

PHOENIXMILES  
**ELITE MEMBER'S GUIDE**  
贵宾会员手册





## Welcome Address

Congratulations on becoming a PhoenixMiles Elite Member.

Air China family carriers and Star Alliance Members work together to build a global flying network for you to enjoy smooth and fast travel around the world. No matter when and where, as long as you fly on the flights operated by Air China family carriers and Star Alliance Members, Elite Member benefits are ready to make each and every of your trip more comfortable and enjoyable. This Manual details the exclusive privileges of Elite Member.

Please take your time to read through. If you have any questions, please call our member services hotline and we will do our best to help you!

Thank you for supporting Air China family carriers!





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## Elite Membership Upgrade and Renewal

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

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

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

### Upgrades

#### Silver, Gold, and Platinum Upgrade Rating Period and Thresholds

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

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



## Lifetime Platinum and Annual Premium Lifetime Platinum Card Upgrade Rating Period and Thresholds

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

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

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

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

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

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

## Renewal

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

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

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

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

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

## Corresponding Star Alliance Status

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





## Elite status

### Flights Operated by Air China Group carriers Under Their Own Airline Codes

#### Annual Premium Lifetime Platinum Card/Lifetime Platinum Card/ Platinum Card

Privileges	Benefits
Extra mileage rewards*	50%
Priority seat reservations for paid tickets*	When booking a regular fare ticket for First Class, Business Class, or Economy Class, and the tickets have not been issued, the member's reservation will be kept as long as possible, up to 48 hours before the flight departure.
Priority guarantees for paid ticket seats*	For Lifetime Platinum/Platinum members, within 48 hours before flight departure, and for Gold members within 72 hours before flight departure, members can call 95583 to get priority guaranteed personal purchasing benefits for first class, business class, or economy ordinary fare class tickets.
Priority guaranteed reward tickets/seat upgrade rewards*	For travel on special dates, Lifetime Platinum, Platinum and Gold members can personally apply for O/I/X Class redemption reward tickets or reward upgrades. Due to seating limitations for redemption rewards, members are requested to call the dedicated line as soon as possible to apply for a seat in order to ensure priority redemption. This service does not apply to Air Macau.
Priority ticket waitlist and airport waitlist*	Simultaneous waitlist for same-class paid fare tickets. The class waitlist order is: Lifetime Platinum, Platinum, Gold, then Silver. When members of the same level are waitlisted for the same class of service, they will be ordered on a first-come-first-serve basis. Air Macau provides only priority airport waitlist services. You must have purchased tickets to standby at the airport.
Priority check-in	First Class Counter or VIP Counter.
Check-in can be done at the business class counter when there is no first class counter at the airport.	30 kg or 1 piece.
VIP additional free checked baggage allowance*	Weight of 30 kg or 1 piece of luggage.

Privileges	Benefits
Priority boarding	This service can be provided.
Priority checked baggage collection	This service can be provided.
Flight delay*	For flights operated by Air China, enjoy the hotel accommodations and meal services of First class passengers. For flights operated by Shenzhen Airlines and Shandong Airlines, enjoy the hotel accommodations and meal services of Business class passengers.

### Gold Card

Privileges	Benefits
Extra mileage rewards*	30%
Priority seat reservations for paid tickets*	When booking a regular fare ticket for First Class, Business Class, or Economy Class, and the tickets have not been issued, the member's reservation will be kept as long as possible, up to 48 hours before the flight departure.
Priority guarantees for paid ticket seats*	For Lifetime Platinum/Platinum members, within 48 hours before flight departure, and for Gold members within 72 hours before flight departure, members can call 95583 to get priority guaranteed personal purchasing benefits for first class, business class, or economy ordinary fare class tickets.
Priority guaranteed reward tickets/seat upgrade rewards*	For travel on special dates, Lifetime Platinum, Platinum and Gold members can personally apply for O/I/X Class redemption reward tickets or reward upgrades. Due to seating limitations for redemption rewards, members are requested to call the dedicated line as soon as possible to apply for a seat in order to ensure priority redemption. This service does not apply to Air Macau.
Priority ticket waitlist and airport waitlist*	Simultaneous waitlist for same-class paid fare tickets. The class waitlist order is: Lifetime Platinum, Platinum, Gold, then Silver. When members of the same level are waitlisted for the same class of service, they will be ordered on a first-come-first-serve basis. Air Macau provides only priority airport waitlist services. You must have purchased tickets to standby at the airport.
Priority check-in	Business Class Counter or VIP Counter.



Privileges	Benefits
When there is no business class counter at the airport, check-in can be done at the first class counter.	20 kg or 1 piece.
VIP additional free checked baggage allowance*	Weight of 20 kg or 1 piece of luggage.
Priority boarding	This service can be provided.
Priority checked baggage collection	This service can be provided.
Flight delay*	For flights operated by Air China, Shenzhen Airlines and Shandong Airlines, enjoy the hotel accommodations and meal services of business class passengers.

## Silver Card

Privileges	Benefits
Extra mileage rewards*	25%
Priority guaranteed reward tickets/seat upgrade rewards*	Silver members can request award tickets/upgrades from the PhoenixMiles member services center for flights operated by Air China, Shandong Airlines or Shenzhen Airlines, subject to availability. An application may be made for: Air China domestic, Japan and South Korea, Hong Kong, Macao and Taiwan (China), Southeast Asia, Middle East and South Asia routes, and Shandong Airlines flights, within 48 hours of flight departure. Requests can be made up to 72 hours before departure for Air China routes to Europe, North America, Australia and Africa.
Priority ticket waitlist and airport waitlist*	Simultaneous waitlist for same-class paid fare tickets. The class waitlist order is: Lifetime Platinum, Platinum, Gold, then Silver. When members of the same level are waitlisted for the same class of service, they will be ordered on a first-come-first-serve basis. Air Macau provides only priority airport waitlist services. You must have purchased tickets to standby at the airport.
Priority check-in	Business Class Counter or VIP Counter.

Privileges	Benefits
When there is no business class check-in counter at the airport, check-in can be done at the economy class check-in counter.	20 kg or 1 piece.
VIP additional free checked baggage allowance*	Weight of 20 kg or 1 piece of luggage.
Flight delay*	For flights operated by Air China and Shenzhen Airlines, enjoy the hotel accommodations and meal services of business class passengers. For flights operated by Shandong Airlines, enjoy the hotel accommodations and meal services of economy class passengers.

## About the Benefits

**\*Extra mileage rewards:** After traveling on flights operated by Air China Group airlines during the validity of your VIP membership, you can earn additional mileage awards on top of the mileage you have accrued for flights. The mileage will only be treated as spendable mileage and will be credited to your account at the same time as your flight mileage statement.

**\*Priority seat reservations for paid tickets:** If members have booked paid tickets during the validity of their VIP membership, tickets can be issued later as appropriate. This service does not apply to Air Macau.

**\*Priority guarantees for paid ticket seats:** In the event of limited availability of seats, purchases of paid tickets to be made by members during the validity period of their VIP memberships will be prioritized, and is subject to the application's final results. This service does not apply to Air Macau. If the flight is no longer available for purchase, a waitlist reservation must be made based on flight status.

**\*Priority guaranteed reward tickets / seat upgrade rewards:** Redemptions of award tickets or award upgrades by VIP members regarding their flight tickets will be prioritized and is subject to the application's final results. Simultaneous application for same-class paid fare tickets. The class application order is: Lifetime Platinum, Platinum, Gold, then Silver. When members of the same level apply for the same class of service, they will be ordered on a first-come-first-serve basis. This service does not apply to Air Macau. If a flight is no longer available for purchase, rewards cannot be redeemed.

**\*Priority ticket waitlisting and airport waitlisting:** During the VIP membership validity period, in the event of limited availability of seats, waitlist reservations made by members at the time of ticket purchase or check-in at the airport will be prioritized. Simultaneous waitlist for same-class



paid fare tickets. The class waitlist order is: Lifetime Platinum, Platinum, Gold, then Silver. When members of the same level are waitlisted for the same class of service, they will be ordered on a first-come-first-serve basis. Air Macau provides only priority airport waitlist services. Tickets must be purchased before standby at the airport.

**\*VIP additional free checked baggage allowance:** In addition to the standard free baggage that is available on Air China-operated airlines, VIP members may check in an extra piece of baggage for free. When the weight concept applies, the length, width, and height of each piece of ordinary luggage may not exceed 100 cm (40 inches) by 60 cm (24 inches) by 40 cm (16 inches). Where the piece concept applies, the sum of the dimensions of each piece of baggage shall not exceed 158 cm (62 in), including wheels and handles. For First and Business Class passengers, baggage items must not weigh more than 32 kg (70 lb). For Premium Economy and Economy Class passengers, baggage items must not weigh more than 23 kg (50 lb).

**\*Flight delay:** If you have purchased other special products that cover this scenario, please follow the rules of that product. There is no related member service for flights operated by Air Macau.

## Taking Flights Operated by Air China Member Airlines

### Annual Premium Lifetime Platinum Card/Lifetime Platinum Card/ Platinum Card

Departure Lounge	Lounge Type	Actual carrier for flights taken by members				Actual carrier for flights taken by guests*			
		CA	ZH	SC	NX	CA	ZH	SC	NX
Air China Self-Operated Lounge	First Class Lounge	√	√	√	√	√	√	√	√
	Business Class Lounge	√	√	√	√	√	√	√	√
	First & Business Class Lounge	√	√	√	√	√	√	√	√
	VIP Member Lounge	√	√	√	√	√	√	√	√
	VIP Lounge (Mixed Class)	√	√	√	√	√	√	√	√
Air China Contract Lounge	First Class Lounge	√	—	—	—	√	—	—	—
	Business Class Lounge	√	—	—	—	√	—	—	—
	Mixed Class Lounge	√	—	—	—	√	—	—	—

Shenzhen Airlines Self-Operated Lounge	Shenzhen Airlines King Lounge (Domestic)	√	√	—	—	√	√	—	—
	Shenzhen Airlines King Lounge (International)	√	√	—	—	√	√	—	—
Shenzhen Airline Contract Lounge	VIP Lounge	—	√	—	—	—	√	—	—
Shandong Airlines Self-Operated Lounge	VIP Lounge	√	—	√	—	√	—	√	—
Shandong Airlines Contract Lounge	VIP Lounge	—	—	√	—	—	—	√	—
Air Macau Contract Lounge	VIP Lounge	—	—	—	√	—	—	—	√

Notes:

\*One guest of at least 2 years of age. On the day of departure, the guest must take the same departure flight as the member.

## Gold Card

Departure Lounge	Lounge Type	Actual carrier for flights taken by members				Actual carrier for flights taken by guests*			
		CA	ZH	SC	NX	CA	ZH	SC	NX
Air China Self-Operated Lounge	Business Class Lounge	√	√	√	√	√	√	√	√
	VIP Member Lounge	√	√	√	√	√	√	√	√
	VIP Lounge (Mixed Class)	√	√	√	√	√	√	√	√
Air China Contract Lounge	Business Class Lounge	√	—	—	—	√	—	—	—
	Mixed Class Lounge	√	—	—	—	√	—	—	—
Shenzhen Airlines Self-Operated Lounge	Shenzhen Airlines King Lounge (Domestic)	√	√	—	—	√	√	—	—
	Shenzhen Airlines King Lounge (International)	√	√	—	—	√	√	—	—



Shenzhen Airline Contract Lounge	VIP Lounge	—	√	—	—	—	√	—	—
Shandong Airlines Self-Operated Lounge	VIP Lounge	√	—	√	—	√	—	√	—
Shandong Airlines Contract Lounge	VIP Lounge	—	—	√	—	—	—	√	—
Air Macau Contract Lounge	VIP Lounge	—	—	—	√	—	—	—	√

Notes:  
\*One guest of at least 2 years of age. On the day of departure, the guest must take the same departure flight as the member.

### Silver Card

Departure Lounge	Lounge Type	Actual carrier of flight taken by member		
			ZH	SC
Air China Self-Operated Lounge	Business Class Lounge	*	*	*
	VIP Member Lounge	*	*	*
	VIP Lounge (Mixed Class)	*	*	*
Shenzhen Airlines Self-Operated Lounge	Shenzhen Airlines King Lounge (Domestic)	*	*	—
	Shenzhen Airlines King Lounge (International)	*	*	—

\*Domestic lounge costs 3000 km (including domestic segments of international flights). International lounge costs 5000 km.

### Special Privileges for Annual Premium Lifetime Platinum Card Holders

Privileges	Benefits		Notes	Processing channel
	Terms of Use	Quantity		
Upgrade coupon	Only one member may be designated for processing each year. The designated member must be at least 12 years old, with a membership level of Silver or Standard before processing.	Once per year	When processing, the designated member card number, Chinese and English name, and the valid ID number in the account (such as various passports, ID cards, etc.) must be provided. Both members must know the rules and be informed. If processing is successful, no refund can be given. If it is not used, it will expire.	PhoenixMiles website, Air China mobile app, Air China WeChat applet.
Extended mileage	Lifetime Platinum Card members can apply for an extension of mileage expiring at the end of the month.	Application can be made once a month.	The validity of the mileage after extension is from the date the extension was granted up to the end of the 13th month following the extension. Available for mileage redemption only. Mileage due to expire in the current month for which an extension application has not been received cannot automatically be extended. Extensions will not be processed if the mileage is not due to expire in the current month, the membership level has expired, or mileage which has already been extended has expired.	PhoenixMiles website, Air China mobile app, Air China WeChat applet.

Privileges	Benefits		Notes	Processing channel
	Terms of Use	Quantity		
Assignee Effective Immediately	If you are an Annual Premium Lifetime Platinum Card member, the number of assignee additions that take effect immediately will be limited to 20 each year, and any additional assignees will take effect following a validation period of 30 days.	20 assignees per year	An account can have up to 10 redemption assignees, though companies or legal entities cannot be used as redemption assignees.	PhoenixMiles website, Air China mobile app, Air China WeChat applet.



Privileges	Benefits		Notes	Processing channel
	Terms of Use	Quantity		
Air China First Class Upgrade Voucher for International or Regional Flights	<p>Only applicable to Annual Premium Lifetime Platinum Card personal tickets. Tickets that start with 999 are flights operated by Air China using the CA code, with there being no overseas or regional airline connecting flight on that itinerary.</p> <p>For Business Class seats purchased on international or regional flights, the fare code may be a JCDZR code.</p> <p>For Business Class seats purchased on domestic flights (excluding Sanya routes), the fare code is J.</p> <p>Paid tickets are subject to confirmed travel dates and flights.</p> <p>To use upgrade vouchers for international and regional flights, applications must be made within three days before departure.</p> <p>For domestic flight upgrade vouchers, applications must be made within two days before departure.</p>	2 vouchers/year	<p>This service cannot be handled during check-in. If a passenger ticket has an application for special service associated with it, re-application for special service must be made after using the upgrade voucher.</p> <p>The fare code after the upgrade is Class O. After boarding, mileage accumulates according to the pre-upgrade fare code. This benefit is related to the ticket, and is dependent on the specific circumstances of the flight.</p> <p>After an upgrade voucher has been used, if there is a voluntary exchange or refund, the voluntary exchange or refund rules for the originally paid for fare class will apply. The upgrade voucher that was used is no longer valid, and cannot be refunded.</p> <p>First Class upgrade vouchers must be used and travel completed within the calendar year of issue.</p>	Call 95583 or proceed to an Air China sales office or ticket office to take advantage of this service.



Privileges	Benefits		Notes	Processing channel
	Terms of Use	Quantity		
Air China First Class Upgrade Vouchers for Domestic Flights		2 vouchers/year		
Paid tickets are exempt from rescheduling fees	<p>Only applicable to paid tickets for Annual Premium Lifetime Platinum Members within their membership level validity period. Tickets that start with 999, with the flights operated by Air China using the CA code both before and after the rescheduling, with there being no overseas or regional airline connecting flight on that itinerary. Tickets that start with 479, with the flights operated by Shenzhen Airlines using the ZH code both before and after the rescheduling, with there being no overseas or regional airline connecting flight on that itinerary.</p>	Unlimited	<p>Miles will be accrued according to the real fare code after boarding. If application has been made for special services in regards to the original ticket, re-application for special services must be made after the change. Fare price differences due to cabin class changes or seasonal pricing must be paid.</p>	<p>999 ticket, call 95583 or proceed to an Air China sales office or ticket office to take advantage of this service. 479 ticket, call Shenzhen Airlines Customer Service Center 95361 or visit a Shenzhen Airlines sales office or ticket office.</p>

Privileges	Benefits		Notes	Processing channel
	Terms of Use	Quantity		
Waiver of Rescheduling Fee for Redeeming Awards	<p>Only applicable for reward tickets or reward upgrades that are redeemed under the Annual Premium Lifetime Platinum Card personal account. For flights within the membership validity, you can reschedule for an OIX award ticket or OI award upgrade. Rescheduling for First Class upgrade vouchers for international, regional, and domestic flights is not included in this service. With there being no overseas or regional airline connecting flight on that itinerary. Tickets that start with 999, with the flights operated by Air China using the CA code both before and after the rescheduling. Tickets that start with 479, with the flights operated by Shenzhen Airlines using the ZH code both before and after the rescheduling.</p>	Unlimited	<p>If application has been made for special services in regards to the original ticket, re-application for special services must be made after the change.</p>	<p>999 ticket, call 95583 or proceed to an Air China sales office or ticket office to take advantage of this service. 479 ticket, call Shenzhen Airlines Customer Service Center 95361 or visit a Shenzhen Airlines sales office or ticket office.</p>



## Star Alliance Carriers

### Star Alliance Gold

Flights	Privileges	Benefits
Fly on a Star Alliance member airline operated flight	Priority check-in	This service can be provided.
	Additional free checked baggage allowance	20 kg for weighted baggage routes or 1 piece for counted baggage routes.
	Express Security/Customs	This service can be provided.
	Access to departure lounges operated by Star Alliance members (excluding Air China and Shenzhen Airlines), Star Alliance-branded lounges and designated airport contracted lounges	Members who take flights operated by Star Alliance members (excluding Air China and Shenzhen Airlines) can invite one passenger of at least 2 years of age taking the same departure flight on the same day to join them in the Star Alliance Gold lounge.
	Priority boarding	This service can be provided.
	Priority checked baggage collection	This service can be provided.
	Priority booking waitlist	This service can be provided.
	Priority airport waitlist	This service can be provided.
Take a connecting flight operated by HO as part of multi-stop flight with a Star Alliance member	Access to departure lounges operated by Star Alliance members Departure lounges operated by Connecting Partners Contracted departure lounges operated by Connecting Partners	Members taking connecting flights of Star Alliance members and Connecting Partners must present a boarding pass with the Star Alliance Gold Card logo for a flight departing from the local airport to access the lounge when taking a flight operated by Connecting Partners on that day. Members can invite one passenger taking the same departure flight on the same day who is at least 12 years old to join them in the lounge.

### Star Alliance Silver

Flight requirements	Privileges	Benefits
Fly on a Star Alliance member airline operated flight	Priority booking waitlist	This service can be provided.
	Priority airport waitlist	This service can be provided.

#### About the Benefits

- \*Priority check-in:** Avoid check-in counter crowds by using special counters. Just find the Star Alliance Gold Card logo.
- \*Additional free baggage allowance:** When extra baggage is allowed on flights with limited weight or item count, you can carry 20 kg (44 lb) or one additional piece of baggage beyond what is specified under the rules. The standards for checked baggage are subject to carrier regulations. Please consult the actual carrier airline. Please visit <https://www.staralliance.com/zh/recognition> to view Star Alliance benefits.
- \*Express Security/Customs:** Star Alliance Gold members can use designated security channels to pass through security screening more quickly. The service is currently available at more than 150 airports worldwide. You can also use designated customs channels to reach your destination faster than ever before. Please visit <https://www.staralliance.com/en/gold-track> to view airports that provide this service.
- \*Enjoy Star Alliance Members' self-operated lounges, Star Alliance departure lounges, and designated airport contract lounges:** For flights within the country of the Star Alliance Member, carriers have special instructions for lounge usage. Please follow the carrier's regulations.
- \*Priority boarding:** First and Business Class passengers may enjoy boarding priority at the gate.
- \*Priority checked baggage collection:** Your luggage will be prioritized for placement on the conveyor belt for quick and easy retrieval.
- \*Priority ticket waitlisting:** If your preferred flight is full, you will have waitlist priority, except for those members holding reward tickets.
- \*Priority airport waitlisting:** If your travel plans change and your flight is full, you may enjoy priority waitlisting, except for those members who hold reward tickets.

## Other Member Benefits

Benefit ①	Level	Annual Premium Platinum Card/Lifetime Platinum Card	Platinum Card	Gold Card	Silver Card
Apply for an Air China/CITIC Bank PhoenixMiles Co-Branded Card - World Card ②		Exempted from CNY 20,000 annual fee after successful approval, free flight delay insurance with up to CNY 5,000 coverage, etc.			—
Pay excess baggage fees with mileage ③		•	•	•	—
Photo membership card ④		•	•	—	—
PhoenixMiles family events ⑤		▲	▲	▲	▲
Departure (boarding) shuttle buses for remote stands ⑥		▲	▲	—	—
Air China VIP Chauffeured Transfer service ⑦		▲	▲	▲	▲
Designated airport VIP service counters ⑧		▲	▲	▲	▲

● Service available ▲ Service subject to availability

① The benefits below are for the sole use of Elite members, except where members redeem mileage to pay the excess baggage fees of another passenger, or unless otherwise indicated.

② Apply for an Air China/CITIC Bank PhoenixMiles Co-Branded Card - World Card: If you are a Gold (inclusive) member or above, you can apply for the Air China/CITIC Bank PhoenixMiles Co-Branded Card - World Card. If your PhoenixMiles Card reinstatement fails, the card cannot be used. Please refer to the detailed card benefits and usage rules published on the PhoenixMiles website and by the Credit Card Center of China CITIC Bank.

③ When traveling on an Air China-operated, CA-coded domestic flight departing from Beijing, you can request this service by presenting your paid ticket at our Elite member check-in counter at Beijing Capital International Airport (T3) at least 50 minutes before flight departure.

④ To sign up for a membership card bearing your own photo and to get information on specifications for the photo, please visit the PhoenixMiles website or call the member services center for consultation and processing. Members must be at least 14 years of age.

⑤ Subject to event participation requirements.

⑥ Please refer to the actual operations of the respective carriers and airports at that time.

⑦ Between January 1, 2023 and December 31, 2023, customers traveling on eligible routes and in eligible booking classes may book a chauffeured transfer service between designated city locations and airport terminals. Passengers can make inquiries and reservations through the Air China official domestic website or the Air China app, or by calling the Air China service hotline at 95583.

⑧ The PhoenixMiles VIP service counter is located at the island T3-F - counter 35 at Beijing Capital International Airport, counter T1-C14 at Guangzhou Baiyun International Airport, counter T2-100 at Chengdu Shuangliu Airport, island T2-A - counter 303 at Shanghai Hongqiao International Airport, island T2-H Air China ticket office at Shanghai Pudong International Airport, counter T3-67 at Wuhan Tianhe International Airport, island T3-3H at Chongqing Jiangbei International Airport, island T2-F ticket office at Tianjin Binhai International Airport, island B standby ticket counter at Hohhot Baita International Airport, and counter T1-4 at Hangzhou Xiaoshan International Airport. VIP members can check and modify their account information and other member services.

In addition to the VIP benefits described in this manual or the PhoenixMiles self-service channels, Air China family carriers may provide additional products or services to VIP members based on their own policies; such products or services are not within the scope of the PhoenixMiles VIP benefits. The conditions of use vary greatly among products and services. You must follow their respective rules.

## Privacy Policy

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





## Legal Matters

- The terms and conditions stipulated in the PhoenixMiles Member's Manual are also applicable to PhoenixMiles Elite members. For details, see the PhoenixMiles website.
- The PhoenixMiles Elite membership benefits can only be enjoyed by the holder during the period of validity of their membership. If you are cannot produce your membership card, you may not be able to access all Elite member services.
- With the exception of the Air China PhoenixMiles CITIC World Credit Card, PhoenixMiles co-branded credit cards jointly issued by Air China and its partner banks do not qualify you for PhoenixMiles Lifetime Platinum, Platinum, or Gold Card benefits or Star Alliance Gold benefits.
- The retroactive period for mileage accumulation and spending in the member account is six months. If members have any questions about mileage accumulation and spending in their accounts, please contact us within six months of the transaction date. PhoenixMiles will not process any requests outside the above time limits.
- PhoenixMiles strives to ensure that members can enjoy all disclosed member benefits, but reserves the right to suspend or withdraw benefits due to limited availability or changes.
- In the event that any content in this manual is found to be in conflict with any applicable law, the applicable law shall prevail.
- The original version of this manual is published in Chinese. In the event of any discrepancies between the Chinese version and this version, the Chinese version shall prevail.
- Any dispute arising out of or in connection with this program shall be resolved through arbitration by the Beijing Arbitration Committee (BAC) under BAC rules in accordance with the laws of the People's Republic of China (excluding the laws of the Special Administrative Regions of Hong Kong and Macau or the provisions in the region of Taiwan, China).
- This manual replaces all previous versions. If any information included in this version conflicts with information on the PhoenixMiles website, the information on the PhoenixMiles website shall prevail.
- This guide is effective as of November 25, 2023.

## Contact Us

### Official Website of PhoenixMiles

[www.phoenixmiles.com](http://www.phoenixmiles.com)

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

### PhoenixMiles Member Services Center Beijing

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