



Phoenix Miles
AIR CHINA 凤凰知音



AIR CHINA
中国国际航空公司

PHOENIXMILES MEMBER'S GUIDE



Welcome



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, Air Macau, Dalian Airlines, Air China Inner Mongolia, and Beijing Airlines.

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.

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Joining Our Program

Joining

If you often fly with PhoenixMiles 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 age 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 and other legal persons are not eligible to join the PhoenixMiles frequent flyer program.
- 5) Each passenger may submit one application for PhoenixMiles membership. Joint applications are not accepted.

How to Join

- 1) PhoenixMiles official website: <https://www.phoenixmiles.com>; <https://ffp.airchina.com.cn>;
- 2) Air China App;
- 3) Air China WeChat official account;
- 4) Non-airline PhoenixMiles partners;
- 5) Via one of the Air China family airlines.

Managing Your Account

Personal information Management

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 Club 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, ID number, nationality, date of birth, home or work address, postal code, 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 official 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 via My Account > Account Management, or use the Air China WeChat official account applet to disable the Automatic Member Status Identification function. When you purchase tickets for flights of Air China family carriers the next 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 and ensure that mileage can be successfully credited to your account.

Password Management

1) We will send you an initial password via SMS when you enroll via an offline channel or by applying for PhoenixMiles co-branded credit cards, or when you handle the password initialization. You should change your initial password as soon as possible using one of the online self-service channels.

2) If you join via the PhoenixMiles website, Air China app or Air China WeChat official account, 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 our self-service channels.

3) After verifying your identity, you can change or retrieve your initial password or a forgotten password via the PhoenixMiles website, Air China app or Air China WeChat official account.

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 official account.

5) Please do not use the last 6 digits of the card number as your password. To ensure that your account stays secure, we recommend that you change your password regularly and do not share this password with anyone else. Your card number and password should not be disclosed to others or used for any applications other than those specified by PhoenixMiles.

6) Members must use their card number and password to redeem mileage awards.

Nominees

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 eight redemption assignees. 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) In order to ensure timely assignee validation, you are advised to fill in and complete assignee information as soon as possible.

5) Assignee deletion 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 official account. Your e-card features your membership details, including your card number, name in English or Pinyin, and membership level. All members are eligible to download and use an e-card, regardless of their membership level.

2) PhoenixMiles physical card: It is called physical card for short. For Gold and above VIP members and PhoenixMiles Junior card members, we will send a physical card. Silver and regular members do not have physical cards. Membership details, including card number, name in English/Pinyin, and validity period are printed on it. Members can use the card to enjoy the 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.



Mileage Consumption Suspensions

To protect your mileage safety, PhoenixMiles can apply Mile consumption suspensions to your account without notifying you in case of the following conditions:

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

If mileage consumption has been suspended for your account, you can restore mileage consumption permissions by confirming your identity. This can be done by logging into PhoenixMiles via the PhoenixMiles official website or Air China App or Air China WeChat official account, or by calling the member services center and submitting proof of your identity.

Glossary

- **IATA:** The International Air Transport Association is an international organization composed of various airlines from around the world. The IATA is responsible for setting global aviation standards.
- **Air China family Carriers:** Refers to those airlines which form part of the PhoenixMiles frequent flyer program. The Air China family currently includes Air China, Shenzhen Airlines, Shandong Airlines, Air Macau, Dalian Airlines, Air China Inner Mongolia, and Beijing Airlines. For the purpose of this guide, Air China family carriers may also be referred to as "Air China family airlines" or simply the "Air China family" depending on the context.
- **Star Alliance Members:** Refers to those airlines which form part of Star Alliance.
- **Star Alliance Connecting Partners:** Refers to Star Alliance airline partners.
- **Other Partner Airlines:** Refers to those airlines which do not belong to the Air China family 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 column of the ticket.
- **Operator carrier:** Refers to all air carriers that carry or undertake to carry the stated passenger and their baggage.
- **Issuing carrier:** 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 family airline under a Star Alliance member airline code or Air China family airline code, or any flight operated by a Star Alliance member and codeshared with another airline. Not including Star Alliance Connecting Partners.
- **Lifetime Platinum Mileage:** "Lifetime mileage" for short. This refers to all mileage accrued by traveling on flights operated by an Air China family airline or codeshared with an Air China family airline after joining the PhoenixMiles program. 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.

Tibet Airlines was a member of Air China family from January 8, 2013 to August 31, 2019.

- **Status segments:** Segments accumulated while flying that are used to count toward your membership upgrade and renewal. Eligible segments are those operated by an Air China family airline under a Star Alliance member airline code or Air China family airline code, or select bookings operated by a Star Alliance member airline under any airline code, 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 family airlines and partner airlines, making purchases from non-airline partners (excluding special merchants), or participating in PhoenixMiles promotions, events, etc.
- **Redeemable Mileage Validity Period:** "Mileage validity" for short. This refers to the term 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

Nowadays an increasing number of minors are traveling, so why not get your child their very own PhoenixMiles Junior card? Using the PhoenixMiles Junior card, your child 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 store. PhoenixMiles members can even transfer a certain proportion of mileage to a connected PhoenixMiles Junior account. Read on for more information on PhoenixMiles Junior membership!

Joining Our Junior Program

PhoenixMiles Junior membership is designed for children aged 2-12. Membership applications may be submitted via the PhoenixMiles website, Air China app, or Air China WeChat official account. Each Junior member card must be linked to the card number of an adult PhoenixMiles member. The member linked to this Junior member card should be a guardian. Each Junior member account can only be linked to one adult member.

Junior members cannot be upgraded to a higher membership level. When Junior members reach 12 years of age, they automatically become PhoenixMiles members. If the mobile phone number in the Junior member's account is the same as the mobile phone number of the associated guardian, it can no longer be used and must be changed to a new mobile phone number.

Important Information

- 1) Junior members cannot be upgraded to a higher membership level.
- 2) If a Junior has been registered as an adult member due to not filling in their date of birth, the member must re-register using the correct personal information. Any accumulated mileage from the adult account can then be transferred to the newly registered Junior account, and the original adult account will be closed.
- 3) If there is no transfer relationship between the Junior member and the associated guardian's account, the associated guardian can be changed after it has 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: View information on mileage via the PhoenixMiles website, Air China app, Air China WeChat official account, Air China Alipay official account, PhoenixMiles membership services hotline, or the ticketing office of any Air China family airline.
2. PhoenixMiles website: Log in to view all of the latest PhoenixMiles news and make use of a range of other functions and self-service options.
3. Mileage Statement: You can view your mileage bills by logging into the PhoenixMiles website, Air China Alipay official account, Air China app, Air China WeChat official account.
4. E-magazine: E-magazine is an electronic magazine from PhoenixMiles, filled with the latest information on the products and services from Air China family airlines, as well as special promotions. E-magazine keeps you in the know, for an improved travel experience. You can also download E-magazine by logging in to the PhoenixMiles website, the 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. For example, you can earn mileage when you take a flight, stay in a hotel, use your credit card. You also earn bonus mileage by taking part in our promotional offers. Join PhoenixMiles now and have fun 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 official account, or call a PhoenixMiles member service center hotline for information on earning mileage.
- 4) The deadline for mileage usage is 36 months, which is taken from the month as per either the flight date, or from the purchase date for 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 family 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) Please provide your member 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 time of mileage accumulation is the time when it 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. Award, charter, designated flight and special offer tickets are not eligible for mileage accrual.
- 4) Mileage is earned based on the accrual ratio of the operating carrier on the date the flight is taken.
- 5) 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 which you want to earn mileage.
- 6) In the event of an involuntary change to the booking class of a paid tickets, mileage will be calculated as per the original class.
- 7) 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.



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

9) 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 see the table below for more information.

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

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.

10) Please check the mileage earning rate of each airline partner through the PhoenixMiles official website.

Earning mileage with non-airline partners

- 1) Policies relating to mileage accrual with non-airline partners are set by the relevant non-airline partner. 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 family carriers	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	PhoenixMiles website, Air China mobile app, Air China WeChat official account				Non-Airline 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 account per flight. Mileage is valid for 36 months.

Earn 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 from the date of application. Canceling a transfer relationship or changing the associated guardian's account can only be done through 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 on 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 stopped automatically.





Elite Membership Upgrade & Renewal

You will gain your corresponding PhoenixMiles VIP membership status if the qualifying mileage and qualifying segments in your account meet the upgrade or renewal standards on the day when flights are credited to your account. Except for the Lifetime Platinum Card and the Annual Premium Lifetime Platinum Card, which may be upgraded directly after reaching the standards, the rest Elite Membership statuses are upgraded level by level. To become an Elite Member (excluding the levels above Lifetime Platinum), you are required to reach the standards corresponding to a higher membership level and upgrade from your existing membership level. Prior to expiration, your existing Elite Membership Level is subject to the membership renewal assessment in accordance with the renewal standards for the existing level. Once you receive your new Elite card or e-card for your upgraded or renewed membership, you may enjoy the Elite Membership services at the corresponding level. Elite Member must be at least 12 years of age.




As a PhoenixMiles VIP 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


Requirements for becoming an Elite member

1) The upgrade criteria and assessment period for tiers of Silver, Gold and Platinum

Level	Silver Card	Gold Card	Platinum Card
Membership Sample Card			
Upgrade assessment cycle*	The previous 12 consecutive months, including the month when assessment starts.		
General Upgrade Standards	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
Validity period after upgrade	24 months from the month you become an Elite member, until the end of the 24th month		

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

2) The upgrade criteria and assessment period for tiers of Lifetime Platinum and Annual Premium Lifetime Platinum

Level	Lifetime Platinum Card	Annual Premium Lifetime Platinum Card ②
Membership Sample Card		
Upgrade Standards	1 million Lifetime Platinum mileage ③⑤ / 2 million Lifetime Platinum mileage ④⑤	Annual 300,000 Lifetime Platinum mileage ④
Upgrade assessment cycle ①	From the date when the membership takes effect	From January 1 to December 31 of the previous year
Validity term after upgrade	Lifetime	From the date when the Annual Premium Lifetime Platinum Card takes effect to December 31 of the same year.

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

② Assessment takes place on January 1 every year, and you must be a Lifetime Platinum Card member before the date of assessment.

③ Since the date each carrier joined PhoenixMiles, members take flights operated by each of Air China Family carriers with its own code. Or, taking Tibet Airlines with TV code during the days from January 8th, 2013 to August 31st, 2019.

④ Since the date each carrier joined PhoenixMiles, members take flights operated by each of Air China Family carriers with any carrier's code. Taking Tibet Airlines with CA, ZH, SC, NX and TV codes during the days from January 8th, 2013 to August 31st, 2019. Or, taking Air China, Shenzhen Airlines, Shandong Airlines and Air Macau with TV code to accumulate mileages.

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

Requirements for retaining your Elite member

Level	Silver Card	Gold Card	Platinum Card
Renewal thresholds	35,000 km qualifying mileage OR 23 qualifying segments	70,000 km qualifying mileage OR 36 qualifying segments	145,000 km qualifying mileage OR 80 qualifying segments
Renewal assessment cycle ①	12 consecutive months from the month prior to the one when the existing membership expires.		
Validity period after renewal ②	From the month following the one when the existing membership expires to the end of the 12th month thereafter.		

① During assessment, only the existing flight record in your account is checked, and the flight dates must be within the assessment cycle.

② If Elite Membership still remains after downgrade, its validity period is the same as that of Elite Membership after renewal.

It will be no longer expired once members reach to the Lifetime Platinum tier.



✈ Equivalent 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:

- 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.
- Log in to the PhoenixMiles website, Air China app, or Air China WeChat official account and find the PhoenixMiles online store to redeem products. 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 Airchina App for details on the rules and standards for redeeming products.

Redeeming PhoenixMiles Mileage

Account Requirements

- 1) After becoming a PhoenixMiles member, you can redeem mileage for non-flight awards immediately, but you must complete at least four qualifying flight segments before you can redeem mileage for award tickets/upgrades.
- 2) Mileage used to redeem awards must be accumulated on the same member account. You must have adequate mileage to redeem the award.
- 3) Members must use their card number and password to redeem mileage rewards.
- 4) When redeeming a reward for an assignee, please note that an assignee is only eligible for the reward provided that they were successfully added to your account at least 30 days prior to redemption.

Provisional Award Bookings

When you redeem award tickets with Star Alliance carriers, you can reserve your seat in advance. If your booking is made more than 96 hours before departure, the ticket must be issued within 72 hours. If your booking is made less than 96 hours before departure, the ticket must be issued within 24 hours.

Flights

- 1) Mileage can only be redeemed for award tickets or upgrades on scheduled non-stop flights operated by PhoenixMiles member airlines and partner airlines. This does not apply to codeshare and charter flights. You cannot request upgrades for award tickets/upgrades, regardless of the payment method.
- 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 a class upgrade, the issuer, flight airline code and operator code must all belong to the same airline. For accurate flight information as per PhoenixMiles member airlines and partner airlines, you can refer to the booking system and award search results.
- 3) The number of award tickets/upgrades available on each airline's flights is limited. Please redeem your award ticket as early as possible.



Ticketing Requirements

- 1) When you redeem award tickets for flights of Air China Group airlines or partner airlines 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 paid tickets. The mileage redemption rule is subject to the data published by the Air Transport Association.
- 2) The same amount of mileage is required to redeem award flights for adults, minors and infants.
- 3) When redeeming award tickets/upgrades, you must confirm the booking details (passenger information, itinerary, flight number, travel dates and booking class), and ensure that the status of the booking record is "reserved."
- 4) Award tickets/upgrades redeemed for yourself or a nominee may only be applied to individual ticket purchases, not group tickets. If the original booking for you or your nominee is for a group ticket, you must change your booking to an individual ticket purchases before redeeming the award.
- 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.
- 6) When redeeming award upgrades for a flight with an Air China family carrier, the ticket carrier, the carrier of the upgraded segment, and the operator must be the same as stated on your purchased ticket.
- 7) Passengers requiring special services (such as unaccompanied minors and ground wheelchair services), also qualify for award tickets on flights operated by Air China family 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, contact the Air China sales office at the place of departure to inquire or book your desired service.
- 8) 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 can issue award tickets for flights operated by the Air China family with an Air China family code. This means that the ticket issuer may differ from the operator. (Example 1: Shenzhen Airlines may issue the ticket for an SC-coded flight operated by Shandong Airlines. OR Example 2: Air Macau may issue the ticket for an NX-coded flight operated by Air Macau.)
- 2) An Air China family carrier 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. (Example 1: Shenzhen Airlines may process an award upgrade on a ZH-coded flight operated by Shenzhen Airlines. OR Example 2: Air China is not able to process an award upgrade on a SC-coded flight operated by Shandong Airlines.)
- 3) Air China and Shenzhen Airlines can issue award tickets for flights operated by Star Alliance carriers or connecting partners, coded as per the corresponding carrier. This means that the ticket issuer may differ from the operator. (Example: Air China may issue an award ticket for an LH-coded flight operated by Lufthansa.)
- 4) Air China and Shenzhen Airlines 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. (Example: Air China may process an award upgrade for flights operated by Lufthansa and flights with an LH code.)
- 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. (Example: Air

China may issue an award ticket for a TV-coded flight operated by Tibet Airlines.)

6) Tibet Airlines can process award upgrades for flights operated by Tibet Airlines, and coded as Tibet Airlines, and the ticket issuer must be the same as the operator.

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

Use

1) As award tickets and award upgrades are classified as special tickets and the rules for the use of award tickets and award upgrades differ from those of Air China Limited General Conditions of Carriage for 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 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 use rules for the paid fare class following the last award upgrade segment.

2) After purchasing an award ticket/upgrade, you cannot change the passenger name or route, or rebook with another carrier.

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 order, as according to 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 guide, bookings will be processed in accordance with the ticket sales regulations of the corresponding carrier.

8) For other rules of carriage, refer to the carriage terms and ticket regulations issued by the corresponding Air China family carrier.

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) An Air China family carrier can make changes to award tickets issued by the corresponding carrier for flights operated by an Air China family carrier and coded as per the same carrier.

Air China can make changes to award tickets issued by the corresponding carrier for flights operated by Star Alliance carriers or connecting partners and coded as per the same carrier.

Air China can make changes to tickets issued by Air China for flights operated by other partners and coded as per the same carrier.

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

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.

5) Date changes are only applicable for award tickets or upgrades issued by an Air China family carrier.



Payment method	Redemption flight scope	Conditions for changes	Domestic tickets ①	International and regional tickets
Cash	Air China family	Award ticket	Before ticket expiration	CNY 100 (or equivalent) per change, per ticket ②
	Star Alliance Carriers			
Cash	Star Alliance Connecting Partners	Class Upgrade	Before ticket expiration	CNY 300 (or equivalent) per change, per ticket ②
	Other Partner Carriers			
Mileage	Air China, Shenzhen Airlines, Shandong Airlines, Air Macau, Tibet Airlines	Award ticket	Tickets for members and valid assignees are 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 date changes for award ticket or upgrades apply.
- ② Each ticket is distinguished by a ticket number. For multiple tickets with consecutive numbers, each ticket number is considered a ticket.

Flight Irregularities or Involuntary Downgrades

- 1) After the redemption of an award ticket/upgrade for a flight operated by an Air China family airline or partner, should you receive a notice regarding an issue such as an early departure, delayed departure, or flight cancellation, you are eligible to request an involuntary refund for the unused segments. To receive your mileage refund you must provide proof of the flight irregularity, as issued by the airline. Please note that this service is not applicable to award upgrades for flights operated by Star Alliance members. Mileage used to purchase the unused segments will be refunded according to the amount used at the time of redemption.
- 2) After the redemption of an award ticket/upgrade for a flight operated by an Air China family airline or partner, if you proceed to the scheduled flight as per the booking date and, for involuntary reasons, are required to travel in a lower class than is stated on the ticket, you are eligible to request an involuntary refund for the downgraded segments. After all tickets have been used, to receive your mileage refund 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 irregularities. 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 extends 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 family representative office, ticketing office or airport ground staff for assistance.

Rules on Award Tickets/Class Upgrades on Air China family 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). There are 12 zones for international travel. Any changes made to these zones will be updated in our system and award search results.

Zone

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 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	Shaanxi, 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
Zone L	Middle East, Africa	South Africa, Pakistan, Kuwait, UAE, Ethiopia, etc.



Award Tickets

- ① Provided that the same carrier is used, award tickets can be used to redeem tickets for both domestic and international 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 open-jaw trips must be within the same country; this rule does not apply to Hawaii. For domestic travel, 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 eight flight segments is allowed when redeeming award tickets on flights operated by any Air China family airline. 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 at the time of redemption.

Class 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 Super 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 more than two passengers, in order to avoid any unwanted upgrades, if you do not wish to apply the class upgrade to every 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. In the event that a voluntary endorsement is proposed following a seat upgrade, the endorsement will be processed based on the class paid for before the seat upgrade, but the miles used for the seat upgrade will not be refunded. In the event that a voluntary date change is proposed following an award 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 award 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.
- ⑥ Eligible classes vary among Air China family airlines. For more information on class upgrades, please visit the PhoenixMiles website.

Rules on Award Tickets/Class Upgrades on Star Alliance Airlines

Star Alliance Zones

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
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



Award Tickets

- ① Redemption of 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, the flight must be across different Star Alliance zones, with no intermediate stopovers at the transit destination.
- ② For round-trip travel redemption within the same IATA region, an open-jaw is allowed at the turnback point; however, the open-jaw must occur within the same country. 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. 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. 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.

Class Upgrades

- ① Passengers can use their PhoenixMiles mileage to redeem class upgrades for personal use or use by nominees 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 (agency discount)/ID (industry discount) tickets.
- ③ Star Alliance award upgrades must be redeemed on 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 on the websites of each actual flight operator.
- 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 earned 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 miles should be returned 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 redeems an award upgrade, mileage will continue to be accrued based on the class purchased prior to the upgrade, and the originally reserved class seats will be canceled.
- ⑫ 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.

For more information on redemption criteria, visit the PhoenixMiles website.

Receiving Award Tickets from Other Partner Airlines

Tibet Airlines award tickets

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

For more information on redemption criteria, visit the PhoenixMiles website.

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 Class upgrades and Elite Member services are not included.

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	US, Canada



UNI Air award tickets

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

For more information on redemption criteria, visit the PhoenixMiles website.

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 official account. Card replacements incur a service fee in the form of a set mileage deduction from your account.

Service	Lifetime Platinum/Platinum/Gold	Junior
Card replacement	Free	800 km mileage



Redemption method

Award Redemption method Award	PhoenixMiles official website	Air China WeChat official account	Air China app	PhoenixMiles hotline	Representative offices or ticketing offices of Air China family carriers ^{①②}	Eligibility
Award tickets of Air China family carriers	√	√	√	√	√	You or your valid alienees
Class upgrades on Air China family carriers	—	—	—	√	√	
Award tickets of Star Alliance carriers	√	√	√	√	√	
Class upgrades on Star Alliance carriers	√	—	—	Guidance provided by Air China staff	—	
Award tickets of Star Alliance Connecting Partners	√	√	√	√	√	
Award tickets of other partner carriers ^⑤	√	√	√	√	√	
Date changes to award tickets ^③	√	√	√	√	√	
Products from PhoenixMiles online store ^④	√	√	√	—	—	No restrictions

Notes:

- ① When redeeming your mileage, please present your PhoenixMiles membership card, valid ID and the ID of any alienees. 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 with a number starting with 675.
- ③ Mileage can be used to pay for date changes to flights operated by Air China, Shenzhen Airlines or Shandong Airlines.
- ④ For more information on how you can use your mileage to purchase products from the PhoenixMiles online store, visit the PhoenixMiles official website. Orders can only be delivered to addresses in Mainland China.
- ⑤ You may go to the official website or the branch offices in Tibet to complete ticket redemptions. If you want to redeem for the cabin class upgrade, you need to go to the branch offices in Tibet.

✈ Junior members Redeeming PhoenixMiles Mileage

- PhoenixMiles Junior mileage can be redeemed for award tickets/upgrades and products in the PhoenixMiles online store.
- When using mileage to purchase an award flight for children, the required mileage is the same as for adults.



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 that a member abuses the PhoenixMiles mileage rewards or membership benefits, including selling mileage, providing false documentation (such as flight records or card numbers of other people), making profit with the membership status, and any actions violating the terms and conditions of this program, PhoenixMiles reserves the right to take the following measures at its own discretion, with or without giving prior notice to the member: request compensation for losses incurred by Air China; terminate membership; revoke mileage credits; require the member to reimburse the full cost of used award tickets (Economy class, Business class and First class), relevant legal and court fees, etc.; and require the member to compensate for the resources used during the period of improper profit-making according to the current price. 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 consumption in the member account is six months. If members have any questions about mileage accumulation and consumption in their accounts, please contact us within six months of the transaction date. After this period expires, such requests will not be accepted by PhoenixMiles. 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.
- 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 guide is found to be in conflict with any applicable law, the applicable law shall prevail.
- The original version of this guide 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 guide 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 September 23, 2022.



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