileage is refunded to the account used at the time of redemption, **the validity of the refunded mileage will be until the end of the 36th month following the refund date.**

(5) If you are forced to change your travel plans due to the fault of the carrier, please contact an Air China Group representative office, ticketing office or airport ground staff to request assistance with your ticket.

## Rules on Award Tickets/Class Upgrades on Air China Group Airlines

The mileage required for the purchase of an award ticket or a class upgrade depends on the flight distance. For domestic travel within Mainland China, there are four different zones based on the distance between the origin and destination released by the International Air Transport Association (IATA). Redeemable award tickets/upgrades on international and regional routes are divided into 12 zones. Zone changes are subject to system searches and actual mileage deduction.

### (1) Region division

Zones for Domestic Routes

Flight distance (km)	Example routes
(A1) 0–800	Beijing-Baotou, Beijing-Weihai, Hangzhou-Qingdao

(A2) 801-1,200	Beijing-Harbin, Beijing-Shanghai, Shanghai-Shenyang
(A3) 1,201-2,000	Beijing-Chengdu, Chengdu-Shanghai, Chengdu-Guangzhou
(A4) Above 2,000	Beijing-Haikou, Beijing-Lhasa

#### Zones for Air China's Domestic Routes

Zone	Provinces/cities
Northeast	Liaoning, Jilin, Heilongjiang
North	Beijing, Tianjin, Hebei, Shanxi, Inner Mongolia
East	Shanghai, Shandong, Jiangsu, Jiangxi, Anhui, Zhejiang
South	Henan, Hubei, Hunan, Fujian, Guangdong, Guangxi
Northwest	Shanxi, Gansu, Ningxia, Xinjiang, Qinghai
Southwest	Chongqing, Sichuan, Yunnan, Guizhou, Tibet

#### Zones for International and Regional Flights

Area code	Region	Countries/regions/cities
Zone A	Mainland China	Beijing, Shanghai, Guangzhou, Qingdao, Xi'an, etc.
Zone B	Hong Kong (China), Macau (China), Taiwan (China)	Hong Kong (China), Macau (China), and Taiwan (China)
Zone C	North Asia	Japan, South Korea, North Korea, Mongolia
Zone D	Southeast Asia	Singapore, Thailand, Myanmar, Indonesia, Vietnam, etc.
Zone E	South Asia	India
Zone F	Europe	Russia, France, UK, Germany, Italy, etc.
Zone G	Oceania	Australia, New Zealand
Zone H	North America	US, Canada
Zone I	South America	Brazil
Zone J	Central America, Caribbean	Cuba
Zone K	Hawaii	Hawaii

Area code	Region	Countries/regions/cities
Zone L	Middle East, Africa	South Africa, Pakistan, Kuwait, UAE, Ethiopia, etc.

#### (2) Award tickets

① Provided that the same carrier is used, award tickets can be used to redeem tickets for domestic, international, and regional round trip open-jaw journeys, i.e. where the departure point of the return journey is different from the destination of the outbound journey, or the departure point of the outbound journey is different from the destination of the return journey. International and regional open-jaw trips must be within the same country or region; this rule does not apply to Hawaii. For domestic routes, the destination and return origin must be in the same zone (see the "Zones for Air China's Domestic Routes" table for details). For example, to redeem a Beijing - San Francisco/Los Angeles - Beijing award ticket; or to redeem a Beijing - Harbin/Dalian - Beijing award ticket.

② When the round trip award ticket includes one carrier but different regions and classes, the redemption standard is calculated based on the sum of 1/2 of the round-trip fare for the different regions and classes. When the round trip ticket includes different carriers, the redemption standard is calculated based on the one-way fare for the different classes for each flight segment.

③ A maximum of 8 flight segments is allowed when redeeming award tickets on flights operated by any Air China group airline. The redemption standard is calculated based on the sum of 1/2 of the round-trip fare for the different regions and classes. For example, for an award ticket with two segments, the destination city for the first segment must be the same as the departure city for the second segment.

④ Please note that mileage fares may vary depending on differences in routing, travel type, travel direction, carrier, travel dates, and redemption class. Mileage fares also vary between the peak and off-peak seasons. For the final mileage fare, please refer to the mileage reduction rate at the time of redemption.

#### (3) Award upgrades

① Class upgrades can only be used to upgrade a paid ticket purchase to the next higher class. Namely, having purchased an Economy class ticket (including Premium Economy class) you can use mileage to upgrade to Business class on the same flight, or if you purchase a Business class ticket, you can then use mileage to upgrade to First class on the same flight. If the flight is divided into First and Economy classes, with no Business class, an upgrade from Economy class to First class is allowed; the redemption standard is the sum of the mileage required to upgrade from Economy class to Business class and Business class to First class.

② When processing a class upgrade for multiple flight segments on a ticket, the upgrade must be processed separately for each segment.

③ For bookings with two or more passengers, in order to avoid incorrect upgrades, if you do

not wish to apply the class upgrade to each passenger in the booking, please provide the names and information of the specific passengers you wish to upgrade.

④ After redeeming an award upgrade, miles will be accumulated for said flight segment based on the class paid for before the award upgrade; the ticket validity period following an award upgrade shall be the same as the validity period for the class prior to the seat upgrade. If a member voluntarily endorses their flight to another airline after an award upgrade, they will be allocated a seat in the original booking class of their paid ticket. **Mileage redeemed for the award upgrade will not be refunded.** In the event that a voluntary date change is proposed following a seat upgrade, date changes are allowed within the validity period of the purchased ticket, and providing that it is possible to book seats, date change fees will be charged based on the standard for the class following the reward seat upgrade. Any change in the taxes and fees arising from the seat upgrade must be compensated.

⑤ Please note that mileage fares may vary depending on differences in routing, travel type, travel direction, carrier, travel dates, and redemption class. Mileage fares also vary between the peak and off-peak seasons. For the final mileage fare, please refer to the mileage reduction rate at the time of redemption.

⑥ Eligible classes vary among Air China Group airlines. For more information on class upgrades, please visit the PhoenixMiles website.

## Rules on Award Tickets/Class Upgrades on Star Alliance Airlines

### (1) Region division

Area code	Scope	Countries/regions/cities
Zone A		Mainland China
Zone B		Hong Kong (China), Macau (China), and Taiwan (China)
Zone C	North Asia	Japan, North Korea, South Korea and Mongolia
Zone D	Southeast Asia	Brunei, Cambodia, Indonesia, Laos, Malaysia, Myanmar, Philippines, Singapore, Thailand, Vietnam
Zone E	South Asia	Armenia, Azerbaijan, Bangladesh, Bhutan, India, Kyrgyzstan, Maldives, Nepal, Pakistan, Sri Lanka, Tajikistan, Uzbekistan
Zone F	Europe	Albania, Andorra, Austria, Belarus, Belgium, Bosnia, Herzegovina, Bulgaria, Croatia, Cyprus, Denmark, Estonia, Finland, France (excluding Guadeloupe and Martinique), Macedonia, Georgia, Germany, Greece, Hungary, Ireland, Italy, Kazakhstan, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands (excluding Netherlands East Indies), Norway, Poland, Portugal (excluding Madeira), Romania, Russia, Serbia, Slovakia, Slovenia, Spain (excluding Canary Islands), Sweden, Switzerland, Turkey, Turkmenistan, United Kingdom, Ukraine

Area code	Scope	Countries/regions/cities
Zone G	Oceania	Australia, Cook Islands, Fiji, French Polynesia, New Caledonia, New Zealand, Papua New Guinea, Norfolk Island, Samoa, Tonga, Vanuatu
Zone H	North America	Canada, United States (including Guam and Mariana Islands)
Zone I	South America	Argentina, Bolivia, Brazil, Chile, Colombia, Ecuador, Guyana, Paraguay, Peru, Suriname, Uruguay, Venezuela
Zone J	Central America, Caribbean	Antigua, Barbuda, Aruba, Bahamas, Barbados, Belize, Bermuda, Cayman Islands, Costa Rica, Cuba, Dominican Republic, El Salvador, Grenada, Guadeloupe, Guatemala, Haiti, Honduras, Jamaica, Martinique, Mexico, the Netherlands East Indies, Nicaragua, Panama, Puerto Rico, St. Louis, St. Lucia, St. Vincent and the Grenadines, Trinidad and Tobago, Turks and Caicos Islands, U.S. Virgin Islands
Zone K	Hawaii	Hawaii
Zone L	Middle East, Africa	Angola, Bight of Benin, Botswana, Burkina Faso, Bahrain, Burundi, Cameroon, Canary Islands, Cape Verde, Central African Republic, Chad, Côte d'Ivoire, Congo (Kinshasa), Djibouti, Equatorial Guinea, Eritrea, Ethiopia, Egypt (Arab Republic of Egypt), Gabon, Gambia, Ghana, Guinea-Bissau, Iran, Israel, Jordan, Kuwait, Kenya, Lebanon, Lesotho, Libya, Democratic Republic of Madagascar, Madeira, Malawi, Mali, Mauritania, Mauritius, Morocco, Mozambique, Namibia, Niger, Nigeria, Oman, Rwanda, Qatar, Saudi Arabia, Senegal, Seychelles, Sierra Leone, Somalia, South Africa, Sudan, Syria, Tanzania, Togo, Tunisia, Uganda, United Arab Emirates, Republic of Yemen, Zambia, Zimbabwe

### (2) Award tickets

① Award ticket redemption is applicable for one-way tickets with only one flight segment within a single Star Alliance zone or across different Star Alliance zones. Redemption of award tickets is applicable for one-way tickets with a maximum of two flight segments. For award ticket redemption on a one-way ticket with two flight segments, one of the flight must be across different Star Alliance zones, with no intermediate stopovers at the transit destination.

② For redemption for round trip travel within the same IATA region, an open-jaw is allowed at the turnback point; however, the open-jaw must be within the same country or region. For redemption for round trip travel across different Star Alliance zones, one intermediate

stopover is allowed in each of the departure regions or destination regions in both directions of travel, and one open-jaw is allowed for each, but the open-jaw must be within the same country or region. Mileage of 10,000 km will be added for each intermediate stopover (or transfer), regardless of class.

③ When redeeming a round-the-world journey, sequential travel is only allowed by IATA regional breakdown in one direction and in three Star Alliance zones; the three Star Alliance zones crossed must fall within IATA Zones 1, 2 or 3. Two intermediate stopovers or transfers are allowed in each Star Alliance zone, and up to a maximum of five free intermediate stopovers or transfers throughout the journey; the journey must not feature more than eight flight segments. Open-jaw segments are allowed on round-the-world journeys, but the open-jaw must be within the same country or region. If there are different cabin classes on a single journey, the redemption standard for the entire journey must be calculated based on the highest cabin class.

### (3) Class Upgrades

① Passengers can use PhoenixMiles mileage from their account to redeem class upgrades for personal use or use by assignees on select paid tickets issued and operated by the same Star Alliance member and coded as per the same carrier. Passengers can only upgrade to the next available class. Check-in procedures, use of the lounge, and free baggage allowance are subject to the standards following the seat upgrade.

② Star Alliance award upgrades will not be issued for group discount tickets, award tickets or AD/ID tickets.

③ Star Alliance award upgrades must be redeemed via the PhoenixMiles website.

④ Time periods for the redemption of Star Alliance award upgrade requests are subject to the regulations of the airline actually operating the flight, with flights departing in less than 24 hours or 7 days generally excluded. Refer to the website of the airline actually operating the flight for details.

⑤ Class upgrades are allowed in Economy class, and are subject to the classes displayable of each actual flight operator on the PhoenixMiles website.

⑥ Requests are processed based on the availability of award upgrade seats on the airline actually operating the flight; no wait-listing is allowed. Award upgrades can only be to the next higher class; cross-class requests are accepted when a flight is divided into Economy and First classes.

⑦ A maximum of four award upgrades on the same booking record can be processed for PhoenixMiles members; mileage can only be deducted from four accounts simultaneously, and the number of accounts used must not exceed the number of seat upgrades. The mileage used in each account must be sufficient to process redemption for a single person. Each award upgrade can only be performed for a single flight segment; all passengers on the same booking record must upgrade seats. If there are more than four people on the original booking record or not all of the passengers upgrade their seats, the operating carrier must first separate the booking record before seat upgrades are requested.

⑧ Please contact the operator directly should any changes be required once the award upgrades have been confirmed. In the event of an involuntary change or downgrade attributable to the airline, the mileage will be refunded to the account.

⑨ Operator regulations determine whether passengers with infants or pets, as well as unaccompanied minors, etc. can request Star Alliance award upgrades.

⑩ Seat number reservations and other special service requests such as wheelchairs, special meal requirements, etc., should be re-submitted to the operator after the Star Alliance award upgrade has been requested.

⑪ Once a member has redeemed an award upgrade, the original paid cabin seat will be canceled and the mileage will still be accumulated according to the paid class before the upgrade.

Any taxes and fees arising from the award upgrade must be paid by the member. For example: a passenger departing from a UK airport is required to pay a British Air Passenger Duty; similarly, passengers departing from a French airport are required to pay a Solidarity Tax on Air Tickets.

## Receiving Award Tickets from Other Partner Airlines

### (1) Tibet Airlines award tickets

Award tickets are available for all scheduled flights operated by Tibet Airlines, including one-way and round trip tickets, as well as class upgrades.

### (2) Cathay Pacific award tickets

① Award tickets are available for all scheduled flights operated by Cathay Pacific, including one-way and round trip tickets.

② Cathay Pacific code-share flights with other carriers are not included.

③ Redeeming award upgrades are not included.

④ Cathay Pacific zones

Region	Country
Asia	Philippines, Malaysia, Singapore, Thailand, Indonesia, India, Pakistan, Sri Lanka (does not include China, Japan, South Korea)
Middle East	United Arab Emirates, Bahrain, Saudi Arabia
Southwest Pacific	Australia, New Zealand
Europe	United Kingdom, Italy, France, Germany, Netherlands
North America	United States, Canada

### (3) UNI Air award tickets

Round trip award tickets can be redeemed for all B7-coded flights operated by UNI Air.

## Service Charges

Should you lose your physical card or find that the card has been damaged to an extent that you are unable to read the information on the card, you can apply for a card replacement via the PhoenixMiles website, Air China app, or Air China WeChat applet. Card replacements incur a service fee in the form of a set mileage deduction from your account.

Service	PhoenixMiles Junior card
Card replacement	800 km

## Redemption Channels

Award	PhoenixMiles website	Air China WeChat applet	Air China app	PhoenixMiles member services centers	Representative offices or sales offices of Air China Group carriers <sup>①②</sup>	Scope
Award tickets (Air China Group carriers)	√	√	√	√	√	For personal use or use by a verified assignee
Award upgrades (Air China Group carriers)	Air China only	—	—	√	√	
Award ticket (Star Alliance Member carriers)	√	√	√	√	Air China only	
Award upgrade (Star Alliance Member carriers)	√	—	—	Guidance available	—	
Award ticket (Star Alliance connecting partners)	√	√	√	√	Air China only	
Award ticket (other partner airlines) <sup>⑤</sup>	√	√	√	√	Air China only	
Award ticket date change <sup>③</sup>	√	√	√	√	√	
Award upgrade date change <sup>③</sup>	—	—	—	√	√	
Product from the PhoenixMiles online store <sup>④</sup>	√	√	√	—	—	

## Notes:

- ① When redeeming your mileage, please present your PhoenixMiles membership card, valid ID and the ID of any assignees. You must also provide your account password. When appointing a third party to redeem mileage on your behalf, the appointee must present the original copy of his/her ID.
- ② Air Macau can only issue and process award tickets/upgrades for Air Macau or Air China tickets starting with 675.
- ③ Each Air China Group carrier can change the award tickets/upgrades issued by it.
- ④ Visit the PhoenixMiles website for details on how to spend your mileage. Delivery is only available to Mainland China addresses.
- ⑤ Award tickets for Tibet Airlines may be redeemed on their website or at the representative offices or sales offices. For Tibet Airlines award upgrades, you may visit their representative offices or sales offices to handle your upgrade.

## ☑ Redeeming PhoenixMiles Junior Mileage

- PhoenixMiles Junior mileage can be redeemed for award tickets/upgrades and products on the PhoenixMiles online store.
- Award thresholds for junior mileage redemption are the same as those for adult PhoenixMiles members.



## Privacy Policy

Please refer to the Air China Privacy Policy on the official website.



## Legal Matters

- PhoenixMiles reserves the right to terminate or change the terms of this program at any time without prior notice, even if such changes or termination may affect your right to earn mileage or receive awards.
- You are responsible for keeping your password confidential. We shall not be liable for any losses that arise if your account is compromised.
- In the event of a violation of the mileage award or membership terms of this program, including through the sale of mileage, providing false documentation (such as flight evidence or card numbers of other members), or making illegal profits through the use of another person's membership, PhoenixMiles reserves the right to take the following measures at its own discretion **with or without notifying the member in advance**: request compensation from you for any losses incurred by Air China, freeze your membership, terminate your membership, cancel your accrued mileage, ask you to reimburse the cost of any used award tickets at Economy, Business or First class, and any other associated legal and court fees, and to compensate for the resources used at the time of the illegal profit-making at current prices. In addition, if a member violates any of the terms and conditions specified in this manual, PhoenixMiles reserves the right to take legal action against the member, request compensation and terminate the member's membership.
- The retroactive period for mileage accumulation and spending in the member account is six months. If members have any questions about mileage accumulation and spending in their accounts, please contact us within six months of the transaction date. PhoenixMiles will not process any requests outside the above time limits.
- PhoenixMiles strives to ensure that members can enjoy all disclosed member benefits, but reserves the right to suspend or withdraw benefits due to limited availability or changes.
- In the event that any content in this manual is found to be in conflict with any applicable law, the applicable law shall prevail.
- The original version of this manual is published in Chinese. In the event of any discrepancies between the Chinese version and this version, the Chinese version shall prevail.
- Any dispute arising out of or in connection with this program shall be resolved through arbitration by the Beijing Arbitration Committee (BAC) under BAC rules in accordance with the laws of the People's Republic of China (excluding the laws of the Special Administrative Regions of Hong Kong and Macau or the provisions in the region of Taiwan, China).
- This manual replaces all previous versions. If any information included in this version conflicts with information on the PhoenixMiles website, the information on the PhoenixMiles website shall prevail.
- This guide is effective as of November 25, 2023.



## Contact Us

### **PhoenixMiles member services center (Beijing)**

Tel: +86-10-95583 or 4006-100-666

Fax: +86-10-59281560

Email: [ffp@airchina.com](mailto:ffp@airchina.com)

### **PhoenixMiles member services center (Shenzhen)**

Tel: +86-10-4008-808-666

Email: [phoenixmiles@shenzhenair.com](mailto:phoenixmiles@shenzhenair.com)

### **PhoenixMiles member services center (Jinan)**

Tel: +86-531-95369-3

### **Air China call center (Mainland China)**

Tel: +86-10-95583

Fax: +86-10-95583-1-0

### **Air China call center (Europe)**

Phone: +800-86-100-999 (from landlines)

Fax: 0049-52-418-089-888

### **Air China call center (North America)**

Phone: +1-800-882-8122

Fax: +1-310-322-1133

