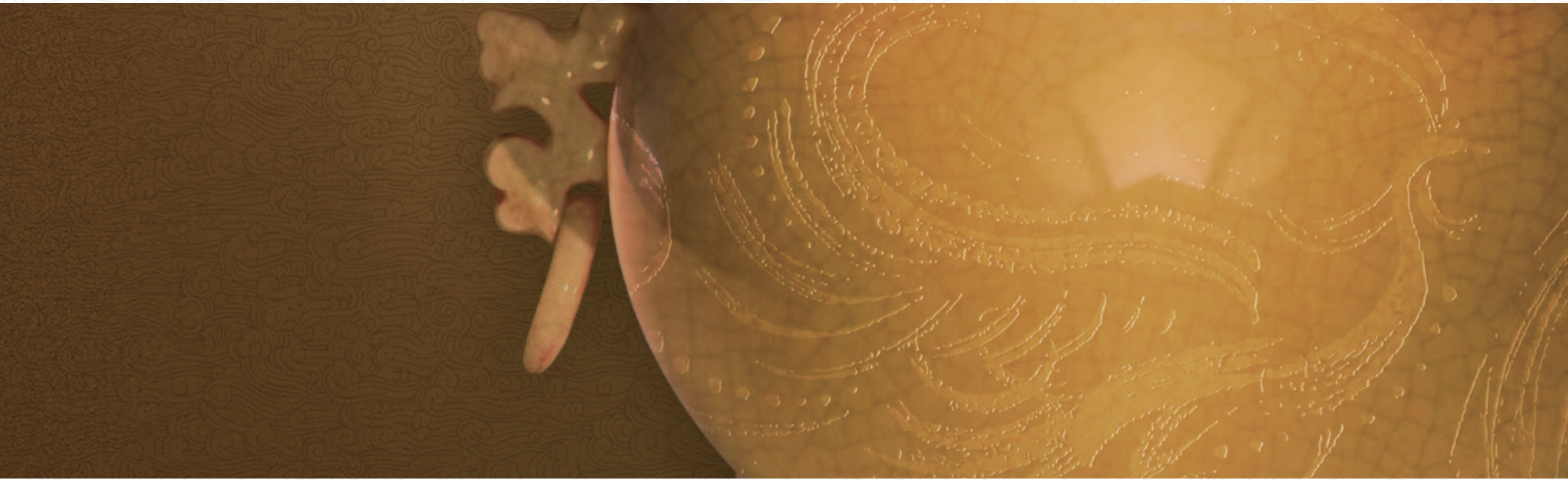


A STAR ALLIANCE MEMBER 

# PHOENIXMILES ELITE MEMBER'S MANUAL



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## WELCOME

Congratulations on becoming a PhoenixMiles Elite member.

Air China partners with other Star Alliance member airlines to create a truly global route network that offers you fast, convenient travel. No matter where you are, you can always enjoy premium service and full comfort when you fly with Air China or other Star Alliance carriers. This guide provides an introduction to the benefits of being a PhoenixMiles Elite member. Please read it thoroughly.

Thank you for choosing to fly with us!





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## PHOENIXMILES ELITE MEMBERSHIP LEVELS

### Qualifying Criteria

PhoenixMiles members aged 12 and above are eligible to become an Elite member if they have accrued sufficient qualifying miles or segments.

Membership Levels Description	Silver	Gold	Platinum	Lifetime Platinum
Membership card				
Star Alliance membership status	Silver	Gold		
Standard upgrade thresholds ①	40,000 kilometres or 25 flight segments	80,000 kilometres or 40 flight segments	160,000 kilometres or 90 flight segments	1 million kilometres ②
Special upgrade thresholds ③	-	Silver/Gold members that meet the membership retention requirements for four consecutive years and earn 70% of the mileage/flights required for Gold/Platinum membership in the fifth year will become Gold/Platinum members.		-
Validity period after first upgrade ④	Year of upgrade to March 31 of the third year			Unlimited
Renewal threshold ⑤	35,000 kilometres or 23 flight segments	70,000 kilometres or 36 flight segments	145,000 kilometres or 80 flight segments	-
Validity period (after meeting requirements for retaining membership status)	Until March 31 of the following year			-

### Note:

- ① If you have accrued the required number of kilometres or flight segments over 12 consecutive months, you are eligible for a membership upgrade. For further information on how kilometres and segments are accrued, see the "Mileage accrual" section on page 13.
- ② Total number of qualifying kilometres accrued on Air China-operated, CA-coded flights since becoming a PhoenixMiles member.
- ③ If in each of the first four years you qualify for membership renewal and you meet 70% of the upgrade threshold from January to December in the fifth year, you are eligible for a membership upgrade in March of the sixth year. Example: If you are a Silver member in each of the four years from 2013–2016 and you meet 70% of the Gold card upgrade threshold from January to December in 2017, you are eligible for a membership upgrade in March 2018.
- ④ Membership period after a standard upgrade.
- ⑤ You can renew your existing membership level if you have accrued the required number of kilometres or segments over the 12 months from April 1 in the year before expiry to the membership expiry date.



## PHOENIXMILES

# ELITE MEMBERSHIP BENEFITS

### Flights operated by Air China Family Carriers using their own Codes

Benefits	Membership Levels	Lifetime Platinum/Platinum	Gold	Silver
Mileage bonus ①		50%	30%	25%
Reservation holding priority for paid tickets ②		Up to 48 hours before departure		-
Priority booking for paid tickets ③		Less than 48 hours before departure	Less than 72 hours before departure	-
Priority booking for award tickets/upgrades ④		●	●	▲⑤
Priority reservation and airport waitlisting ⑥		●	●	●
Priority check-in ⑦		First Class or Elite member check-in counter	Business Class or Elite member check-in counter	Business Class or Elite member check-in counter
Additional checked baggage allowance ⑧		30kg or 1 pc	20 kg or 1 pc	20 kg or 1 pc
Priority baggage handling		▲	▲	-
Lounge access ⑨		You may invite one guest to join you in the First Class lounge ⑩	You may invite one guest to join you in the Business Class lounge ⑩⑪	▲⑫⑬
Priority boarding		▲	▲	-
Flight disruptions ⑭		Treated as First Class passenger	Treated as Business Class passenger ⑮	Offered Business Class passenger accommodation ⑮

**Notes:** ● This service is available. ▲ This service is available when conditions permit.

- ① You can earn bonus miles based on the class you choose to travel in. Bonus miles do not count towards your membership level and are credited to your account together with your mileage. Bonus kilometers are only awarded if the carrier on the ticket matches the actual carrier.
- ② If you have an unconfirmed full-fare First Class, Business Class or Economy Class ticket, we will do our best to hold your reservation up to 48 hours before flight departure. This benefit does not apply for Tibet Airlines and Air Macau flights.
- ③ When you buy a full-fare First Class, Business Class or Economy Class ticket 48 hours (Platinum/Lifetime Platinum members) or 72 hours (Gold members) before flight departure, we will prioritize your booking. This benefit does not apply for Tibet Airlines and Air Macau flights.
- ④ Lifetime Platinum members, Platinum members and Gold members may request award upgrades or award tickets with booking class O/I/X any time before flight departure. When requesting an award ticket or upgrade during busy travel periods with limited seat availability, contact a PhoenixMiles member services centre as soon as possible so that we can prioritize your booking. This does not apply to Tibet Airlines bookings.

⑤ Silver members can request award tickets or class upgrades from the PhoenixMiles member services centre for flights operated by Air China or Shandong Airlines, subject to availability. Requests can be made up to 48 hours before flight departure for Air China domestic routes; Air China international routes to Japan, South Korea, Hong Kong, Macao, Taiwan, Southeast Asia, the Middle East and South Asia; and Shandong Airlines flights. Requests can be made up to 72 hours before flight departure for Air China routes to Europe, North America, Australia and Africa. This benefit does not apply to other Air China partner carriers.

⑥ If other PhoenixMiles members are on a waiting list for the same ticket class as you, you will be given higher priority than members with a lower status. The order of priority is Lifetime Platinum, Platinum, Gold and Silver. For members with the same status, the waiting list will operate on a first-come, first-served basis. Air Macau only offers waitlisting at the airport.

⑦ If no First class check-in counters are available at an airport, Lifetime Platinum and Platinum members may check in at Business class counters. If no Business class check-in counters are available at an airport, Gold members may check in at First class check-in counters, and Silver members at Economy class counters.

⑧ In addition to the standard baggage allowance provided by Air China partner carriers for flights they operate, PhoenixMiles Elite members may check in an additional piece of ordinary baggage. Baggage requirements:

When the weight concept applies, the length, width and height of each piece of baggage shall not exceed 100 cm (40 in), 60 cm (24 in) and 40 cm (16 in) respectively.

When the piece concept applies, the sum of the length, width and height of each piece of baggage shall not exceed 158 cm (62 in, including wheels and handles.) For First class and Business class passengers, the baggage shall not weigh over 32 kg (70 lb); for Economy Class passengers, the baggage shall not weigh over 23 kg (50 lb).

⑨ Members can use their membership card to gain entry to the operating carrier's departure lounge. For flights operated by Air China or Shenzhen Airlines, members may access the Star Alliance Gold lounge. For flights operated by Air Macau, you may use lounges at the following airports: Chengdu, Beijing, Hefei, Macao, Ningbo, Nanning, Hangzhou, Shanghai Hongqiao, Shanghai Pudong, Taiyuan, Xiamen, Chongqing, Nanjing, Shenyang, Tianjin, Zhengzhou, Guiyang, Taipei, Kaosiung, Tokyo, Osaka, Fukuoka, Seoul and Bangkok.

⑩ Inviting guests:

If you are flying on an Air China-operated, CA-coded flight, your guest must also take a flight operated by a Star Alliance member airline on the same day.

If you travel on an Shenzhen Airlines-operated, ZH-coded flight, your guest must travel on a same-day flight operated by a Star Alliance member carrier.

If you travel on a Shandong Airlines-operated, SC-coded flight, your guest must travel on the same flight and on the same day.

If you travel on a Tibet Airlines-operated, TV or CA-coded flight, your guest must travel on the same flight and on the same day.

If you travel on an Air Macau-operated, NX-coded flight, your guest must travel on an Air Macau-operated, NX-coded flight on the same day.

⑪ If no Business class lounges are available at an airport, you may use the First class lounge.

⑫ When you travel on an Air China-operated, CA-coded international flight or a Shenzhen Airlines-operated, ZH-coded international flight, you may access international Business class departure lounges run by Air China or Shenzhen Airlines

Air China: Beijing Capital International Airport (T3), Chengdu Shuangliu International Airport, Tianjin Binhai International Airport

Shenzhen Airlines: Shenzhen Bao'an International Airport, Wuxi Shuofang International Airport, Shenyang Taoyuan International Airport, Nanjing Lukou International Airport, Xi'an Xianyang International Airport

- 13 When you travel on an Air China-operated, CA-coded domestic flight or a Shenzhen Airlines-operated, ZH-coded domestic flight, you may use 1,500 km of your mileage to access the following Business class lounges.

Air China: Beijing Capital International Airport (T3,) Chengdu Shuangliu International Airport, Tianjin Binhai International Airport, Hohhot Baita International Airport, Shanghai Hongqiao International Airport, Shanghai Pudong International Airport (T2,) Hangzhou Xiaoshan International Airport, Chongqing Jiangbei International Airport

Shenzhen Airlines: Shenzhen Bao'an International Airport, Wuxi Shuofang International Airport, Shenyang Taoxian International Airport, Nanjing Lukou International Airport, Xi'an Xianyang International Airport

- 14 In case of disruption to Air Macau flights, no membership benefits are offered.
- 15 In case of disruption to Tibet Airlines flights, Gold members will be treated as First class passengers if a Business class service is not provided.
- 16 In case of disruption to Tibet Airlines flights, Silver members will be treated as Economy class passengers if a Business class service is not provided.

## Flights operated by Star Alliance Member Airlines

Membership Levels Benefits	Gold	Silver
Priority check-in	●	-
20 kg/1 pc additional checked baggage	●	-
Gold Track priority security clearance	Star Alliance lets PhoenixMiles members use its Gold Track priority lanes at airports around the world, helping you to bypass the usual queues. For a list of the airports which offer this service, visit <a href="http://www.staralliance.com/gold-track">http://www.staralliance.com/gold-track</a> .	-
Departure lounge access	Invite one guest travelling on a same-day flight operated by a Star Alliance member airline.	-
Priority boarding	▲	-
Priority baggage handling	▲	-
Priority reservation waitlisting	●	●
Priority airport waitlisting	●	●

Notes: ● This service is available. ▲ This service is available when conditions permit.

## Flights operated by Star Alliance Connecting Partners

When you fly on a Juneyao Airlines-operated, HO or CA-coded flight that connects with other Star Alliance carriers, you must present a connecting flight boarding pass bearing the Star Alliance gold logo to access departure lounges.

	Gold	Silver
Departure lounge access	Star Alliance carrier-operated lounges Juneyao Airlines-operated departure lounge (Shanghai Pudong) Juneyao Airlines partner lounges Invite one guest travelling on the same flight.	-



## Other Benefits

Benefit ①	Membership Levels	Lifetime Platinum	Platinum	Gold	Silver
Use mileage to pay excess baggage fees ②		●	●	●	-
New Zealand tourist visa service ③		●	●	●	-
Photo card ④		●	●	-	-
CITIC World Credit Card ⑤		●	●	●	-
PhoenixMiles family events ⑥		▲	▲	▲	▲
Chauffeur transfer service ⑦		●	●	▲	-
Fast Track ⑧		●	●	▲	-
VIP shuttle bus for aircraft parked in remote bays ⑨		●	●	▲	-

**Notes:** ● This service is available. ▲ This service is available when conditions permit.

- ① Except for the use of member mileage to pay the excess baggage fees of another passenger, or unless otherwise indicated, the benefits below are for the exclusive use of Elite members.
- ② When travelling on an Air China-operated, CA-coded domestic flight departing from Beijing, you can request this service by presenting your paid ticket at our Elite member check-in counter at Beijing Capital International Airport (T3) at least 50 minutes before flight departure.
- ③ PhoenixMiles Gold members and above are not required to provide evidence of funds or employment when applying for a Visitor Visa for New Zealand.
  - Applicable to: PhoenixMiles Lifetime Platinum, Platinum and Gold members, and spouses and minor children accompanying them.
  - Visa type: New Zealand Visitor Visa, appropriate for leisure tourism, visiting friends or relatives, and business activities lasting no more than 6 months each year.
  - How to apply: PhoenixMiles members shall submit the documents specified in the annex to their local New Zealand Visa Application Centre.
  - Required documents: Ensure you provide all of the documents listed on the official Immigration New Zealand website ([www.immigration.govt.nz/forms](http://www.immigration.govt.nz/forms)) to ensure your application can be processed in a timely manner.
  - Application Centre contact details: Visit the Visa Application Centre website ([http://www.vfsglobal.cn/NewZealand/china/chinese/contact\\_us.html](http://www.vfsglobal.cn/NewZealand/china/chinese/contact_us.html)) to view visa centre locations and contact details.
- ④ Contact a member services centre for information on how to request a membership photo card.
- ⑤ The PhoenixMiles CITIC World Credit Card ("World Card") is a credit card jointly issued by Air China and the China CITIC Bank. The card carries the Star Alliance Gold logo.
  1. Automatic conversion of credit card points to PhoenixMiles mileage.
  2. Free flight delay insurance with up to RMB 5,000 Yuan coverage; free flight accident insurance with up to RMB 30 million Yuan coverage.
  3. Free parking for up to 48 hours at Beijing Capital International Airport (T2/T3) 36 times each year.
  4. VIP hospital appointment and hospital assistance service.
  5. Free access to over 200 tennis courts in China for you and one guest.

- Qualifying members: PhoenixMiles Gold members and above.
- How to apply: Call a PhoenixMiles member services centre to apply. The China CITIC Bank has the final say on whether or not to issue a card.

⑥ Subject to event participation requirements.

⑦-⑧ You must travel on an Air China-operated, CA-coded flight to use these services. For details, see the tables on pages 9 and 11. These services are subject to change without notice. Visit the Air China website <http://www.airchina.com.cn/> for the most up-to-date service information.

⑨ Only available at airports equipped with VIP shuttle buses. For the list of such airports, see "Airports with a VIP shuttle bus for aircraft parked in remote bays" on page 12.

## Chauffeur Transfer Service

Eligible cities	Eligible routes (V.V.)	Eligible booking classes	Eligible passengers
Beijing Shanghai Chengdu Guangzhou Shenzhen Chongqing Nanjing Hangzhou	Europe, America, Africa, Oceania	F, A, J, C, D, Z, R	All members
	Asia, Hong Kong, Macau and Taiwan	F, A, J, C, D, Z, R	Silver members and above
	All domestic routes except Tianjin ①, subject to availability.	P, F, J	Gold members and above
Tianjin ①	Between Beijing and Europe, America, Africa, Oceania	F, A, J, C, D, Z, R	All members

① The Tianjin chauffeured transfer service only provides drop-off and pick-up services between Beijing Capital International Airport Terminal 3 and Tianjin city centre. Air China does not provide chauffeured transfers between Tianjin airport and Tianjin city locations.

Terms of usage:

- Reservations can be made through Air China's official website, the Air China app and the Air China hotline (95583).
- This service is available to First class and Business class passengers travelling on Air China-operated and coded flights whose ticket numbers start with "999".
- Platinum members can also request this service if they are travelling First class or Business class (F, A, J, C, D, Z) on Air China-operated routes between Beijing and Europe, America, Africa and Oceania; on codeshare flights; or with a ticket that does not start with "999".
- Passengers with eligible tickets can book pick-up or drop-off services at locations where chauffeured transfers are available.
- The chauffeured transfer service only provides pick-up or drop-off services between airport terminals and designated city locations.
- Reservations: Reservations for drop-off services should be made at least eight hours prior to the scheduled departure time (local time). Reservations for pick-up services should be made at least eight hours prior to the scheduled arrival time (local time).
- Passengers can modify or cancel reservations up to five hours before the scheduled service time. After that, it will be considered that the service has been used and you will not be able to reserve chauffeured transfer services for subsequent connecting flights.
- Vehicle waiting times: Pick-ups: The maximum waiting time is three hours from the actual time

of arrival. Drop-offs: The maximum waiting time is 30 minutes from the arranged pick-up time. If the maximum waiting time is exceeded, the passenger cannot reserve the service again for that segment.

- If the chauffeured transfer service is available at both the origin and destination airports, the passenger must choose either a pick-up or a drop-off service, but not both.
- Passengers transferring between Shanghai Hongqiao and Shanghai Pudong airports on international connecting flights may use the chauffeured transfer service if they have an eligible ticket and their transfer time is at least four hours.
- The chauffeured transfer service is available at the connecting point:
- If the passenger's transfer time is at least six hours and they have at least one eligible flight to or from the connecting point, they may request a pick-up or drop-off service for that segment.
- If your transfer time is less than six hours, you may not request a pick-up or drop-off service at the connecting point, even if you are travelling on an eligible flight.
- When transferring between domestic and international flights, if your international flight segment qualifies you for the chauffeured transfer service and your transfer time is less than six hours, you may request an airport pick-up or drop-off service at the domestic airport you are travelling to or from, subject to availability.
- The chauffeured transfer service only serves the route specified in the reservation. If you request a pick-up or drop-off location that was not specified in the original reservation, an extra charge will be applied. You must consult the service provider, agree to their fee schedule (for which the service provider reserves the right of interpretation), and pay at the point of use.
- This service is not applicable to passengers who are travelling with infants or young children.
- This service is valid from 1 May, 2017 to 31 December, 2017. For more information about this service, visit <http://www.airchina.com.cn/>.



## Fast Track

Country	City (Airport)	Eligibility		Membership level	Description
		Exit	Entry		
Australia	Sydney	✓	✓	Lifetime Platinum/Platinum	Present your Fast Track pass to use the priority lanes at arrivals or departures and progress through security and immigration more quickly.
	Melbourne	✓	✓		
Italy	Rome	✓			Present your Fast Track pass to use the priority lanes at security.
	Milan	✓			
France	Paris (Charles de Gaulle Airport)	✓	✓		Upon arrival, present your Fast Track pass to use the priority lanes at security and immigration; Upon departure, present your boarding pass (First class and Business class passengers) or Fast Track pass (PhoenixMiles Elite members) to use the priority lanes at security and immigration.
Thailand	Bangkok	✓	✓		Present your Fast Track pass to use the priority lanes at security.
Sweden	Stockholm	✓			Present your boarding pass to use the priority lanes at security.
Switzerland	Geneva	✓			Present your boarding pass to use the priority lanes at security.
Spain	Madrid	✓			First class and Business class passengers can present their boarding card to use the priority lanes at security; PhoenixMiles Elite members should present their membership card during check-in to use the priority lanes at security.
	Barcelona	✓			Present your Fast Track pass to use the priority lanes at security.
Hungary	Budapest	✓			Present a boarding pass that bears the Fast Track emblem to use the priority lanes at security.
Japan	Osaka	✓			Present your Fast Track pass to use the priority lanes at security.
Canada	Montreal	✓			Present a boarding pass with the Fast Track emblem to use the priority lanes at security.
	Vancouver	✓			Present a boarding pass with the Fast Track emblem to use the priority lanes at security.
Malaysia	Kuala Lumpur	✓	✓		Present your Fast Track pass to use the priority lanes at arrivals or departures and clear security and immigration more quickly.

### Note:

1. PhoenixMiles members should present their membership card at check-in to receive a Fast Track pass from ground staff.



2. Collecting passes: Upon departure, eligible passengers should obtain a Fast Track pass from the check-in counter. Upon arrival, flight attendants will issue passes to eligible passengers.
3. The Fast Track service is subject to airport availability.
4. Due to equipment failure, the Fast Track service has been suspended temporarily at Rome Fiumicino Airport. Normal service will resume as soon as the equipment has been repaired.
5. Departures Fast Track lanes can be used for flights to all destinations; Arrivals Fast Track lanes in Australia and France are only open to passengers on flights from Beijing, Shanghai and Chengdu; Arrivals Fast Track lanes in all other countries are only open to passengers on flights from Beijing.
6. These services are subject to change at any time. Visit the Air China website <http://www.airchina.com.cn/> for the most up-to-date service information.

### Airports with a VIP Shuttle bus for Aircraft Parked in Remote Bays

Airline code	Airport location	Lifetime Platinum/Platinum/Gold
CA ①	Beijing, Chengdu, Guangzhou, Hangzhou, Chongqing, Wuhan, Shanghai Hongqiao, Shanghai Pudong, Tianjin, Hohhot, Guiyang, Shenzhen, Xiamen, Fuzhou, Hefei, Wenzhou, Zhanjiang, Qingdao, Nanchang, Nanjing, Changsha, Dalian, Shenyang, Kunming, Lijiang, Xi'an, Urumqi, Hailar, Zhuhai, Yinchuan, Baotou, Lhasa, Yulin	√
SC ②	Jinan, Qingdao, Yantai	
ZH ②	Shenzhen, Beijing, Shanghai, Guangzhou	

#### Note:

- ① VIP shuttle bus available for departing flights; VIP shuttle bus pick-up available in Guangzhou for flights from Beijing, Shanghai, Chengdu, Tianjin, Hangzhou, Chongqing, Guiyang and Wuhan.
- ② VIP shuttle bus available for departing flights.

This service is subject to change without notice.

As a PhoenixMiles member, you can enjoy exclusive discounts from many of our partners. For more details, visit the PhoenixMiles website.

## PHOENIXMILES EARNING MILEAGE

Please present your PhoenixMiles Elite card when you buy a ticket, take a flight or use our partner services.

### Calculation Method

PhoenixMiles airline partners and non-airline partners (such as banks, hotels and car rental companies) may use different mileage accrual methods, which are subject to change. Our partner's mileage earnings ratios are subject to change. The current earnings ratios can be found on the PhoenixMiles website.

All mileage earned flying with Air China family carriers or purchasing services from non-airline partners can be redeemed for awards.

- Qualifying mileage: Mileage earned through flying that is used to determine your membership level.
- Qualifying mileage for Lifetime Platinum members: Mileage earned through flying that is used to determine your eligibility for Lifetime Platinum membership. Qualifying mileage can only be accrued on Air China-operated and coded flights.
- Flight segments: The number of flights you have taken, which is used to determine your membership level.

	Carrier shown on ticket ①	Operating carrier	Mileage earnings ratio
Qualifying mileage and qualifying segments ②③	Any carrier	Star Alliance carriers	Based on operating carrier's mileage policy for booking class.
	Air China family or Star Alliance carriers	Air China family carriers	
Lifetime Platinum qualifying mileage	Air China	Air China	

#### Note:

- ① The carrier shown on your e-ticket/itinerary. If your flight is a code-share flight, the carrier code shown on your e-ticket will differ from the operating carrier code.
- ② This does not apply to Star Alliance Connecting Partners.
- ③ For details on the required mileage/flight segments, see "Earning mileage" of "Member's Guide" on pages 5-20.

### Crediting Period

- If you entered your PhoenixMiles card number when you bought your ticket and during check-in, any miles you accrue will be automatically credited to your account within 2 weeks of flight departure.
- Our non-airline partners have their own mileage earnings policies. You can submit a request to convert purchase points earned with non-airline partners into PhoenixMiles mileage. Eligible mileage will be credited to your account within two months of your request.



## Crediting Confirmation

You will receive a text message confirmation, which includes a mileage statement, when miles are credited to your account. Please verify the mobile number you have provided to ensure that you receive these confirmation messages. You can log in to the PhoenixMiles website, Air China app or official WeChat account, or call the Air China Platinum Hotline, Air China Gold Hotline, or PhoenixMiles Member Services Centre to update your account information.

## Validity Period

Mileage is valid until the end of the month, 36 months after the accrual month. Mileage can be redeemed for rewards during their period of validity. For example, miles that were accrued in May 2014 will be valid until May 31, 2017. Mileage will automatically be deleted from your account after it expires.

## Retro-crediting

	Miles from airline partners				Miles from non-airline partners
	Air China family carriers	Star Alliance carriers	Other carriers	Star Alliance Connecting Partners	
Required documents	E-ticket				Proof of purchase
	Boarding pass (original or photocopy)				
	PhoenixMiles membership card number				
How to apply	PhoenixMiles website, Air China mobile app ①, or the Air China WeChat account ②			-	Partners
	Representative offices or ticketing offices of Air China family carriers ③			-	
	PhoenixMiles Platinum Hotline: 95583 PhoenixMiles Gold Hotline: 95583 PhoenixMiles Member Services Centre				
Application period	5 days to 6 months after travel	14 days to 6 months after travel			Up to 12 months after the date of purchase

① Miles for Cathay Pacific, Cathay Dragon and Virgin Atlantic flights cannot be claimed via the Air China app.

② Miles for Star Alliance carriers and Air Macau cannot be claimed via the Air China WeChat account.

③ Representative/ticketing offices are only responsible for collecting supporting documents.

## PHOENIXMILES REDEEMING MILEAGE

### Redemption Nominees

- You can use your mileage to purchase award tickets and class upgrades for other people (nominees).
- You can add up to 8 nominees to your PhoenixMiles account. Nominees cannot be companies or other legal entities. After creating or modifying a nominee list, there is a validation period of 60 days before they can redeem miles. There is no charge the first time a nominee list is created or deleted; a processing fee of 300 miles is deducted for subsequent nominee additions.
- To avoid mileage being deducted from your account, we recommend that you add all of your nominees when you create the nominee list.

### PhoenixMiles Password

- Your initial account password is the last six digits of your membership card number. This password cannot be used to log in to your account on the PhoenixMiles website or redeem mileage.
- If you registered on the PhoenixMiles website, you can use the password that you entered during registration to redeem mileage. You can also change your password at any time.
- To change or retrieve your password, visit the PhoenixMiles website or use the Air China app.
- If you are unable to complete authentication, you cannot change or retrieve your password through the PhoenixMiles website or Air China app. You must go in person to the representative office or ticket office of an Air China partner airline to change your password. Please bring a valid identity document and your PhoenixMiles membership card, e-membership card, or card number photo.
- For security reasons, do not use a password that is easy to guess, such as a sequence of numbers (e.g. 123456) or the same number (e.g. 111111.) Never share your password with anyone.



## Redemption Channels

Award \ Redemption method	PhoenixMiles website	Air China app	PhoenixMiles hotline	Representative offices or ticketing offices of Air China family carriers ①②	Check-in counters	Eligibility
Award tickets for Air China family carriers	√	Air China flights	√	√	-	You or your nominees
Class upgrades on Air China family carriers ③	-	-	√	√	-	
Award tickets for Star Alliance carriers	-	-	√	√	-	
Class upgrades on Star Alliance carriers	√	-	Guidance provided by Air China staff	-	-	
Tickets for other partner carriers	-	-	√	√	-	
Award ticket rebookings ④	-	-	√ ⑦	√	-	No restrictions
Excess baggage fees ⑤	-	-	-	-	√	
Items from PhoenixMiles e-shop ⑥	√	√	-	-	-	

### Note:

- ① Please bring your PhoenixMiles membership card, a valid ID document, and the valid ID document of your redemption nominee (if applicable.) You also need to know your PhoenixMiles 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/award class upgrades for Air Macau or Air China tickets starting with 675.
- ③ Award class upgrades are not available on Tibet Airlines flights.
- ④ Mileage can be used to pay for rebookings on flights operated by Air China, Shenzhen Airlines or Shandong Airlines.
- ⑤ If you are a Lifetime Platinum, Platinum or Gold member travelling on an Air China-operated, CA-coded domestic flight departing from Beijing, you can request this service by presenting your paid ticket at our Elite member check-in counter at Beijing Capital International Airport (T3) at least 50 minutes before flight departure.
- ⑥ Visit the PhoenixMiles website for details on how to spend your mileage. Delivery is only available to Mainland China addresses.
- ⑦ PhoenixMiles member services centres cannot rebook tickets which have been granted award upgrades.

## Redemption Rules and Rates

For more information about award ticket and award upgrade redemption rules and rates, visit the PhoenixMiles website.

## Other Services

Service	Lifetime Platinum/Platinum/Gold	Silver
Replacement card	Free	800 km



## PHOENIXMILES LEGAL MATTERS

- The terms and conditions stipulated in the PhoenixMiles Member's Manual are also applicable to PhoenixMiles Elite members. For details, see the PhoenixMiles website or the PhoenixMiles Member's Handbook.
- The PhoenixMiles Elite membership card can only be used by the holder within its period of validity. If you are cannot produce your membership card, you may not be able to access all Elite member services.
- With the exception of the Air China PhoenixMiles CITIC World Credit Card, PhoenixMiles co-branded credit cards jointly issued by Air China and its partner banks do not qualify you for PhoenixMiles Gold-and-above benefits or Star Alliance Gold benefits.
- 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 that you violate the terms of this program, including selling mileage or providing false documentation (such as flight evidence), PhoenixMiles reserves the right to take the following measures at its own discretion: request compensation from you for any losses incurred by Air China, terminate your membership, cancel your mileage, ask you to reimburse the cost of any used award tickets, and any other associated legal and court fees.
- In addition, if you violate any of the rules and regulations listed in this handbook, Air China reserves the right to take legal action against you, request compensation, and terminate your membership.
- In the event that any content in this handbook is found to be in conflict with any applicable law, the applicable law shall prevail.
- The original version of this handbook 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 (not including the laws of Hong Kong, Macau and Taiwan).
- 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.
- This PhoenixMiles handbook enters into effect on August 15, 2017 and supersedes all previous member's guides. Some of the terms and conditions may have changed before printing, and newer versions of the handbook may be available. For the most up-to-date terms and conditions, refer to the PhoenixMiles website. This handbook shall remain valid until the next version enters into effect.







## ATTACHED TABLES

### Star Alliance Carriers

Logo	Airline Codes	Name in English
	JP	Adria Airways
	A3	Aegean Airlines
	AC	Air Canada
	AI	Air India
	NZ	Air New Zealand
	NH	ANA
	OZ	Asiana Airlines
	OS	Austrian Airlines
	AV	Avianca
	O6	Avianca Brazil
	SN	Brussels Airlines
	CM	Copa Airlines
	OU	Croatia Airlines
	MS	EGYPTAIR
	ET	Ethiopian Airlines
	BR	EVA Air
	LO	LOT Polish Airlines
	LH	Lufthansa
	SK	Scandinavian Airlines
	ZH	Shenzhen Airlines
	SQ	Singapore Airlines
	SA	South African Airways
	LX	Swiss
	TP	TAP Portugal
	TG	Thai Airways International






### Star Alliance Connecting Partners

Logo	Airline Codes	Name in English
	TK	Turkish Airlines
	UA	United








### Star Alliance Connecting Partners

Logo	Airline Code	Name in English
	HO	Juneyao Airlines

### Non-Star Alliance Partners

Logo	Airline Codes	Name in English
	KA	Cathay Dragon
	VS	Virgin Atlantic Airways
	CX	Cathay Pacific
	B7	UNI Air
	JJ	TAM Airlines

### Air China Family Carriers

Logo	Airline Codes	Name in English
	CA	Air China
	ZH	Shenzhen Airlines
	SC	Shandong Airlines
	NX	Air Macau
	CA	Dalian Airlines
	CA	Inner Mongolia Airlines
	TV	Tibet Airlines

## CONTACT US

### PhoenixMiles website

[www.phoenixmiles.com](http://www.phoenixmiles.com) or [ffp.airchina.com.cn](http://ffp.airchina.com.cn)

### Beijing PhoenixMiles Member Services Centre

Platinum Hotline: 95583-2

Gold Hotline: 95583-3

Silver Hotline: 4006 100 666-1-3

Fax: (+8610) 59281560

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

### Shenzhen PhoenixMiles Member Services Centre

Phone: (+86755) 4008-808-666

Fax: (+86755) 86335468

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Gaoxin Middle 4th Rd  
Science Park, Nanshan District, Shenzhen, Guangdong Province

Post Code: 518000

### Shandong PhoenixMiles Member Services Centre

Phone: (+86531) 95369-3

Fax: (+8610) 95583-1-0

### Air China call centre (Mainland China)

Phone: (+8610) 95583

### Air China call centre (Europe)

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

Fax: 0049-52-418-089-888

### Air China call centre (North America)

Phone: +1-800-882-8122

Fax: +1-310-322-1133

