

# PHOENIXMILES MEMBER'S GUIDE



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## WELCOME

Welcome to the PhoenixMiles program.

PhoenixMiles is a frequent flyer program conceived by Air China family carriers including Air China, Shenzhen Airlines, Shandong Airlines, Tibet Airlines and Dalian Airlines. PhoenixMiles allows you to earn mileage from numerous partners that can be redeemed for flights, class upgrades and products from our online store. You can earn mileage by flying with Air China family carriers and any of our airline partners, or by purchasing services from our non-airline partners.

This handbook provides an introduction to the PhoenixMiles program and outlines the terms and conditions for earning and redeeming mileage.

03

**JOINING OUR PROGRAM  
MANAGING YOUR ACCOUNT**

Personal information  
Password  
Nominees  
Membership card

08

**MEMBERSHIP UPGRADES**

09

**REDEEMING MILEAGE**

Prerequisites  
After redemption  
Rules on award tickets/class upgrades on Air China family carriers  
Mileage required for award tickets/class upgrades on Star Alliance carriers  
Receiving award tickets from other partner carriers

04

**EARNING MILEAGE**

General terms  
Using your mileage  
Claiming mileage for past flights

29

**PHOENIXMILES JUNIOR CARD  
COMMUNICATIONS  
IMPORTANT INFORMATION**

30

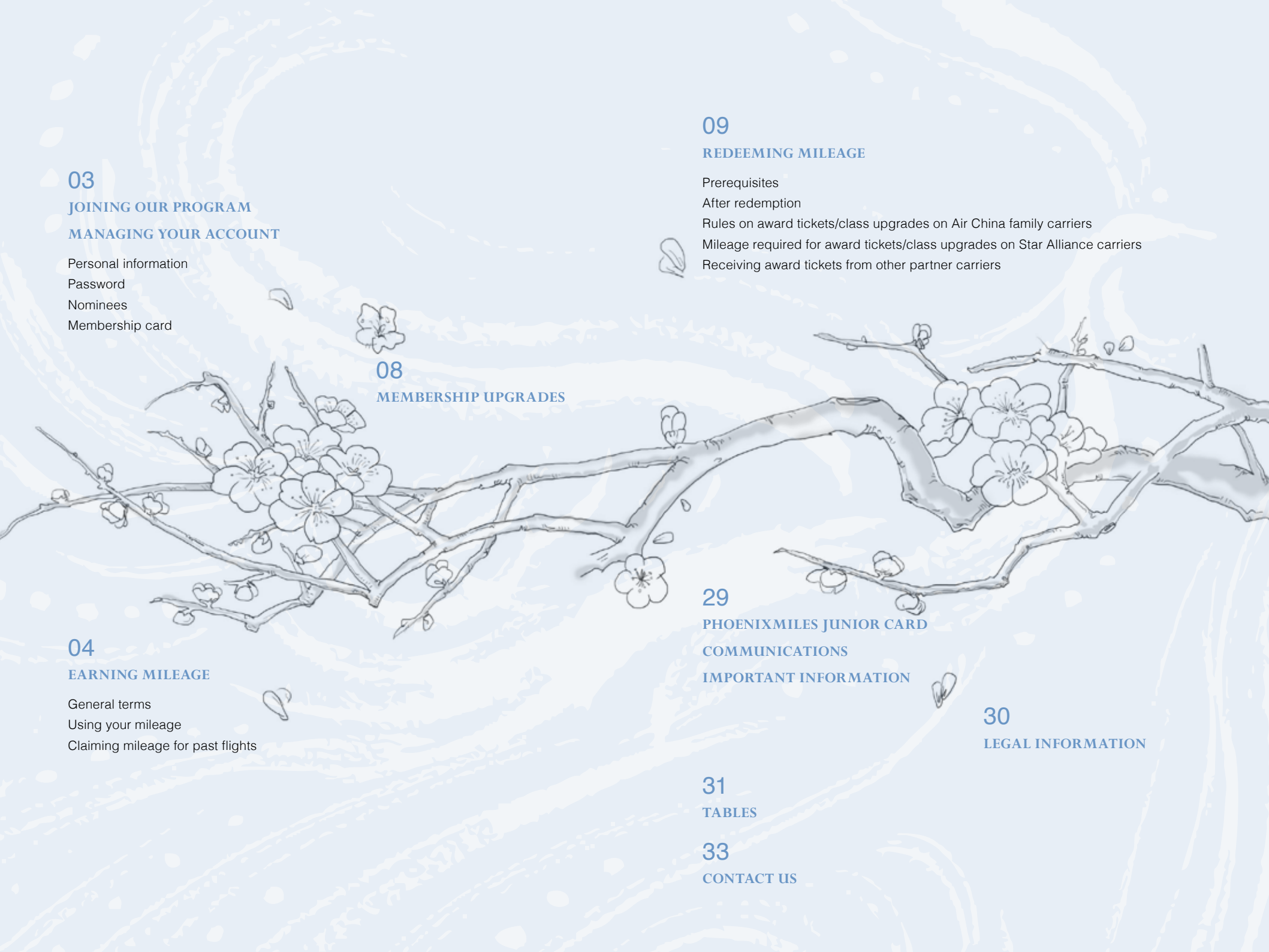
**LEGAL INFORMATION**

31

**TABLES**

33

**CONTACT US**



## JOINING OUR PROGRAM

If you often fly with Air China family carriers or purchase services from PhoenixMiles partners, joining the PhoenixMiles program will allow you to enjoy a range of awards and benefits. Any person aged 12 and over is entitled to become a PhoenixMiles member. Children aged between 2 and 12 can become PhoenixMiles Junior members.

### You can become a member using any of the following methods:

1. PhoenixMiles website (<http://www.phoenixmiles.com> or <http://ffp.airchina.com.cn>);
2. Air China app;
3. Air China WeChat account;
4. Official websites of Air China family carriers;
5. Representative or ticketing offices of Air China family carriers;
6. Non-airline PhoenixMiles partners.

## MANAGING YOUR ACCOUNT

### Personal Information

- Your account will be created using the personal information that you provide, including your name, ID number, nationality, home and work address, email address, landline number and mobile phone number.
- Your ID number and mobile phone number are required to use online member services such as the PhoenixMiles website and the Air China app. Correspondence from PhoenixMiles will be sent to your email address or mailing address. Please keep this information up-to-date to ensure that your account stays secure and that you can continue to receive correspondence.
- If you need to change your ID number, name or other important details, please contact a PhoenixMiles member services centre. All other personal details can be changed through the PhoenixMiles website or Air China app.

### 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 the information you provide does not meet the requirements or cannot be verified, you will not be able to change your password via the PhoenixMiles website or the Air China app. To change your password, take your PhoenixMiles membership card (or a photo of your membership card) and the original copy of your ID to your nearest Air China (or Air China family carrier) representative or ticketing office.
- For security reasons, do not choose a password with six consecutive or identical numbers (e.g. 123456 or 111111).

## Nominees

- You can use your mileage to purchase award tickets and class upgrades for other people (nominees).
- You can appoint up to 8 nominees. Nominees cannot be companies or other legal entities.
- To purchase an award ticket or class upgrade for a nominee, the nominee must be added to your account at least 60 days in advance. No fee is charged for creating a list of nominees. 300 kilometres will be deducted from your mileage balance for each subsequent nominee that you add to your account.
- To avoid mileage being deducted from your account, we recommend that you add all of your nominees when you create the nominee list.

## Membership Card

- The PhoenixMiles membership card is a physical card featuring your membership details, including your card number and name. The design of the card depends on your membership level. Membership cards are only provided to PhoenixMiles Elite members and PhoenixMiles Junior members (not including PhoenixMiles Standard members).
- All members (including PhoenixMiles standard members) can download an electronic membership card (e-card) via the Air China app or the Air China WeChat account. Your e-card features your membership details, including your card number, name and membership level.

# EARNING MILEAGE

You can earn mileage by purchasing products and services from our numerous partners. For example, you can earn mileage when you stay in a hotel, rent a car, use your credit card, make phone calls or purchase a package holiday. You also earn bonus mileage by taking part in our promotional offers.

Before reading the terms and conditions on earning mileage, please read the following section carefully. It contains important information on how to earn and use mileage.

## General terms

- Glossary

**Mileage:** The mileage you earn by flying, which is used to assess your membership level.

**Qualifying mileage for Lifetime Platinum members:** The mileage you earn by flying, which is used to assess your eligibility for Lifetime Platinum membership. This only includes mileage earned by flying on CA-coded, Air China-operated flights.

**Flight segments:** The number of flights you have taken, which is used to assess your membership level.

**Mileage validity:** Mileage is valid for 36 months after the date of departure or date of purchase. You can redeem your mileage at any time during this period. Mileage will automatically be deleted from your account after it expires.

- General information

Mileage is calculated in kilometres.

When purchasing a ticket, checking in for a flight, or using services from a non-airline partner, please present your membership card or provide your membership card number. Always keep a photocopy of your ticket/itinerary and the original copy of your boarding pass (or the receipt provided by our non-airline partners).

You will receive a text message confirmation when mileage is credited to your account (this service is only available for Mainland China mobile numbers). You can check your mileage balance via the PhoenixMiles website, the Air China app, the Air China WeChat account or the member services hotline.

Our airline and non-airline partners have different policies on earning mileage that are subject to change from time to time. Changes to these policies will be published on the PhoenixMiles website.

- Earning mileage from airline partners

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 operating carrier's mileage earnings ratio for your booking class. Please note that IATA distance figures are subject to change.

Please provide your membership card number when purchasing a flight and when checking-in. Mileage will be credited to your account no later than 2 weeks after the flight departure date.

Mileage is only credited to your account after you complete your journey. Mileage cannot be earned for award tickets, chartered flights and travel in some selected classes.

We do not accept mileage from other carriers' frequent flyer programs. You cannot accrue mileage with more than one carrier for the same flight. When purchasing a

ticket or checking in, please specify the membership card number of the frequent flyer program for which you want to earn mileage.

In the event of a voluntary or involuntary change of carrier, mileage will be calculated according to the operating carrier's mileage policy.

- Earning mileage from non-airline partners

Our non-airline partners have their own mileage earnings policies.

To convert the purchase points you earn from our non-airline partners into mileage, please submit an application to the non-airline partner. The mileage will be credited to your account within two months of your application.

## Using your mileage

Please note the code of the carrier/operating carrier shown on your itinerary/e-ticket. If the two codes are different, the mileage you earn serves different purposes.

	Carrier shown on ticket <sup>1</sup>	Operating carrier	Mileage earnings ratio
Qualifying mileage and qualifying segments <sup>2,3</sup>	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" on pages 5-20.

## Claiming mileage for past flights

	Airline partner mileage				Non-airline partner mileage
	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 <sup>1</sup> , or Air China WeChat account <sup>2</sup>		-		Partners
	Representative or ticketing offices of Air China family carriers <sup>3</sup>		-		
	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.







## MEMBERSHIP UPGRADES

You will become an Elite member (or retain your Elite member status) when you reach the required mileage/number of flights within a 12-month period.

Membership upgrades are granted on a monthly basis. After you receive your new membership card, you are entitled to use the services exclusive to your new membership status.

As an Elite member, you are entitled to exclusive benefits and services when flying with Air China, Air China family carriers and Star Alliance carriers, such as bonus mileage, priority on standby and reservation waiting lists, and access to airport lounges.

**All PhoenixMiles members aged 12 and over who reach the required mileage/number of flights will automatically become Elite members.**

	Silver	Gold	Platinum	Lifetime Platinum
Membership card				
Star Alliance membership status	Silver	Gold		
Requirements <sup>1</sup>	40,000 kilometres or 25 flight segments	80,000 kilometres or 40 flight segments	160,000 kilometres or 90 flight segments	1,000,000 kilometres <sup>2</sup>
Special upgrade thresholds <sup>3</sup>	—	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 <sup>4</sup>	Year of upgrade to March 31 of the third year			Unlimited
Requirements for retaining membership status <sup>5</sup>	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. You will qualify for an upgrade if you fly the required mileage or number of flight segments within 12 consecutive months. For details on the required mileage/flight segments, see "Earning mileage" on pages 5-20.

2. Mileage earned from CA-coded flights operated by Air China since you became a PhoenixMiles member.

3. If you qualify to retain your membership status in each of the first 4 years, and you earn 70% of the mileage/flight segments required for a status upgrade from January to December in the 5th year, you will qualify for an upgrade in March of the 6th year. Example: You are a Silver member from 2013-2016 and meet the requirements for retaining your status in each of the four years. From January to December 2017 you earn 70% of the mileage/flights segments required for an upgrade. You will become a Gold member in March 2018.

4. The duration for which your member card is valid after receiving an upgrade.

5. You will retain your existing membership status if you have flown the required mileage or number of flight segments over 12 consecutive months, starting on April 1 in the year before your card expires.

## REDEEMING MILEAGE

You can use your mileage to purchase the following products:

Tickets and class upgrades for flights operated by Air China family carriers.

Tickets and class upgrades for flights operated by Star Alliance carriers.

Tickets for flights operated by Star Alliance Connecting Partners.

Tickets for flights operated by other partner carriers.

Products from the PhoenixMiles online store. Online orders can only be delivered to addresses in Mainland China.

Visit the PhoenixMiles website for details on how to spend your mileage.

### Prerequisites

#### Account requirements

- You must complete at least four flight segments before you can redeem your mileage for flight tickets/upgrades.
- Mileage used to purchase flight tickets/upgrades must belong to the same account.
- When purchasing an award ticket or award class upgrade for a nominee, the nominee must be eligible to receive awards.

#### Provisional bookings:

- You can make a provisional booking when redeeming mileage for flights on Star Alliance carriers. If the booking is made more than 96 hours before departure, the ticket must be issued within 72 hours. If the booking is made less than 96 hours before departure, the ticket must be issued within 24 hours.

#### Flights:

- Mileage can only be redeemed for seats/class upgrades on scheduled direct flights. Code-share and chartered flights do not qualify for award tickets or class upgrades. You cannot use mileage to purchase a class upgrade for award tickets.
- When using mileage to purchase an award ticket or class upgrade, the code of the

operating carrier must match the flight code. All flight information displayed in the booking system shall be deemed final.

- A limited number of award tickets and upgrades are allocated for each flight. Award tickets and upgrades may be unavailable on some dates; contact the carrier for more information.

#### Ticketing:

- You are required to pay all taxes and surcharges for award flights, including any fees for changing your booking.
- When using mileage to purchase an award flight for children or infants, the required mileage is the same as for adults.
- You are responsible for selecting the passenger, route, flight, travel date and travel class.
- After purchasing an award ticket, travel must commence within one year. After travel commences, the ticket is valid for one year. Unused tickets are valid for one year from the date of issue. Requesting a class upgrade does not affect the validity of the ticket.
- When you request a class upgrade, mileage is earned based on the seat class that you purchased before the upgrade.
- Award tickets and class upgrades cannot be requested by passengers on group tickets.
- Passengers requiring special services (such as unaccompanied minor and wheelchair services) also qualify for award tickets (except passengers requiring a stretcher). Please ensure that you read the carrier's requirements on special services before using your mileage to purchase award tickets. After purchasing a ticket, contact the carrier's local ticketing office to book your desired service.
- We will provide carriage only to the passenger named in the ticket. All passengers must present a valid form of identification indicated in the booking.
- PhoenixMiles is unable to change award tickets issued by airlines under another frequent flyer program.



#### Rebooking\*

Payment method	Flight	Rebooking period	Domestic tickets	International tickets (incl. Hong Kong, Macau, Taiwan)
Cash	Air China family carriers Star Alliance carrier	Award tickets	Before the ticket expires	100 RMB (or foreign currency equivalent) per rebooking
	Star Alliance Connecting Partners Non-Star Alliance partner carrier			
	Air China, Shenzhen Airlines, Shandong Airlines, Air Macau	Class upgrades		300 RMB (or foreign currency equivalent) per rebooking
Mileage	Air China, Shenzhen Airlines, Shandong Airlines	Award tickets	Before flight departure; only one rebooking is permitted.	For each flight segment, the rebooking fee is 10% of the mileage required for a round-trip flight in your booking class

\*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 rebooking for award tickets/class upgrades apply.

#### After Redemption

- After purchasing an award ticket, you cannot change the passenger name or route, or rebook with another carrier. Mileage used to purchase an award ticket cannot be refunded to your account.
- Taxes and surcharges for unused flight segments can be refunded provided that the ticket is still valid.
- Replacements will not be issued for lost tickets or itineraries. For other rules of carriage, refer to the ticket regulations issued by Air China family carriers, including "Air China General Conditions of Domestic Carriage for Passengers and Baggage", "Air China General Conditions of International Carriage for Passengers and Baggage", "Shenzhen Airlines Passenger Services Guide", "Shandong Airlines General Conditions of Domestic Carriage for Passengers and Baggage", and "Shandong Airlines General Conditions of International Carriage for Passengers and Baggage".
- If you are forced to change your travel plans due to the fault of the carrier, please contact any of Air China's (or Air China family carriers) representative offices, ticketing offices or airport ground staff for assistance.



## Rules on award tickets/class upgrades on Air China family carriers

The mileage required to purchase an award ticket or 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). For international travel, there are 12 zones. Any changes made to these zones will be updated in our system.

### Zones for domestic flights within Mainland China

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

Region	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	Shaanxi, Gansu, Ningxia, Xinjiang, Qinghai
Southwest	Chongqing, Sichuan, Yunnan, Guizhou, Tibet

### Zones for international/regional flights

Zone	Region	Main countries/regions/cities
A	Mainland China	Beijing, Shanghai, Guangzhou, Qingdao, Xi'an, etc
B	Hong Kong, Macau, Taiwan	Hong Kong, Macau, Taiwan
C	North Asia	Japan, South Korea, North Korea, Mongolia
D	Southeast Asia	Singapore, Thailand, Myanmar, Indonesia, Vietnam, etc
E	South Asia	India
F	Europe	Russia, France, UK, Germany, Italy, etc
G	Oceania	Australia, New Zealand
H	North America	US, Canada

Zone	Region	Main countries/regions/cities
I	South America	Brazil
J	Central America, Caribbean	Cuba
K	Hawaii	Hawaii
L	Middle East, Africa	South Africa, Pakistan, Kuwait, UAE, South America, Ethiopia, etc

### Award Tickets

- Open-jaw tickets (the destination and/or the origin are not the same in both directions) are permitted for domestic and international round-trips with the same carrier. However, the destination and return origin must be in the same country (except Hawaii). For domestic travel, the destination and return origin must be in the same zone (see "Zones for Air China's domestic routes" for details). For example, you can use your mileage in exchange for a round-trip award ticket from Beijing-San Francisco/Los Angeles-Beijing or Beijing-Harbin/Dalian-Beijing.

- If a round-trip contains flight segments across different zones or with different seat classes, the total mileage required to purchase an award ticket is half of the sum of the round-trip mileage fares for each of the flight segments. If a round-trip contains flights on different carriers, the total mileage required to purchase an award ticket is the sum of the one-way mileage fares for each of the flight segments.

- For a round-trip award ticket on Air China family carriers, up to 8 flight segments are allowed. If the award ticket contains two flight segments, the destination of the first segment must be the departure city of the second segment.

- Mileage fares depend on the season of travel. Peak and off-peak seasons may vary depending on the route, carrier and booking class.

- For more information on mileage fares, visit the PhoenixMiles website.

### Award ticket fares for Mainland China routes (in km)

Distance (km)	Economy Class		Business Class		First Class	
	One-Way	Round-Trip	One-Way	Round-Trip	One-Way	Round-Trip
(A1) 0-800	8,000	15,000	15,000	27,000	20,000	30,000
(A2) 801-1,200	12,000	22,000	21,000	35,000	25,000	37,000
(A3) 1,201-2,000	15,000	26,000	26,000	45,000	30,000	48,000
(A4) Above 2,000	20,000	36,000	34,000	62,000	40,000	65,000

Mileage required to purchase a round-trip international/regional flight with Air China family carriers (except Air Macau) (in 1000km)

Origin/ destination		Zone A			Zone F			Zone G			Zone H			Zone L		
		Mainland China			Europe			Oceania			North America			Middle East		
Class		Economy Class	Business Class	First Class	Economy Class	Business Class	First Class	Economy Class	Business Class	First Class	Economy Class	Business Class	First Class	Economy Class	Business Class	First Class
Zone B	Hong Kong, Macau and Taiwan	45	90	120												
Zone C	North Asia	45	80	120												
Zone D	Southeast Asia	50	110	170												
Zone E	South Asia	50	70	100												
Zone F	Europe	90	180	260	35	50	60							60	110	150
Zone G	Oceania	100	200	280				26	50	80						
Zone H	North America	100	200	280												
Zone I	South America	140	190	240	90	130	180									
Zone J	Central America, the Caribbean	120	180	240							40	72	100			
Zone K	Hawaii	100	200	280												
Zone L	Middle East, Africa	50	90	130	60	110	150							35	50	60

Mileage required to purchase a one-trip international/regional flight with Air China family carriers (except Air Macau) (in 1000km)

Origin/ destination		Zone A			Zone F			Zone G			Zone H			Zone L			
		Mainland China			Europe			Oceania			North America			Middle East			
Class		Economy Class	Business Class	First Class	Economy Class	Business Class	First Class	Economy Class	Business Class	First Class	Economy Class	Business Class	First Class	Economy Class	Business Class	First Class	
Zone B	Hong Kong, Macau, Taiwan	25	53	75													
Zone C	North Asia	25	47	75													
Zone D	Southeast Asia	30	60	98													
Zone E	South Asia	30	45	65													
Zone F	Europe	50	100	150	18	32	42								35	59	81
Zone G	Oceania	60	110	155				15	32	45							
Zone H	North America	60	120	160													
Zone I	South America	100	120	160	50	80	120										
Zone J	Central America, Caribbean	80	120	160							20	44	60				
Zone K	Hawaii	60	120	160													
Zone L	Middle East, Africa	30	45	65	35	59	81							20	30	40	

## Award ticket fares for Air Macau flights (in 1000 km)

Route		Economy Class		Business Class	
		One-Way	Round-trip	One-Way	Round-trip
Macau	Mainland China	25	45	53	90
Macau	Taiwan	25	45	53	90
Macau	Southeast Asia	25	45	53	90
Macau	South Korea/Japan	30	50	55	95

## Class Upgrades

- You can only upgrade to the next available class.
- If a flight only has Economy and First class seats, you may upgrade from Economy to First class. The mileage required for such an upgrade is the number of kilometres required for an upgrade from Economy class to Business class plus the number of kilometres required for an upgrade from Business class to First class.
- You cannot upgrade from Business class to First class on Air China-operated, CA-coded domestic flights. However, you may upgrade from Economy class to First class. The mileage required for such an upgrade is the number of kilometres required for an upgrade from Economy class to Business class plus the number of kilometres required for upgrade from Business class to First class.
- After receiving an award upgrade, the mileage you earn is based on the class you booked when you purchased your ticket. The ticket expires on the date indicated on your original booking. If you reschedule your flight with another carrier, you will be seated in the class you booked when you purchased your ticket. Any mileage deducted for class upgrades will not be refunded to your account. Rebooking after receiving an award class upgrade is permitted within the validity period of your original ticket (provided that seating is available). Rebooking fees are charged based on your upgraded class.
- You are required to pay any additional taxes and surcharges arising due to class upgrades.
- At some airports, you can request an award class upgrade at check-in. These include Beijing, Shanghai, Chengdu, Wuhan, Chongqing, Vancouver, London, Frankfurt, Rome, Stockholm, Moscow, Paris, Sydney, Melbourne, Singapore, Jakarta and Hong Kong. You can request a class upgrade at check-in from 3 hours to 75 minutes before departure. You cannot request an upgrade at check-in if there is more than one passenger in your booking. For detailed information about your booking, call the Air China hotline on 95583. For more information and applicable routes, visit the PhoenixMiles website.

## Available seat classes

Operating carrier*	Business class	Premium Economy class	Premium Economy class (discount)	Economy class (category 1)	Economy class (category 2)	Economy class (category 3)	Economy class (category 4)
	Upgrade to First class	Upgrade to Business class					
Air China / Dalian Airlines / Inner Mongolia Airlines	JCDZR	G	E	International: YB Domestic: YBMU	International: MUHQV Domestic: HQV	WST	LK
Shenzhen Airlines	CD	G	-	International: YB Domestic: YBMU	International: MUHQV Domestic: HQV	International: WSE Domestic: WSEJTRZ	International: TLK Domestic: LK
Shandong Airlines	CD	W	R	International: YB Domestic: YBMH	International: MHKLQG Domestic: KLPQG	International: VUS Domestic: VUZJS	TE
Air Macau	-	-	-	YB	MUHQV	WST	LGER

\* Award class upgrades are not available for Air China family carriers and seat classes not listed in the above table.

## Mileage required for class upgrades on Mainland China domestic routes with Air China family carriers (in km)

Class Flight distance (km)	Business class	Premium Economy class	Premium Economy class (discount)	Economy class (category 1)	Economy class (category 2)	Economy class (category 3)	Economy class (category 4)
	Upgrade to First class	Upgrade to Business class					
(A1) 0-800	5,000	5,000	6,000	5,000	8,000	10,000	15,000
(A2) 801-1,200	6,000	6,000	7,000	6,000	12,000	15,000	18,000
(A3) 1,201-2,000	8,000	8,000	9,000	8,000	15,000	18,000	22,000
(A4) Above 2,000	12,000	12,000	10,000	12,000	20,000	22,000	25,000

Mileage required for class upgrades on international/regional flights with Air China family carriers (except Air Macau) (in 1000km)

Zone	Class	Business Class	Premium Economy Class	Premium Economy Class (discount)	Economy class (category 1)	Economy class (category 2)	Economy class (category 3)	Economy class (category 4)
		Upgrade to First Class	Upgrade to Business Class					
Zone A, (Mainland China)	Zone B (Hong Kong, Macau and Taiwan)	20	10	13	10	20	30	50
	Zone C (North Asia)	20	10	13	10	20	30	50
	Zone D (Southeast Asia)	20	15	18	15	25	40	70
	Zone E (South Asia)	20	15	18	15	25	40	170
	Zone F (Europe)	50	40	50	40	60	90	170
	Zone G (Oceania)	50	40	50	40	60	90	170
	Zone H (North America)	50	40	50	40	60	90	170
	Zone I (South America)	85	55	70	55	85	120	170
	Zone J (Central America, Caribbean)	68	47	60	47	72	100	170
	Zone K (Hawaii)	50	40	50	40	60	90	170
Zone F, (Europe)	Zone L (Middle East, Africa)	30	20	25	20	30	50	90
	Zone F (Europe)	25	15	18	15	25	40	70
	Zone I (South America)	50	35	42	35	50	80	160
Zone G, (Oceania)	Zone L (Middle East, Africa)	25	17	20	17	25	40	80
	Zone G, (Oceania)	15	10	13	10	15	30	50
Zone H, (North America)	Zone J, (Central America, Caribbean)	50	35	42	35	50	80	160
Zone L, (Middle East, Africa)	Zone L, (Middle East, Africa)	25	15	18	15	25	40	70

Mileage required for class upgrades on Air Macau flights (in 1000 km)

Route	Economy class (category 1)	Economy class (category 2)	Economy class (category 3)	Economy class (category 4)
	Upgrade to Business Class			
Macau Mainland China	10	20	30	50
Macau Taiwan	10	20	30	50
Macau Southeast Asia	10	20	30	50
Macau South Korea/Japan	20	22	33	55

Mileage required for award tickets/class upgrades on Star Alliance carriers

Star Alliance Zones

Zone	Region	Countries/regions/cities
Zone A		Mainland China
Zone B		Hong Kong, Macau and Taiwan
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
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, the Gulf of Benin, Botswana, Burkina Faso, Bahrain, Burundi, Cameroon, Canary Islands, Cape Verde, Central African Republic, Chad, Cote d'Ivoire, Congo (Kinshasa), Djibouti, Equatorial Guinea, Eritrea, Ethiopia, Egypt, Gabon, Gambia, Guinea Bissau, Garner, Iran, Israel, Jordan, Kuwait, Kenya, Lebanon, Lesotho, Libya, Madagascar, Madeira, Malawi, Mali, Mauritania, Mauritius, Morocco, Mozambique, Namibia, Niger, Nigeria, Oman, Rwanda, Qatar, Saudi Arabia, Senegal, Seychelles, Sierra Leone, Somalia, South Africa, Sultan, Syria, Tanzania, Togo, Tunisia, Uganda, United Arab Emirates, Yemen, Zambia, Zimbabwe

### Award Tickets

• For travel within one zone, open-jaw itineraries (the destination and/or the origin are not the same in both directions) are permitted, but the destination and return origin must be in the same country. For travel between zones, one stopover is allowed in the zone of the origin or the zone of the destination in each travel direction. Open-jaw tickets are also permitted, but the destination and return origin must be in the same country. 10,000 kilometres are deducted from your account for each stopover or transfer, regardless of your seat class.

• After purchasing a round-the-world award ticket, you can travel across three IATA zones (TC1, TC2 and TC3) in the same direction. You can include up to two stopovers (including transfers) in each zone, up to a maximum of five stopovers (including transfers) for the entire journey. Up to eight flight segments are allowed for the entire journey. Open jaw itineraries are permitted, but the destination and return origin must be in the same country. If your itinerary contains different booking classes, the mileage deducted from your account is based on the highest booking class.

Mileage required for one-way award tickets on Star Alliance member carriers (in 1,000 km) - Table 1

From/ To	Zone A			Zone B			Zone C			Zone D		
	Mainland China			Hong Kong/ Macau/Taiwan			North Asia			Southeast Asia		
Class	Economy Class	Business Class	First Class	Economy Class	Business Class	First Class	Economy Class	Business Class	First Class	Economy Class	Business Class	First Class
Zone A	25.8	45.6	48									
Zone B	33	64.8	75.6	21.6	28.2	38.4						
Zone C	36	63.6	81.6	36	57.6	72	24	38.4	43.2			
Zone D	36	79.2	122.4	30	42	48	39	54.6	62.4	24	38.4	43.2
Zone E	43.2	64.8	77.4	46.2	69.6	82.8	57	84.6	100.8	36	50.4	57.6
Zone F	66	123.6	171.6	51	81.6	102	78	124.8	156	60	96	120
Zone G	78	147.6	178.8	45	67.8	81	78	117	140.4	51	71.4	81.6
Zone H	72	142.8	183	66	105.6	132	60	96	126	76.8	123	153.6
Zone I	96	153.6	192	90	135	180	66	99	118.8	85.8	129	154.2
Zone J	90	135	180	90	135	180	60	96	126	90	126	144
Zone K	90	135	180	78	117	156	72	115.2	144	78	117	140.4
Zone L	76.2	106.2	122.4	78	117	156	89.4	134.4	161.4	72	100.8	115.2

Mileage required for one-way award tickets on Star Alliance member carriers (in 1,000 km) - Table 2

From/ To	Zone E			Zone F			Zone G			Zone H		
	South Asia			Europe			Oceania			North America		
Class	Economy Class	Business Class	First Class	Economy Class	Business Class	First Class	Economy Class	Business Class	First Class	Economy Class	Business Class	First Class
Zone E	26.4	42	52.8									
Zone F	85.8	137.4	171.6	24	36	43.2						
Zone G	99	148.8	178.8	96	153.6	192	24	45	69			
Zone H	82.8	124.2	165	66	99	132	75	112.8	150	37.2	55.8	74.4
Zone I	85.8	129	154.2	72	115.2	144	72	115.2	144	66	99	132
Zone J	84	117.6	134.4	84	117.6	134.4	66	105.6	132	48	72	96
Zone K	78	117	140.4	87	130.2	160.8	78	117	140.4	60	96	120
Zone L	99	129	148.8	69	153.6	207.6	90	135	162	82.8	124.2	165.6

Mileage required for one-way award tickets on Star Alliance member carriers (in 1,000 km) - Table 3

From/ To	Zone I			Zone J			Zone K			Zone L		
	South America			Central America, Caribbean			Hawaii			Middle East, Africa		
Class	Economy Class	Business Class	First Class	Economy Class	Business Class	First Class	Economy Class	Business Class	First Class	Economy Class	Business Class	First Class
Zone I	24	36	43.2									
Zone J	33	52.8	66	24	36	43.2						
Zone K	78	117	156	51	71.4	81.6						
Zone L	82.8	124.2	207	84	117.6	134.4	87	130.2	160.8	30	42	51

Mileage required for round-trip award tickets on Star Alliance member carriers (in 1,000 km) - Table 1

From/ To	Zone A			Zone B			Zone C			Zone D		
	Mainland China			Hong Kong/ Macau/Taiwan			North Asia			Southeast Asia		
Class	Economy/Class	First Class	First Class	Economy/Class	First Class	First Class	Economy/Class	First Class	First Class	Economy/Class	First Class	First Class
Zone A	43	76	80									
Zone B	55	108	126	36	47	64						
Zone C	60	106	136	60	96	120	40	64	72			
Zone D	60	132	204	50	70	80	65	91	104	40	64	72
Zone E	72	108	129	77	116	138	95	141	168	60	84	96
Zone F	110	206	286	85	136	170	130	208	260	100	160	200
Zone G	130	246	298	75	113	135	130	195	234	85	119	136
Zone H	120	238	305	110	176	220	100	160	210	128	205	256
Zone I	160	256	320	150	225	300	110	165	198	143	215	257
Zone J	150	225	300	150	225	300	100	160	210	150	210	240
Zone K	150	225	300	130	195	260	120	192	240	130	195	234
Zone L	127	177	204	130	195	260	149	224	269	120	168	192

Mileage required for round-trip award tickets on Star Alliance member carriers (in 1,000 km) - Table 2

From/ To	Zone E			Zone F			Zone G			Zone H		
	South Asia			Europe			Oceania			North America		
Class	Economy/Class	Business Class	First Class	Economy/Class	Business Class	First Class	Economy/Class	Business Class	First Class	Economy/Class	Business Class	First Class
Zone E	44	70	88									
Zone F	143	229	286	40	60	72						
Zone G	165	248	297	160	256	320	40	75	115			
Zone H	138	207	275	110	165	220	125	188	250	62	93	124
Zone I	143	215	257	120	192	240	120	192	240	110	165	220
Zone J	140	196	224	140	196	224	110	176	220	80	120	160
Zone K	130	195	234	145	217	268	130	195	234	100	160	200
Zone L	165	215	248	115	256	346	150	225	270	138	207	276

Mileage required for round-trip award tickets on Star Alliance member carriers (in 1,000 km) - Table 3

From/ To	Zone I			Zone J			Zone K			Zone L		
	South America			Central America, the Caribbean			Hawaii			Middle East, Africa		
Class	Economy/Class	Business Class	First Class	Economy/Class	Business Class	First Class	Economy/Class	Business Class	First Class	Economy/Class	Business Class	First Class
Zone I	40	60	72									
Zone J	55	88	110	40	60	72						
Zone K	130	195	260	85	119	136						
Zone L	138	207	248	140	196	224	145	217	268	50	70	85

### Mileage required for round-the-world award tickets on Star Alliance member carriers (in 1,000 km)

Round-the-world award ticket	
Economy Class	230
Business Class	299
First Class	345

### Mileage required for award tickets with Star Alliance Connecting Partners

See "Rules on award tickets/class upgrades on Air China family carriers" for more information.

### Class Upgrade

- You can use your mileage in exchange for a class upgrade on Star Alliance-coded, Star Alliance-operated flights. After receiving an upgrade, you are entitled to the benefits applicable to the new travel class, including check-in formalities, lounge access and baggage allowance.
- Award class upgrades are not available on the following aircraft for flights operated by Singapore Airlines: B777-300ER, A-380 and A340-500. Group discount tickets, award tickets and AD/ID tickets do not qualify for award class upgrades.
- To request an award class upgrade on Star Alliance flights, visit the PhoenixMiles website.
- The deadline for requesting an award class upgrade on Star Alliance flights is subject to the rules of the operating carrier. Usually, you are expected to make the request at least 24 hours or 7 days before departure. Visit the website of the operating carrier for details.
- For more information on available class upgrades, visit the operating carrier's website.
- Award class upgrades are subject to the availability of award seats on the operating carrier. Waitlisting is not provided for award class upgrades. You can only be upgraded to the next higher class of service. If your flight only has First class and Economy class seats, you can be upgraded from Economy class to First class.
- Up to four PhoenixMiles members can apply for a class upgrade at the same time. Mileage can be deducted from up to four accounts, but the number of accounts from which mileage is deducted cannot exceed the number of members who apply for an award class upgrade. A separate upgrade request must be submitted for each flight segment. All passengers in the itinerary must be upgraded. If there are more than 4 passengers in a booking, or some passengers do not request an award class upgrade, the operating carrier will place the passenger(s) who request an award class upgrade in a separate booking.

- To make changes to your booking after receiving an award class upgrade, contact the operating carrier. If the carrier makes changes to your booking or downgrades your booking class, the mileage deducted from your account for award upgrades will be refunded.
- The eligibility of Infants, passengers with pets and unaccompanied minors for class upgrades depends on the regulations issued by the operating carrier.
- Special requests (such as choosing a seat or requesting a wheelchair or special meal) must be made again after receiving your award class upgrade.
- After receiving an award class upgrade, mileage is earned based on your original booking class. The seat reservation in your original booking class will be cancelled.
- You must pay any additional taxes and fees arising from class upgrades. Examples of such taxes and fees include Air Passenger Duty collected from passengers departing from British airports and Air Passenger Solidarity Tax collected from passengers departing from French airports.

### Receiving award tickets from other partner carriers

#### Cathay Pacific/Cathay Dragon

Applicable routes: Award tickets are available for all scheduled flights operated by Cathay Pacific and Cathay Dragon (not including Cathay Pacific and Cathay Dragon code-share flights operated by other carriers).

#### Cathay Pacific/Cathay Dragon zones

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

## Award ticket fares for Cathay Pacific/Cathay Dragon flights (in 1000 km)

Route	Economy Class		Business Class		First Class	
	One-way	Round-Trip	One-way	Round-Trip	One-way	Round-Trip
Hong Kong–Mainland China	30	50	40	60	60	80
Hong Kong–Taiwan	25	40	35	60	45	80
Hong Kong–Japan, South Korea	30	50	35	60	45	80
Hong Kong–Asia	40	70	55	100	90	170
Hong Kong–Middle East and North Africa	40	70	55	100	90	170
Hong Kong–Southwest Pacific	40	70	55	100	90	170
Hong Kong–Europe and southern Africa	47.5	85	52.5	95	60	110
Hong Kong–North America	60	120	105	200	155	300
Taiwan–Japan, South Korea	20	30	30	50	40	70
Asia–Middle East Mumbai–Dubai Bangkok–Dubai	30	50	35	60	45	80
Within Asia Singapore–Jakarta Singapore–Colombo Bangkok–Singapore Bangkok–Colombo Bangkok–Karachi Bangkok–Mumbai	30	50	35	60	45	80
Within North America Vancouver–New York	35	60	55	100	90	170

**Important:**

- Award class upgrades and PhoenixMiles Elite benefits are not available for Cathay Pacific/Cathay Dragon flights.
- Award tickets are not available for code-share flights operated by other carriers.
- Changes to award ticket bookings on Cathay Pacific flights are processed according to Air China's award ticket regulations.

**UNI Air award tickets**

Applicable routes: Round-trip itineraries on B7-coded, UNI Air-operated flights.

## Award ticket fares for UNI Air flights (in 1000 km)

Segment	Economy class	Business class
Within Asia	60	80
Asia-Oceania	160	210
Asia-Americas	160	210
Asia-Europe	160	210

**Virgin Atlantic award tickets**

Applicable routes: Air China/Virgin Atlantic code-share flights.

## Award ticket fares for Virgin Atlantic flights (in km)

Segment	Economy class	Business class
Shanghai-London	90	170

Note: Award tickets are only available for round-trip itineraries. Premium economy bookings are not permitted.

**TAM award tickets**

Applicable routes: Round-trip itineraries on JJ/PZ-coded, TAM-operated flights.

## Award ticket fares for TAM flights (in 1000 km)

Route	Economy Class		Business Class		First Class	
	One-Way	Round-Trip	One-Way	Round-Trip	One-Way	Round-Trip
Within South America	24	40	36	60	—	—
South America-North America	66	110	99	165	132	220
South America-Europe	72	120	115.2	192	144	240

**Other services**

Service	Lifetime Platinum/ Platinum/Gold	Silver	Ordinary	Junior
Replacement card	Free	800 km	—	800 km



## Redeeming mileage

Award	PhoenixMiles website	Air China app	PhoenixMiles hotline	Representative offices or ticketing offices of Air China family carriers <sup>1, 2</sup>	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 <sup>3</sup>	—	—	√	√	—	
Award tickets for Star Alliance carriers	—	—	√	√	—	
Class upgrades on Star Alliance carriers	√	—	Guidance provided by Air China staff	—	—	
Award tickets for Star Alliance Connecting Partners	—	—	√	√	—	
Tickets for other partner carriers	—	—	√	√	—	
Award ticket rebookings <sup>4</sup>	—	—	√	√	—	No restrictions
Products from PhoenixMiles online store <sup>5</sup>	√	√	—	—	—	

## Notes:

- When redeeming your mileage, please present your PhoenixMiles membership card, valid ID and the ID of any nominees. 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.
- Air Macau can only issue and process award tickets/award class upgrades for Air Macau or Air China tickets starting with 675.
- Award class upgrades are not available on Tibet Airlines flights.
- Mileage can be used to pay for rebookings on flights operated by Air China, Shenzhen Airlines or Shandong Airlines.
- For more information on how you can use your mileage to purchase products from the PhoenixMiles online store, visit the PhoenixMiles website. Orders can only be delivered to addresses in Mainland China.

## PHOENIXMILES JUNIOR CARD

- PhoenixMiles Junior membership is designed for children aged 2-12. Membership applications can be submitted online. Each Junior member card must be linked to 1 adult member card. Junior members earn 50% of an adult's mileage for each flight. Mileage can be redeemed for award tickets, class upgrades and products in the PhoenixMiles online store.
- Mileage can be transferred to the Junior member linked to your account.
- To reclaim mileage transferred to a Junior member, visit the PhoenixMiles website. Mileage can only be reclaimed within 12 months of submitting the transfer application. When a Junior member reaches 12 years of age, he/she will no longer be linked to your account and mileage cannot be transferred.
- You can change the account that is linked to a Junior account. However, the two accounts must have been linked for at least six months.
- The rules on mileage redemption are the same as for adult members.
- Junior members cannot be upgraded to a higher membership level. When a Junior member reaches 12 years of age, they will automatically become a PhoenixMiles member. Unless otherwise specified, the rules that apply to PhoenixMiles members also apply to Junior members. Visit the PhoenixMiles website for more information.

## COMMUNICATIONS

- For an up-to-date mileage statement, visit the PhoenixMiles website or use the Air China app. You can also contact the PhoenixMiles hotlines or any of the representative/ticketing offices of Air China family carriers.
- PhoenixMiles website: Log in to manage your account and view our latest news and offers.
- Mileage statement: You can view your mileage statement on the PhoenixMiles website. You will also be sent a monthly mileage statement detailing your balance, transactions and our latest promotions.
- PhoenixMiles Express: An e-magazine that keeps you up-to-date on your mileage balance and Air China family carriers' special offers. After registering on the PhoenixMiles website, PhoenixMiles Express will be sent to you every month via email.

## IMPORTANT INFORMATION

You may not apply for more than one PhoenixMiles account. Always ensure that your account information is up-to-date and keep your password confidential.

## LEGAL INFORMATION

• 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.

• Please let us know as soon as possible if you change your address. Air China shall not be held responsible for any delay or loss of correspondence arising from your failure to provide the correct address.

• 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).

• This handbook replaces all previous versions. If information in this handbook conflicts with information on the PhoenixMiles website, the information on the PhoenixMiles website shall prevail.


This handbook takes effect from 1 January 2018.

## TABLES






### Star Alliance Member Carriers

Logo	Airline code	English name
	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 TACA Airlines
	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
	TK	Turkish Airlines
	UA	United



## Star Alliance Connecting Partners

Logo	Airline code	English name
	HO	Juneyao Airlines

## Non-Star Alliance Partner Carriers

Logo	Airline code	English name
	B7	UNI Air
	CX	Cathay Pacific
	KA	Cathay Dragon
	VS	Virgin Atlantic
	JJ	TAM Airlines

## Air China System Carriers

Logo	Airline code	English name
	CA	Air China
	ZH	Shenzhen Airlines
	SC	ShanDong Airlines
	NX	Air Macau
	CA	Dalian Airlines
	CA	Inner Mongolia Airlines
	TV	Tibet Airlines

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Postal code: 518000

## PhoenixMiles member services centre (Jinan)

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## Air China call centre (Mainland China)

Tel: +86-10-95583

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

## Air China call centre (Europe)

Tel: +800-86-100-999 (landlines only)

Fax: 0049-52-418-089-888

## Air China call centre (North America)

Tel: +1-800-882-8122

Fax: +1-310-322-1133

## PhoenixMiles website

<http://www.phoenixmiles.com><http://ffp.airchina.com.cn>

