

# EGRET MILES

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## 厦航集团白鹭俱乐部会员手册

Xiamen Airlines Group  
Egret Miles Membership Guide

June 2023



# EGRET MILES MEMBERSHIP GUIDE



DEAR DISTINGUISHED PASSENGERS

"Wherever you go, Egret Miles makes your travel easy." Welcome to join Xiamen Airlines Group's Frequent Flyer Program--Egret Miles!

The Xiamen Airlines Group's Egret Miles is a specially-designed mileage reward program that benefits its passengers. All passengers joining Egret Miles are entitled to the program benefits. Xiamen Airlines cooperates with various, well-known brands to offer diverse miles earning opportunities and award redemption choices to Egret Miles members. As an Egret Miles member, you can easily earn miles by flying with Xiamen Airlines or SkyTeam partner airlines, or by purchasing goods from our partners. With your miles, you can redeem award tickets, award upgrades, and exquisite products from Xiamen Airlines' online mart, etc. We will bring you the unprecedented travel experience by offering global route network, superior VIP services and diverse travel products.

Thank you for joining the Xiamen Airlines Group's Egret Miles. We are dedicated to providing you with exquisite service and unparalleled privilege to help you enjoy a comfortable flight.

**Note:** The Xiamen Airlines Group in this membership guide only refers to Xiamen Airlines, Hebei Airlines and Jiangxi airlines.

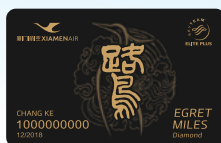


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### Egret Miles Card



Egret Diamond



Egret Platinum



Egret Gold



Egret Silver



Egret Card

### Xiamen Airlines Egret Hotel Card



### CMB Xiamen Airlines Egret Co-branded Credit Card



### CITIC Xiamen Airlines Egret Co-branded Credit Card



### CIB Xiamen Airlines Egret Co-branded Credit Card



### ABC Xiamen Airlines Egret Co-branded Credit Card



### CGB Xiamen Airlines Egret Co-branded Credit Card



### CMBC Xiamen Airlines Egret Co-branded Credit Card



### Greater China Connection Co-branded Credit Card



### BOB Jiangxi Airlines Egret Co-branded Credit Card







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## Member Instructions

1. All individuals aged 2 and above are eligible for Egret Miles Frequent Flyer Program for free.
2. Application forms must be completed and submitted with personal signatures. For minors, the form must be agreed and signed by a parent or guardian. The applicants will obtain Egret Miles membership after approval by Xiamen Airlines.
3. Ways to apply for membership include our website, mobile App, WeChat, ticketing offices, hotline (95557), in-flight, through our partners, Hebei Airlines website and mobile APP, Jiangxi Airlines website.
4. After enrollment, members can download the electronic Egret Card by logging into Xiamen Airlines' website, mobile App and WeChat with the Egret card number and password. A VIP member or Junior Card holder who has taken three flights or earned 3,000 miles after admission will be sent a physical membership card by mail.

## Account Information Management

Egret Miles will create an electronic account for each Egret Miles member based on the personal information provided by the member. The account information includes the member's Chinese and English name, ID document number, date of birth, nationality, home or office mailing address, e-mail address, phone number and mobile number.

In case of changes to your personal information, please inform us through Xiamen Airlines' online channel or call our service hotline at 95557 in a timely manner to facilitate Xiamen Airlines' smooth delivery of SMS and e-mail.

## Password Management

Passwords include an inquiry password and a transaction password. All password-based operations or actions authorized by the member associated with the electronic account are deemed to have been conducted by that member, and Xiamen Airlines will bear no legal responsibility for the relevant consequences.

**Inquiry Password:**With the inquiry password, members can inquire into the mileage balance in their accounts, submit claims for missing mileage, modify their contact information (Name and Identity Number only, telephone number changes must go through identity authentication) and manage their beneficiaries online. For members who apply through online channels, your inquiry password will be the one you set in your application. For members who apply through other channels, your inquiry password will be sent to you by SMS upon approval of your application.

**Transaction Password:**Members can carry out account transactions with the transaction password. You should go through identity authentication before setting your transaction password.

## Identity Authentication

After going through identity authentication, members can set their passwords, manage personal information and open mileage redemption functionality.

1. Apply through Xiamen Airlines' online channel.

Members log in to the online channel member account for identity authentication, the members holding the mainland resident identity card input the related information for verification, including name, ID number, bank card number, phone number, etc. Foreign members and members in Hong Kong, Macao and Taiwan region upload their photos with valid certificates for verification.

2. Apply through ticketing offices.

You can go to a Xiamen Airlines, Hebei Airlines, Jiangxi Airlines' ticketing office and complete the identity authentication by presenting your Egret Card number, original, valid ID document, and providing your telephone number (mainland China) or email address.

## Family Account

Egret Miles members who open a Family Account can enjoy points sharing, sending Qualification segments to other familiers and an additional 5% bonus points accrual for family account members traveling together (two or more people traveling on the same flight on the same day with Xiamen Airlines Group).

Egret Miles members can open the Family Account through Xiamen Airlines mobile App WeChat - My - Egret Miles - My Family. Each family account can have a maximum of 9 members. Each Egret member can only exist in one family account.

## Earn Miles

### Earn miles with Airlines

#### Earn Miles with Xiamen Airlines

The chart below lists the Award Miles, Qualification Miles and Qualification Segments you will earn when taking a flight with an MF code, operated by Xiamen Airlines, Hebei Airlines, Jiangxi Airlines, China Southern Airlines or SkyTeam member airlines:

Class of Service	Booking Classes	Award Miles (% of TPM)	Qualification Miles (% of TPM)	Qualification Segments	No accrual in case of	
First Class	F	300%	300%	2	1. Group tickets, award tickets (including redemption tickets), special fare class and promotional tickets. 2. Temporary charter flights. 3. Passengers who endorsed to flights not operated by Xiamen Airlines Group nor China Southern Airlines nor SkyTeam partner airlines in case of flight delays or cancellation. 4. The domestic segment of the international transit product.	
	A	250%	250%	1.5		
Business Class	J	250%	250%	1.5		
	C	200%	200%	1.5		
	D	150%	150%	1.5		
	I	130%	130%	1.0		
	O(International)	50%	50%	1.0		
Economy Class	Y	200%	200%	1		
	H,B (International)	100%	100%			
	H(Regional, Domestic)	200%	200%			
	B(Regional, Domestic)	125%	125%			
	M,L	100%	100%			
	K,N,Q,V	50%	50%	0		
	T(Domestic)	25%	25%			
	R(Domestic)	10%	10%			

#### Note:

1. Regional routes refer to routes between mainland China and Hong Kong, Macao and Taiwan region.
2. The accrual of award miles, qualification miles and qualification segments of other special tariffs or ticket packages is subject to actual product regulations.



### Earn Miles with Hebei Airlines

The chart below lists the Award Miles, Qualification Miles and Qualification Segments you will earn when taking a flight with an NS code operated by Hebei Airlines or Xiamen Airlines:

Class of Service	Booking Classes	Award Miles (% of TPM)	Qualification Miles (% of TPM)	Qualification Segments	No accrual in case of
		Segment Standard Mileage TPM * Accrual Ratio			
Business Class	J	250%	250%	1.5	1. Hebei Airlines award tickets (including redemption tickets), special fare classes, promotional tickets and charter flight tickets. 2. Temporary charter flights. 3. Passengers who endorsed to flights not operated by Xiamen Airlines Group in case of flight delays or cancellation.
	C	200%	200%	1.5	
	D	150%	150%	1.5	
	I	130%	130%	1.0	
Premium Economy Class	W	200%	200%	1.0	
	P	50%	50%		
Economy Class	Y,H	200%	200%	1.0	
	B	125%	125%		
	M,L	100%	100%		
	K,N,Q,V	50%	50%		
	T,R,Z,G,U	25%	25%	0	

### Earn Miles with Jiangxi Airlines

The chart below lists the Award Miles, Qualification Miles and Qualification Segments you will earn when taking a flight with an RY code operated by Jiangxi Airlines or Xiamen Airlines:

Class of Service	Booking Classes	Award Miles      Qualification Miles		Qualification Segments	No accrual in case of
		(% of TPM)	(% of TPM)		
		Segment Standard Mileage	TPM * Accrual Ratio		
Business Class	J	250%	250%	1.5	1. Group tickets, award tickets (including redemption tickets), special fare class, promotional tickets and charter flights tickets. 2. Passengers who endorsed to flights not operated by Xiamen Airlines Group in case of flight delays or cancellation.
	C	200%	200%	1.5	
	D	200%	200%	1.5	
	I	200%	200%	1.0	
Premium Economy Class	W	200%	200%	1.0	
	P	50%	50%		
Economy Class	Y,H	200%	200%	1.0	
	B	125%	125%		
	M,L	100%	100%		
	K,N,Q,V	50%	50%		
	T	25%	25%	0	
	R	10%	10%		

### Earn Miles with China Southern Airlines

The chart below lists the Award Miles, Qualification Miles and Qualification Segments you will earn when taking a flight with an CZ code operated by China Southern Airlines or Xiamen Airlines:






Class of Service	Booking Classes	Award Miles (% of TPM)		Qualification Miles (% of TPM)	Qualification Segments
		Segment Standard Mileage	TPM * Accrual Ratio		
First Class	F	300%	300%	1.0	
Business Class	J	200%	200%		
	C,D	130%	130%		
	I	100%	100%		
Premium Economy Class	W	110%	110%	0.5	
	S	75%	75%		
Economy Class	Y	100%	100%		
	P,B,M,H	100%	100%		
	K,U,A,L,Q	40%	40%		
	E,V,Z,T,N	10%	10%		















## Earn Miles with SkyTeam Partner Airlines

The chart below lists the Award Miles, Qualification Miles and Qualification Segments you will earn when taking flights both coded and operated by SkyTeam member airlines.

SkyTeam Airline Partners	Flight Code	Class of Service	Booking Classes	Award Miles (% of TPM)	Qualification Miles (% of TPM)	Qualification Segments	
 Aeroflot Russian Airlines www. aeroflot.ru	SU	Business Class	J,C,D	130%	130%	1.0	
			I, Z	100%	100%		
		Economy Class	W,S,A	100%	100%	0.5	
			Y,B	100%	100%		
			M,U,K,H,L	50%	50%		
			Q,T,E,N	25%	25%		
Mileage credit for flights that are less than 805 kmis credited as 805 km.							
 Aerolineas Argentinas www.aerolineas. com.ar	AR	Business Class	J,D,C,I,W,S	130%	130%	1.0	
		Economy Class	Y,B,M,U, K,H,L,Q	100%	100%	0.5	
			T,E,N,V,G	50%	50%		
			Mileage credit for flights that are less than 500 kmis credited as 500 km.				
		 Aeromexico www. aeromexico.com	AM	Business Class	J,C,D,I	130%	130%
Economy Class	W,Y,B,M,U, K,H,L,Q,T			100%	100%	0.5	
	E,N,R			50%	50%		
	V			25%	25%		
Mileage credit for flights that are less than 500 kmis credited as 500 km.							
 AirEuropa www.aireuropa. com	UX	Business Class	J, C, D	150%	150%	1.0	
			I	100%	100%		
		Economy Class	Y, M, B, L, E, K, V, H	100%	100%	0.5	
			S,R,U,T,Q	50%	50%		
			W,P,A,N,Z,G,F	25%	25%		
 Air France www.airfrance. com	AF	First Class	F,P	150%	150%	1.0	
		Business Class	J,C,D,I	130%	130%		
			Z	125%	125%		
		Economy Class	W,S(only on long-haul)	125%	125%	0.5	
			A(only on long-haul)	100%	100%		
			Y,B	100%	100%		
			M,U	75%	75%		
			K,H,L,Q	40%	40%		
			T,E,N,R,G,V	20%	20%		
		Mileage credit for flights that are less than 805 km is credited as 805 km.					

SkyTeam Airline Partners	Flight Code	Class of Service	Booking Classes	Award Miles (% of TPM)	Qualification Miles (% of TPM)	Qualification Segments
 China Airlines www.china-airlines.com	CI	Business Class	J	130%	130%	1.0
			C	125%	125%	
			D	110%	110%	
		Premium Economy Class	W,U	110%	110%	0.5
			E,A	100%	100%	
		Economy Class	Y,B,M	100%	100%	
K,V,T,R,Q,H,N	50%		50%			
 China Eastern (including FM) www.ce-air.com	MU (including FM)	First Class	F	150%	150%	1.0
		Business Class	U	150%	150%	
			C, J, I, D, Q	130%	130%	
		Premium Economy Class	W	110%	110%	
			P	100%	100%	
		Economy Class	Y, B, E, M, H (International, Regional)	100%	100%	0.5
			K,L,N,R	50%	50%	
		Mileage credit for flights that are less than 500 km is credited as 500 km.				
 CSA Czech Airlines www.czechairlines.com	OK	Business Class	J,C,D	100%	100%	1.0
		Economy Class	I,Y,M,B,H,K,T	100%	100%	0.5
			A,L,X,Q,U	50%	50%	
		Mileage credit for flights that are less than 805 km is credited as 805 km.				
 Delta Airlines www.delta.com	DL	First Class	F	150%	150%	1.0
		Business Class	J,C,D,I	125%	125%	
			Z	100%	100%	
		Delta Premium Select	P	125%	125%	
			A	125%	125%	
			G	100%	100%	
			S	100%	100%	
		Economy Class	Y,B,M	100%	100%	0.5
H,Q,K,L	50%		50%			
U,T,X,V	25%		25%			



SkyTeam Airline Partners	Flight Code	Class of Service	Booking Classes	Award Miles (% of TPM)	Qualification Miles (% of TPM)	Qualification Segments
 Kenya Airways www.kenya-airways.com	KQ	Business Class	J,C,D,I,Z	130%	130%	1.0
		Economy Class	Y,B,M	100%	100%	0.5
			U,K,H	75%	75%	
			L,Q,E,N, R,T,V,G	50%	50%	
	Mileage credit for flights that are less than 500 km is credited as 500 km.					
 KLM Royal Dutch Airlines www.klm.com	KL	Business Class	J, C, D, I Z	130% 125%	130% 125%	1.0
		Economy Class	Y, B	100%	100%	0.5
			M,P,U,F,W	75%	75%	
			K,H,L,Q,S,A	40%	40%	
			T,E,N,R,G,V	20%	20%	
Mileage credit for flights that are less than 805 km is credited as 805 km.						
 Korean Air www. koreanair.com	KE	First Class	F(International), P(International)	150%	150%	1.0
		Business Class	J(International), I(International), R(International), C,D	125%	125%	
			Z	100%	100%	
		Economy Class	Y,B,W	100%	100%	0.5
			S(International), M,H	50%	50%	
 Middle East Airlines – Air Liban s.a.l www.mea.com	ME	Business Class	J,C,D,I,Z	150%	150%	1.0
		Economy Class	Y,B,M,U,K,H,L	100%	100%	0.5
			Q,T,N,R,V	50%	50%	
 Saudi Arabian Airlines www. saudiairlines.com	SV	First Class	F,P,A,R	200%	200%	1.0
		Business Class	J,C,D,I	150%	150%	
		Economy Class	Y,W,O	100%	100%	0.5
			B,M,K,H,T, Q,L,X,V	50%	50%	
 Tarom www.tarom.ro/en	RO	Business Class	J,C,D I, Z	130% 100%	130% 100%	1.0
		Economy Class	Y,B,M,L	100%	100%	0.5
			U,K,Q,H,R,N,A	50%	50%	
			F,T,V,S,E,P,G	20%	20%	
		Mileage credit for flights that are less than 500 km is credited as 500 km.				

SkyTeam Airline Partners	Flight Code	Class of Service	Booking Classes	Award Miles (% of TPM)	Qualification Miles (% of TPM)	Qualification Segments
 Vietnam Airlines www.vietnamairlines.com	VN	Business Class	J,C	130%	130%	1.0
			D,I	100%	100%	
		Economy Class	W,Z,U	100%	100%	0.5
			Y,M,S,B	100%	100%	
			H,K,L,Q	50%	50%	
 Garuda Indonesia www.garuda-indonesia.com	GA	First Class	F	175%	175%	1.0
			A	150%	150%	
			P	130%	130%	
		Business Class	J,C	150%	150%	0.5
			D,I	125%	125%	
		Economy Class	W,Y,B	100%	100%	0.5
			M,K,N Q,T	50% 25%	50% 25%	
 Virgin Atlantic www.virginatlantic.com	VS	Business Class	J,C,D,I,Z	150%	150%	1.0
		Premium Economy Class	W,S	130%	130%	0.5
			H,K	100%	100%	
		Economy Class	V,Y,B,R,L,U,M	100%	100%	
			O,N,X,Q,E T	50% 25%	50% 25%	

#### Notes:

- 1.SkyTeam flights with the code AM/AF/KL/OK/DL/KE/SV/ME/SU/VN/KQ/ UX/RO/MU/ FM/CI /AR/GA/VS and operated by SkyTeam member airlines are eligible for mileage accrual.
- 2.All chartered flights and award tickets (including tickets redeemed with miles) are not eligible for mileage accrual.
- 3.Codeshare flights between SkyTeam member airlines and non-SkyTeam airlines are not eligible for mileage accrual.
- 4.If an Egret Miles member is concurrently a member of other SkyTeam member airlines' frequent flyer programs, the mileage can only be accrued to ONE frequent flyer program account.





## Notes:

1. TPM is based on the standard city-pair distance released by International Air Transport Association (IATA) and is recorded in kilometers.

2. Mileage inquiry and retro-claim: You can inquire into your mileage balance or claim retroactive miles by accessing our website at [www.xiamenair.com](http://www.xiamenair.com). Alternatively, you may use our official Mobile App, WeChat, our service hotline (95557), or contact us via email or fax. Please include your Egret Card number on the copies of your itinerary and boarding pass in any email or fax communications with us. You can also claim retroactive miles earned from SkyTeam partner airlines through our official website and Mobile App. If you fail to retro-claim your miles earned from a SkyTeam partner airline, or if the SkyTeam partner airline you request has not yet opened online retro-claim functionality on our website, please send us BOTH the original Boarding Pass (or a copy) and a copy of your ticket or e-ticket itinerary. Be sure to include your Egret Card number when contacting us. Requests should be made within six (6) months from the date of the associated flights or the use of our partners' services. Any mileage from flights or transactions claimed beyond the six (6) month timeframe will no longer be eligible.

3. Mileage validity: The validity for award miles is calculated from the flight date, or the date you purchased a product or service from an Egret Miles partner, until December 31st of the fourth consecutive calendar year. For example, miles accrued from taking an eligible flight on any day in 2023 will remain valid until December 31st, 2026. Award miles will automatically expire if they are not redeemed during this period. Miles accrued from taking a flight or purchasing a product or service from our partners' before December 31st, 2006 will remain valid for life.

## Tips:

1. Mileage is credited to the traveler's Egret Miles account. It is prohibited for several different members to accrue miles into one account.

2. Mileage accrual starts from the date of your enrollment in the Egret Miles program; your ticket will only be accrued after it is used. 3. Please keep your boarding pass and/ or itinerary until award miles have been correctly credited to your account.

4. Please quote your Egret card number at the time of reservation or purchase, ensuring the passenger name and identity document number are consistent with the information recorded in your Egret account.

5. Please present your Egret card or quote your Egret card number when checking-in at the airport. If you pay for a class of service upgrade onboard, you award mileage for the flight will be based on your original class, not the upgraded class.

6. In the case of a discounted ticket for a specific product, the award miles, membership qualifications/maintenance miles and segment are subject to the rules and regulations for that specific product.

7. If the actual class is different from the booking class, or the discounted ticket is obtained through group purchasing, mileage accrual will be subject to the corresponding standards for the actual amount paid.

8. If you take a code-share flight, the miles will be accumulated based on the flight number and relevant flight information of the marketed airline.

9. If your ticket changes carriers, whether voluntarily or involuntarily, to another airline, you will not be able to earn points for that flight if the final flight is not within the member's accrual criteria.

## Earning Miles with Non-Airline Partners

### • Co-branded credit cards

Partners	Accrual standard	Service phone number
CMB Xiamen Airlines Egret Co-branded Credit Card	1 Egret Miles award mile for every RMB18.00 or USD2.00 spent	400-820-5555
CITIC Xiamen Airlines Egret Co-branded Credit Card	Platinum Card: 1 Egret Miles award mile for every RMB 10.00 or US\$1.00 spent; Gold Card or Base Card: 1 Egret Miles award mile for RMB18.00 or US\$2.00 spent	400-889-5558
CIB Xiamen Airlines Egret Co-branded Credit Card	Platinum Card: 1 Egret Miles award mile for every RMB8.00 spent; Gold Card or Base Card: 1 Egret Miles award miles for every RMB18.00 spent	95561
ABC Xiamen Airlines Egret Co-branded Credit Card	Platinum member: 1 Egret Miles award mile for every 12 credit card points; Gold member: 1 Egret Miles award mile for every 15 credit card points.	40066-95599
CGB Xiamen Airlines Egret Co-branded Credit Card	Platinum member: 1 Egret Miles award mile for every RMB10.00 spent; Gold member: 1 Egret Miles award mile for every RMB18.00 spent.	95508
CMBC Xiamen Airlines Egret Co-branded Credit Card	Deluxe Platinum member: 1 Egret Miles award mile for every RMB10.00 spent; Platinum member: 1 Egret Miles award mile for every RMB15.00 spent; Gold member: 1 Egret Miles award mile for every RMB18.00 spent. (The accrual standards for the above three memberships shall be adjusted to 18:1, 36:1 and 36:1 respectively when the accrued Egret Miles award miles exceed 10,000 miles in a calendar month)	400-66-95568



Partners	Accrual standard	Service phone number
Greater China Connection Co-branded Card	Infinite Card: 1 Egret Miles award mile for every NTD11.00 spent; Privy Seal Business Card: 1 Egret Miles award mile for every NTD11.00spent; Privy Seal Card: 1 Egret Miles award mile for every NTD23.00 spent. (Subject to consumption in terms of RMB)	00-80-080-024-365
BOB Jiangxi Airlines Egret Co-branded Credit Card	1 Egret Miles award mile for every RMB18.00 spent.	400-660-1169

## • Shopping

Partners	Accrual standard	Booking websites and hotlines
Jingdong Mall	Visit "Jingdong Mall Official Website/ APP/Small Program" through the exclusive entrance of Xiamen Airlines to place orders and accumulate up to 1 Egret Miles for every 1 Yuan spent.	Xiamen Airlines App/Public Page/Small Program-My-Earn Points-Shopping Xiamen Airlines official website-White Heron Club-Earn points-Shopping
Xiamen Airlines Group Mall	You can get Egret Miles for every order placed at Xiamen Airlines Group Mall, and you can enjoy a maximum of 1 Egret Miles for every 2 yuan spent!	Xiamen Airlines APP—Service Center—Hotel Booking Channel. Xiamen Airlines Official Website—Additional 0592-7307615 Xiamen Airlines APP-Service Hall-Xiahang Mall

## • Hotels

Partners	Accrual standard	Booking websites and hotlines	
Xiamen Airlines Lakeside Hotel	Every qualifying stay earns 1,000 Egret Miles award miles. Every 2,000 Egret Hotel Card points can be converted into 1,000 Egret Miles award miles.	www.xmairhotels.com	0592-2218888
Xiamen Airlines Hotel			0592-5134888
Quanzhou Airlines Hotel			0595-22164888
Wanda Hotels	The exchange rate of "WanYue Club" points for Egret Miles is 4:1, and the minimum amount of each exchange is 300 Egret Miles.	1. Wanda Hotels website: My Account - Airline Mileage Card Tie-up - Points Redemption - Airline Mileage; 2. WanYue Club WeChat mini-program: Points Redemption-Airline Miles; 3.WanYue Club Member Service Center (4000888899)	

Partners	Accrual standard	Booking websites and hotlines
BTG HOMEINNS Htels	250 Ruyu points can be converted into 100 Egret miles.	Shoulv Rujia APP-Equity-Ruyu-Return points
Minyu Club	1, 2 and 3 Egret miles for every \$5 spent on Minyu Club Silver, Gold and Diamond membership stays respectively; Every 7,500 Minyu Club points an be converted into 500 Egret miles.	Mingyu business travel official website, Mingyu hotel WeChat small program, Mingyu business travel group booking center 4000009000 Mingyu Hotel WeChat official account - Mingyu Club points mall
C&D Rewards Club	1000 C&D Rewards Club points can be converted into 500 Egret miles.	C&D Hotel WeChat official account.-C&D Rewards Club- Personal Center-Redemption of Airline Points
Jinling Hotels	5-star standard hotels are rewarded with 800 Egret miles; 4-star standard hotels are rewarded with 400 Egret miles; 3-star standard hotel will be rewarded with 100 Egret miles; Note: Nanjing Zhuyuan Building Hotel Block A basic room type and member alliance hotels (Shanghai Hotel, Shanghai Wangbaohe Hotel) do not participate in the Egret miles accumulation activities. 3200 Jinling points can be converted into 800 Egret miles.	4008289966

## • Business Travel

Partners	Accrual standard	Booking websites and hotlines
Booking	7 Egret Miles award miles for every RMB 10.00 spent on bookings at the Xiamen Airlines official website or APP	Xiamen Airlines APP—Service Center— Hotel Booking Channel. Xiamen Airlines Official Website—Additional Service - Hotel Booking
Tongcheng Travel Holdings Limited	10 Egret Miles for every 15 yuan spent when you book a front desk pay-as-you-go type hotel and check in successfully. For every 15 yuan spent on prepaid hotels and successful check-in, you will receive 8 Egret Miles.	Xiamen Airlines APP—Service Center— Hotel Booking Channel. http://hotel.elong.com/?newcpn=xmhk2019
trip.com	Book a room through the exclusive booking link and earn 4 Egret Miles for every RMB7 (HK\$8/US\$1) spent.	Xiamen Airlines APP—Service Center— Hotel Booking Channel. https://hk.trip.com/w/xiamenair-CN
Kaligo	Up to 15 Egret Miles award miles can be obtained for every 10 yuan or the equivalent currency (net room price) of online booking and staying in the hotel.	www.kaligo.com



## • Car Rental

Partners	Accrual standard	Rental Channel	Booking websites and hotlines
Hertz	Egret members who rent a car through the exclusive link can receive 3 Egret Miles for every \$10 spent, up to a maximum of 800 Egret Miles; and 50 Egret Miles for every successful application for a certified copy of a driver's license international translation through the exclusive link.	brick-and-mortar store	<a href="https://old.xiamenair.com/zh-cn/Specialoffers/Detail?guid=9815c07a-91be-4121-ade6-eeb5acc1f38210101020">https://old.xiamenair.com/zh-cn/Specialoffers/Detail?guid=9815c07a-91be-4121-ade6-eeb5acc1f38210101020</a>
Xuduo Cars	10 Egret Miles for every 10 yuan spent on successful vehicle reservations via the reservation phone;		0592-5533736

## • Others

Partners	Accrual standard	Booking websites and hotlines
CIB Credit Card	1 Egret Miles award mile for 50 points	95561
CITIC Credit Card	CITIC Standard Top Class Credit Card (only VISA Standard Infinite Card, UnionPay Standard Diamond Card, UnionPay Premier Diamond Card and JCB Royalty Card): 12,500 points can be converted into 500 Egret Miles; Platinum members and above: 25,000 points can be converted into 500 Egret Miles; exemption from the annual fee Platinum and Gold members: 50,000 points can be converted into 500 Egret Miles	4008895558
ABC Credit Card	Gold cards: 30 credit card points can be converted into 1 Egret miles; Platinum card: 20 credit card points can be converted into 1 Egret miles.	Agricultural Bank Pocket Banking - Credit Card - Play Points 95599
XMBANK Credit Card	20 combined points can be converted into 1 Egret miles.	Xiamen Bank Points Mall
FlyerTea	10,000 FlyerTea points can be converted into 500 Egret miles;	<a href="http://www.flyertea.com">www.flyertea.com</a> 021-61099712
Ping An WanLiTong	Exchange of 1 Egret Miles for every 50 WanLiTong Points.	"This Wallet" APP—Points Integration Channel — select Xiamen Airlines
HuaRunTong	25 HuaRunTong points can be converted into 1 Egret miles.	HuaRunTong APP—Points Integration Channel — Xiamen Airlines
State Grid	20 State Grid points can be converted into 1 Egret miles.	400-70-95598 State Grid APP
Jaguar+/Land Rover+ Points Mall	1200 Platform points can be converted into 100 Egret miles.	Jaguar+ APP/Land Rover+ APP -Points Mall-Xiamen Airlines

## Tips:

1. Miles earned at Xiamen Airlines' partners shall not be considered qualification miles for a VIP membership.
2. The specific redemption rules and bills that cannot be redeemed for Xiamen Airlines Group award miles shall be subject to the rules set by the relevant banks.
3. In case of any change in the standards and rules for mileage accrual made by the partners, the latest standards and rules shall apply.
4. Please present your Egret Card or quote your card number when purchasing goods and/or services from Xiamen Airlines' partners to accrue award miles.
5. Please keep your transaction receipts when making purchases at Xiamen Airlines' partners until the award miles have been correctly credited to your account.
6. Egret Miles bears no responsibility for the products and services provided by its partners.

# Redeem Miles

## Flight Awards Redemption

### • Redemption for Xiamen Airlines Group Award tickets (Unit: Egret Miles)

Domestic routes:One-way Award Ticket Chart				
Flight Distance	Economy Class	Premium Economy Class	Business Class	First Class
1-500KM	5000	6000	9000	10000
501-1000KM	9000	11000	16000	18000
1001-1500KM	13000	16000	23000	26000
1501-2000KM	18000	22000	32000	36000
2001-3000KM	23000	28000	41000	46000
3000+KM	28000	34000	50000	56000
Special route: Chongqing — Lhasa	18000	-	32000	36000

International and Regional Routes: One-Way Award Ticket Chart				
From/To	Economy Class	Premium Economy Class	Business Class	First Class
Mainland China - Hong Kong, Macao and Taiwan regions	20000	24000	26000	36000
Mainland China - Japan and South Korea	25000	30000	32500	45000
Mainland China - Southeast Asia	30000	36000	39000	54000
Mainland China - Australia	40000	-	60000	80000
Mainland China - Middle East	40000	-	60000	80000
Mainland China - Europe	50000	-	80000	120000
Mainland China - North America	60000	-	110000	155000



• **Award Upgrade Redemption for Xiamen Airlines Group's Routes (Unit: Egret Miles)**

Domestic Routes		
Ticket Type	Upgrade Method	Miles Required
Full-Fare Economy	Direct redemption of miles for an upgrade	Miles required for First/ Business Class deduct miles required for Economy Class.
Discounted Economy	Pay the fare difference in cash for a full-fare economy ticket and then redeem miles for an upgrade.	

• **Award Upgrade Redemption for Xiamen Airlines' International and Regional Routes**

International and Regional Routes (One-Way)												
Available Upgrade	Economy Class Upgraded to Cabin O, Business Class					Business Class Upgraded to Cabin A, First Class		Business Class Upgrade to Cabin W, Premium Economy Class				
	Y/X	H/B	M/L	K/N/Q/V	T/R	J/O	C/D/I	Y/X	H/B	M/L	K/N/Q/V	T/R
Mainland China-Hong Kong, Macao and Taiwan regions	6000	10000	16000	22000	24000	10000	13000	4000	8000	14000	20000	22000
Mainland China-Japan and South Korea	7500	15000	20000	26000	30000	12500	15000	5000	12500	17500	23500	27500
Mainland China-Southeast Asia	9000	18000	22000	30000	35000	15000	18000	6000	15000	19000	27000	32000
Mainland China-Australia	20000	30000	40000	50000	55000	20000	30000					
Mainland China - Middle East	20000	30000	40000	50000	55000	20000	30000					
Mainland China-Europe	30000	50000	60000	70000	75000	40000	50000					
Mainland China-North America	50000	70000	80000	90000	100000	45000	60000					

**Notes:** X, O and A classes are only available for ticket redemptions with Egret miles.

• **Redemption for China Southern Airlines Award Tickets (Unit: Egret Miles)**

Domestic routes:One-way Award Ticket Chart			
Flight Distance (Km)	Economy Class	Business Class	First Class
1-1,200	18,000	32,000	40,000
>1,200	31,000	63,000	79,000

International and Regional Routes: SkyTeam Award Ticket Chart.

• **Redemption for SkyTeam Award Tickets (Unit: 1000 Egret miles)**

Domestic Routes: SkyTeam Award Ticket Chart					
Within One Country			Economy Class	Business Class	First Class
I	Mainland China	1-1200KM	23	46	58
		>1200KM	45	90	113
II	USA (49 USA states, excluding Hawaii), Russia, Canada, Brazil, Australia, India, Argentina, Kazakhstan, Sudan, Algeria, Congo, Mexico, Saudi Arabia, Indonesia, Malaysia		35	70	88
III	All countries or regions excluding Zone I and II		23	46	58







International and Regional Routes: SkyTeam Award Ticket Chart														
Zone		Hong Kong, Macao, Taiwan regions	Northeast Asia	Southeast Asia	South Asia/ Central Asia	Europe	North America	Mexico/ Caribbean Sea/ Central America	Northern South America	Southern South America	Hawaii	South Pacific	Middle East/ North Africa	Central Africa/ South Africa
Mainland China	Economy Class	35	50	50	60	90	90	90	90	90	70	70	70	80
	Business Class	70	100	100	120	180	180	180	180	180	140	140	140	160
	First Class	88	125	125	150	225	225	225	225	225	175	175	175	200
Hong Kong, Macao, Taiwan regions	Economy Class	40	50	50	60	80	80	80	80	90	70	70	70	70
	Business Class	80	100	100	120	160	160	160	160	180	140	140	140	140
	First Class	100	125	125	150	200	200	200	200	225	175	175	175	175
Northeast Asia	Economy Class		40	60	60	80	80	80	80	90	70	70	70	70
	Business Class		80	120	120	160	160	160	160	180	140	140	140	140
	First Class		100	150	150	200	200	200	200	225	175	175	175	175
Southeast Asia	Economy Class			40	60	80	80	80	80	90	70	60	70	70
	Business Class			80	120	160	160	160	160	180	140	120	140	140
	First Class			100	150	200	200	200	200	225	175	150	175	175
South Asia/ Central Asia	Economy Class				40	60	80	90	90	90	80	70	40	60
	Business Class				80	120	160	180	180	180	160	140	80	120
	First Class				100	150	200	225	225	225	200	175	100	150
Europe	Economy Class					50	70	70	70	70	80	90	60	70
	Business Class					100	140	140	140	140	160	180	120	140
	First Class					125	175	175	175	175	200	225	150	175
North America	Economy Class						50	50	60	70	50	80	70	70
	Business Class						100	100	120	140	100	160	140	140
	First Class						125	125	150	175	125	200	175	175
Mexico/ Caribbean Sea/ Central America	Economy Class							40	50	60	50	85	80	85
	Business Class							80	100	120	100	170	160	170
	First Class							100	125	150	125	213	200	213
Northern South America	Economy Class								50	50	60	80	80	80
	Business Class								100	100	120	160	160	160
	First Class								125	125	150	200	200	200
Southern South America	Economy Class									50	60	75	75	70
	Business Class									100	120	150	150	140
	First Class									125	150	188	188	175
Hawaii	Economy Class										30	60	80	80
	Business Class										60	120	160	160
	First Class										75	150	200	200
South Pacific	Economy Class											30	75	75
	Business Class											60	150	150
	First Class											75	188	188
Middle East/ North Africa	Economy Class												50	60
	Business Class												100	120
	First Class												125	150
Central Africa/ South Africa	Economy Class													50
	Business Class													100
	First Class													125



Redemption Zone Definition Chart	
Zone	Country (Region)
China	Mainland China
Hong Kong, Macao, Taiwan regions	Hong Kong, Macao, and Taiwan of P.R. China
Northeast Asia	Japan, South Korea, North Korea, Mongolia
Southeast Asia	Vietnam, Laos, Cambodia, Burma, Thailand, Malaysia, Singapore, Indonesia, The Philippines, Brunei, East Timor, Guam, Saipan
South Asia, Central Asia	Nepal, Sikkim, Bhutan, Bangladesh, Pakistan, India, Sri Lanka, Maldives, Kazakhstan, Kyrgyzstan, Tajikistan, Uzbekistan, Turkmenistan
Middle East	Afghanistan, Iran, Kuwait, Saudi Arabia, Bahrain, Qatar, United Arab Emirates, Oman, Yemen, Iraq, Syria, Lebanon, Jordan, Palestine, Israel, Cyprus, Turkey, Georgia, Azerbaijan, Armenia
North Africa	Morocco, Algeria, Tunisia, Libya, Egypt, Western Sahara
Central Africa, South Africa	Excluding North African countries
Europe	All European countries
North America	USA (49 states of USA, excluding Hawaii), Canada
Mexico, Caribbean Sea, Central America	Mexico, Antigua, Barbuda, Aruba, The Bahamas, Barbados, Bermuda, Cuba, Dominican Republic, Cayman Islands, Belize, Costa Rica, El Salvador, Guatemala, Honduras, Nicaragua, Panama
Northern South America	Columbia, Ecuador, Peru, Venezuela, Guiana, French Guiana, Suriname
Southern South America	Argentina, Bolivia, Brazil, Chile, Uruguay, Paraguay
Hawaii	Hawaii Islands
South Pacific Region	Australia, New Zealand and South Pacific island countries

## Redemption for Other Service Products

Members may redeem services such as seat selection, VIP lounges operated by Xiamen Airlines, prepaid extra baggage and inflight light meal via its official website, etc.

## Ways for Flight Awards Redemption

1. Members can redeem miles at Xiamen Airlines' official website, mobile app, ticketing office, through our service hotline (95557), Hebei Airlines website and mobile APP and Jiangxi Airlines website. Identity authentication is required prior to your first award redemption.
2. For award tickets redemption at Xiamen Airlines Group's ticketing offices, please provide your Egret Card, transaction password and valid, original ID document. If you redeem award tickets for a beneficiary, or if you entrust another person to redeem award tickets on your behalf, then the original,

## Beneficiary System for Flight Award Redemption

1. The Egret Award Miles applies to the beneficiary system. Besides being used by the member themselves, award miles can only be used to redeem flight awards for the beneficiaries (natural persons only) specified by the member. A list of the member's beneficiaries must be set up before this type of redemption is made.
2. Each member can add a maximum of eight beneficiaries to his/her list (excluding the member).
3. The member can create their list of beneficiaries on the Xiamen Airlines' official website, Mobile App, WeChat, at a ticketing office, through the service hotline (95557), on Hebei Airlines website wechat, mobile APP and Jiangxi Airlines website. Complete identity information for each beneficiary must be provided.
4. Additions and edits to beneficiaries become valid 30 days from the date of submission (including the initial addition).

## Instructions on Flight Awards Redemption

1. Award miles can only be redeemed through Egret Miles according to its redemption policies. Other airlines or agents shall not be entitled to handle Egret miles unless being authorized by Xiamen Airlines.
2. Award miles cannot be sold, inherited or redeemed for cash. Members cannot redeem an award ticket with a combination of award miles and other payment methods.
3. Mileage from different accounts cannot be merged for award redemption.
4. The award redemption criteria for adult passengers apply to children and infant passengers.
5. Award tickets should be issued immediately after your booking. Xiamen Airlines does not provide ticketing on departure and free delivery service for award tickets.
6. Award tickets must have a definite itinerary, flight number, date and class of service. They are not qualified for voluntary endorsement or voluntary rerouting.
7. Award tickets are valid for one year from their date of issue, and lost award tickets can't be reissued.
8. "Award ticket" means only an exemption from paying the ticket fare. Passengers will be responsible for relating taxes and fees, which include, but are not limited to, airport construction fees, fuel surcharges, departure taxes, and safety inspection charges.
9. The seating availability of award tickets and class of service upgrades on a flight is limited and restricted by blackout dates. As such, please arrange your travel prior to the departure. For more details, please visit the Egret Miles section of Xiamen Airlines' website or contact Xiamen Airlines' service hotline (95557).



## Award Tickets/Award Upgrades with Xiamen Airlines Group

- 1.Redemption of award tickets is applicable only to flights both coded and operated by “MF/NS/NR”. Chartered flights do not qualify for redemption.
- 2.Passengers traveling with an award upgrade will earn miles based on their original cabin class, not the upgraded class.
- 3.The rules of voluntary rerouting or voluntary refund:

Class of service	Booking Classes	Voluntary Rerouting Fee		Voluntary Refund Fee	
		Before Departure	After Departure	Before Departure	After Departure
First Class	A	30RMB/time	100 RMB/time	50% of original miles required	
Business Class	O				
Premium Economy Class	W				
Economy Class	X				

### Notes:

- ① Before/After departure is subject to the Schedule Time of Departure.
- ② Applicable to standard miles redemption for award tickets.
- ③ The expiry date of the new ticket is the same as the original one.

4.Please refer to the the above relevant provision for the application of voluntary rerouting with respect to an award upgrade. In case of voluntary refund of an award upgrade, the refund of cash part will be subject to the voluntary refund regulations of its original booking class before upgrades, and the refund fees will be calculated based on the upgrade booking time while the refund fees of miles part will be charged at 50% of its original miles redeemed.

5.If there is an involuntary change of flight date, itinerary or booking class, the operating carrier will accept your award ticket on the flight we arrange for you. The miles difference will be recredited to your account in case of a class of service downgrade, and no more miles will be required in case of an involuntary class of service upgrade. If there is no seat available for an award ticket, you can provide relevant information about the involuntary refund to Egret Miles and, after verifying the information, we will recredit the mileage redeemed for the award ticket. Your recredited miles will remain valid from the date of the award ticket redemption until December 31st of the fourth calendar year thereafter. Egret Miles assumes no other liability beyond this.

6.If there is an involuntary change of flight date, itinerary or booking class, the operating carrier will accept your award upgrade on the flight we arrange for you. The miles difference will be recredited to your account in case of a class of service downgrade, and no more miles will be required in case of an involuntary class of service upgrade. If there

is no seat available for an award upgrade, you can provide relevant information about the involuntary refund to Egret Miles and, after verifying the information, we will recredit the mileage redeemed for the award upgrade. Your recredited miles will remain valid from the date of the award upgrade redemption until December 31st of the fourth calendar year thereafter. Egret Miles assumes no other liability beyond this.

7.Please refer to the relevant provisions of Xiamen Airlines General Conditions of Carriage for Domestic/ International Passengers and Baggage for the application of involuntary change and refund of award tickets.

## Award Tickets with Partner Airlines' Flights

1.Xiamen Airlines' partner airlines consists of SkyTeam member airlines and China Southern Airlines.

2. Redemption of partner airlines' award tickets is applicable only to flights both coded and operated by the same partner airlines. Code-share flights among partner airlines do not qualify for redemption.

3. Egret Miles members may redeem award tickets on a single partner airlines' flight, or on several partner airlines' flights for the purpose of flight connection.

4. If the itinerary involves only Xiamen Airlines' flights, Xiamen Airlines' award ticket redemption criteria shall apply. If the itinerary contains both Xiamen Airlines' flights and partner airlines' flights, the segments operated by Xiamen Airlines are subject to Xiamen Airlines' award ticket redemption criteria, and the remaining flight segments are subject to partner airlines' award ticket redemption criteria.

5. Partner airlines' award tickets qualifies for one change in flight number or date. The change is free of charge, provided it is within its validity period, a seat is available on the proposed flight and the request is made before the flight's scheduled departure time. If more changes are to be made, a surcharge of CNY100 (or foreign currency of equivalent value) will be charged for each subsequent change.

6. If there is an involuntary refund of a partner airlines' award ticket, you can provide relevant information about the involuntary refund to Xiamen Airlines. After verifying the information, we will recredit the mileage redeemed for the award ticket to your account. Your recredited miles will remain valid from the date of the award upgrade redemption until December 31st of the fourth calendar year thereafter. Xiamen Airlines assumes no other liability beyond this.

7. Xiamen Airlines does not provide award upgrades for partner airlines' flights.



## Non-flight Awards Redemption

### • Redemption for Products from Xiamen Airlines' Online Store

You may visit the "Online Mart" on our mobile app, or the Egret Miles Zone of our official WeChat account to redeem various exquisite products, delivery of which can only be made within Mainland China. For redemption rules and requirements please refer to the "Online Mart" webpage.

### • Redemption for Hotel Stays and Catering

You may redeem your award miles for accommodations, catering, and other high-end services at the Xiamen Airlines' hotels.

### • Other Partners

Xiamen Airlines has established agreements with select partners in Xiamen, Fuzhou and other cities. Just by presenting Egret Cards, Egret Miles members can enjoy special discounts at hotels, restaurants, fitness centers, beauty salons and entertainment venues, etc. Please visit the Egret Miles section on Xiamen Airlines' website for detailed information.



## VIP Members

### Criteria to Obtain Egret Miles VIP Membership

An Egret base card member aged 12 or above who earns qualification miles or segments listed below within 12 consecutive months will obtain the corresponding Egret Miles VIP membership. Silver, Gold and Platinum members who meet higher VIP qualification requirements within 12 consecutive months in their VIP membership validity of 24 months will be upgraded to the corresponding VIP tier. After a VIP member is downgraded to base card member, assessment of VIP membership will start from the date he or she is downgraded to base card member.

VIP Membership	Miles/segments to qualify for membership	SkyTeam membership	VIP membership validity
Diamond	150,000 qualification miles or 90 qualification segments	Elite Plus	24 Months
Platinum	100,000 qualification miles or 60 qualification segments	Elite	
Gold	60,000 qualification miles or 35 qualification segments	Elite	
Silver	40,000 qualification miles or 20 qualification segments		

**Special Upgrade to Egret Diamond:** Members who have maintained Egret Platinum membership for six consecutive years and accrued at least 750,000 qualification miles during the period will be upgraded to Egret Diamond.

### Criteria to maintain Egret Miles VIP membership

When your qualification miles or qualification segments have met the following criteria within your VIP membership validity of 24 months, your VIP membership status will be maintained.

VIP Membership	Miles/segments to maintain membership (within 24 months of VIP membership)	SkyTeam membership	VIP membership validity
Diamond	280,000 qualification miles or 180 qualification segments	Elite Plus	24 Months
Platinum	180,000 qualification miles or 120 qualification segments	Elite	
Gold	110,000 qualification miles or 70 qualification segments	Elite	
Silver	70,000 qualification miles or 40 qualification segments		



1. "Qualification miles" means basic miles accrued by taking eligible flights in cabin classes operated by Xiamen Airlines and its carrier partners, that are used to determine any change in membership. Qualification miles do not include membership award miles, promotional miles, activity miles, miles accrued at our non-flight partners, etc.
2. "Qualification segments" refers only to segments accrued by taking eligible flights in cabin classes operated by Xiamen Airlines and its carrier partners that are used to determine any change in membership.
3. VIP membership remains valid for 24 months from the date of VIP card issuance. If the VIP member fails to meet the maintenance requirements for VIP membership in terms of qualification miles or segments, the member will be automatically downgraded to the corresponding tier status according to the chart above upon expiration of said VIP membership.

## Egret Miles VIP Benefits

Egret Miles VIP members qualify for the following VIP benefits when taking flights that are operated by Xiamen Airlines/Hebei Airlines/Jiangxi Airlines and use an MF/NS/RV code:

Benefits	Egret Diamond	Egret Platinum	Egret Gold	Egret Silver
<b>General Benefits</b>				
Complimentary VIP Card for one specified person ①	√	-	-	-
Service ambassador ②	√	-	-	-
Gift package for membership qualification	6 vouchers for VIP lounges	3 vouchers for VIP lounges	2 vouchers for VIP lounges	2,000 Egret miles
Gift package for maintaining membership	10 vouchers for VIP lounges	5 vouchers for VIP lounges	3 vouchers for VIP lounges	2,000 Egret miles
<b>Upgrades and seat reservations</b>				
Complimentary upgrade to First Class ③	√	-	-	-
Complimentary upgrade to Business Class ③	√	√	√	5/year
Complimentary upgrade to Premium Economy Class ③	√	√	√	√
Guaranteed Reservations for VIP members themselves, full-fare Economy Class ④	√	-	-	-
Priority reservation and airport standby	√			

Benefits at Airports					
Guide reservation ⑤		▲	-	-	-
Inviting guests to check-in at First Class or Business Class counter		2 guests on the same flight and same day	1 guest on the same flight and same day	-	-
Access to VIP lounge		Members can invite 2 guests on the same flight and same day	Members can invite 1 guest on the same flight and same day	Member only	Member only (for VIP lounge operated by Xiamen Airlines Group only) ⑥
Service in case of flight irregularity		The same services as for Business Class passengers			-
Priority check-in		Check-in counter for First Class or Business Class			
Priority boarding		√			
Priority baggage handling		√			
Favorable Fees					
Miles Redemption for VIP member's personal preferred seating at International/Regional flights ⑦		Complimentary	Entitled to special offers		
Complimentary ticket changes and refunds ⑧		√	√	√	-
Extra free baggage ⑨	Weight Basis	40KG	30KG	20KG	10KG
	Weight Basis	1 piece			
Bonus Miles					
VIP Tier bonus miles ⑩		50%	30%	15%	10%
Double bonus miles for flights taken on birthdays ⑪		√			
Miles validity extended by 1 year ⑫		√	-	-	-
Miles overdraft ⑬		12000	6000	3000	1000

### Notes:

"√" means the service is available, and "▲" means the service is available subject to specific circumstances.

① Complimentary VIP Card for one specified person

Diamond members who have successfully maintained their status may be entitled to specify one person to be awarded a Silver membership within a month of successful maintenance. Diamond members who have accrued 500,000 miles or above within the validity of their VIP membership by taking flights operated by Xiamen Airlines/Hebei Airlines/Jiangxi Airlines with an MF/NS/RV code may be entitled to specify one person to be awarded a Gold membership.



## ② Service Ambassador

Diamond members may use the dedicated service when calling Xiamen Airlines' ticket booking hotline and be entitled to personal "Service Ambassador" service.

## ③ Complimentary upgrades

Diamond members who fly on full fare Business J Class are eligible for a complimentary upgrade to First Class. Egret Miles Diamond, Platinum, Gold and Silver Card members who fly on full fare Economy Y class with Xiamen Airlines/ Hebei Airlines/Jiangxi Airlines are eligible for a complimentary upgrade to Business Class and Premium Economy Class of Hebei Airlines /Jiangxi Airlines . Silver Card members are entitled to up to 5 upgrades to Business Class each year within the term of validity of membership (one year from the date of automatic membership upgrade).

If the ticket is issued more than 3 hours before the scheduled departure time, and there are seats available in First Class, Business Class or Premium Economy Class, VIP members will be automatically upgraded when checking in. If the ticket is issued within 3 hours of scheduled departure, Xiamen Airlines cannot guarantee the free upgrade service for VIP members because of the time limit for pre-flight preparation. The complimentary upgrade service does not apply to code-shared flights.

## ④ Guaranteed Reservations for VIP members themselves, full-fare Economy Class

Diamond members who have booked a full fare Economy Class ticket with our Service Ambassador or at one of our direct sales outlets 24 hours before departure time will be guaranteed a seat. This service is applicable to flights with the MF/NS/RX code and operated by Xiamen Airlines/Hebei Airlines/Jiangxi Airlines, nor applicable to code-shared flights.

## ⑤ Guide reservation

Diamond members may call 95557 service hotline 24 hours before the scheduled departure time to make reservations for a guide who will lead them from the check-in counter to the VIP lounge. This service is applicable to flights operated by Xiamen Airlines/Hebei Airlines/Jiangxi Airlines and use with an MF/NS/RX code. This service is currently available at airports in Xiamen, Fuzhou, Quanzhou, Hangzhou, Changsha, Beijing and Tianjin for flights operated by Xiamen Airlines, Shijiazhuang for Hebei Airlines, and Nanchang for Jiangxi Airlines.

## ⑥ VIP lounge service for Silver members

Silver members may be entitled to service at the VIP lounges we operate at the airports in Xiamen, Fuzhou, Quanzhou, Hangzhou, Shanghai, Tianjin, Shijiazhuang and Nanchang.

## ⑦ Miles Redemption for VIP member's personal preferred seating at International/Regional flights

Applicable to flights that are operated by Xiamen Airlines and use an MF code.

## ⑧ Free ticket changes and refunds

Only for tickets purchased at Xiamen Airlines' official website, mobile app, WeChat, ticketing office, through service hotline (95557), Hebei Airlines' website, mobile app, Wechat, ticketing office in Shijiazhuang and Beijing Daxing Airport, hotline(0311-96699), Jiangxi Airlines' website, ticketing office, hotline(0791-96300).

Only for tickets purchased at a discount of 50% or less where the booking class is F/A/J/C/D/I/Y/H/B/M/L/K/N/Q/V with Xiamen Airlines, and F/A/J/C/D/I/W/P/Y/H/B/M/L/K/N/Q/V with Hebei Airlines and Jiangxi Airlines. Tickets for international flights, flights to/from Hong Kong, Macao and Taiwan regions, and non-refund tickets, code-share flight tickets are excluded.

To receive a fee waiver, the passenger shall request a ticket refund at our direct sales outlets, and request flight change at the original ticket issuing office before the scheduled departure time. A fee waiver is unavailable after your flight departs. Flight changes and ticket refunds are subject to current fare conditions.

## ⑨ Extra Free Baggage Allowance

The total free baggage allowance for VIP members is equal to the free baggage allowance for the original class of service plus the extra free baggage allowance.

For flights where the baggage allowance is calculated by the number of bags (piece basis), the following rules apply:

Each bag for First Class or Business Class passengers shall be up to 32 kg, and each bag for Economy Class passengers shall be up to 23 kg. The total outside dimensions of each bag (length + width + height) shall not exceed 158 cm.

## ⑩ VIP Tier Bonus Miles

In addition to base award miles accrued, Egret Diamond, Platinum, Gold and Silver Card members will earn 50%, 30%, 15% and 10% of TPM, respectively, as VIP Tier bonus miles when they purchase tickets on domestic flights at a discount of no more than 20% or purchase tickets in class F/A/J/C/D/I/Y with Xiamen Airlines, F/A/J/C/D/I/W/P/Y with Hebei Airlines and Jiangxi Airlines on international flights and flights to/from Hong Kong, Macao and Taiwan regions. The miles will be added to the member's normal bonus miles and electronic account, which are not considered as qualification miles for obtaining or maintaining membership.

## ⑪ Double bonus miles for flights taken on birthdays

When a VIP member takes a flight operated by Xiamen Airlines/Hebei Airlines/Jiangxi Airlines and use with an MF/NS/RX code on his or her birthdays, double bonus miles will be accrued as per the cabin class he or she takes. The additional bonus miles shall not be

considered as the miles qualifying or maintaining the membership.

#### ⑫ Miles validity extended by 1 year

Diamond members who take flights with an MF/NS/RV code during the validity period of their membership shall have the validity of the accrued miles extended to December 31st of the fifth year from the date of the flight.

#### ⑬ Miles overdraft

When redeeming award tickets or upgrades, or services such as VIP lounges we operate, prepaid extra baggage or preferred seating at our direct sales outlets, official website or by calling our service hotline 95557, miles may be overdrawn if the miles in the member's account are insufficient. The overdraft limit for Diamond, Platinum, Gold and Silver members are 12,000, 6,000, 3,000 and 1,000 miles, respectively.

#### Tips:

- 1.The Egret VIP Card can only be used by the cardholder within the membership validity period. Egret Miles reserves the right to reclaim or deactivate a VIP card after it expires.
- 2.In case of improper use of an Egret VIP Card (e.g., use after expiration or transferring or lending the card to others), Egret Miles reserves the right to confiscate the Egret VIP Card and terminate the VIP membership without notice.
- 3.Egret Miles VIP members shall present the Egret VIP Card, original ID document and boarding pass for access to exclusive VIP services.
- 4.The free upgrade service is only available for flights operated by Xiamen Airlines/Hebei Airlines/Jiangxi Airlines and use with an MF/NS/RV code; Xiamen Airlines Group reserves the right to suspend the service under special circumstances. All free upgrades will only be provided for eligible passengers on the ground; no free upgrades will be awarded onboard.
- 5.VIP services are not available on code-share flights.
- 6.To ensure on-time departure, we may be unable to guarantee a regular First Class / Business Class meal for those passengers who received a free upgrade shortly before the scheduled departure time, due to the limited time available for meal preparation.
- 7.The VIP services and benefits listed above are subject to conditions of specific flights.

## SkyTeam Elite Benefits

Egret Miles VIP members qualify for the following VIP benefits when taking flights both coded and operated by SkyTeam member airlines.

Elite benefits	SkyTeam Elite	SkyTeam Elite Plus
Extra Baggage Allowance ①	√	√
Preferred Seating ②	√ (international flights of 6 hours or more)	√ (international flights of 6 hours or more)
Priority Boarding	√	√
Priority Reservation Wait List	√	√
Priority on Airport Standby	√	√
Priority Check-in	√	√
Priority Baggage Handling		√
Guaranteed Reservation ③		√ (international flights of 6 hours or more)
Lounge Access ④		√ (Member with one guest)

#### Notes:

(1) SkyTeam Elite and Elite Plus members may enjoy free additional baggage allowance on any SkyTeam partner airlines' operated flights.

Weight Concept: Elite member + 10kg, Elite Plus member + 20kg.

Piece Concept: Elite member/ Elite Plus members + 1piece.

Some SkyTeam partners may adopt special policies regarding extra baggage allowance. Please contact the actual carrier for more information.

(2) For Elite and Elite Plus members who take SkyTeam partner airlines' flights, preferred seating is available only on long-haul international flights of 6 hours or more.

(3) Elite Plus members will be guaranteed a confirmed, full-fare economy class reservation on any SkyTeam long-haul flight (international, 6 hours or more) - including sold-out flights. The reservation must be made at least 24 hours prior to departure time.

(4) Elite Plus members traveling in any class of service are entitled to all the member airlines' lounges when they are departing on a same-day (within 24 hours) international flight operated by one of the SkyTeam airlines. They are allowed to invite one guest (traveling on a SkyTeam flight but not necessarily on the same flight) for lounge access. The guest is able to get access to the lounges only when he/she is together with the Elite Plus member.

## VIP Benefits with China Southern Airlines

Egret Miles VIP members qualify for the following VIP benefits when taking flights with an CZ code that are operated by China Southern Airlines.

Service Benefits	Egret Diamond	Egret Platinum	Egret Gold	Egret Silver
Free Extra Baggage Allowance	20KG (Weight basis)/1 piece (Piece basis)	20KG (Weight basis)/1 piece (Piece basis)	10KG (Weight basis)/1 piece (Piece basis)	10KG (Weight basis)/1 piece (Piece basis)
Priority Boarding	√	√	√	√
Priority Check-in	Members can invite 1 guest on the same flight and same day	Members can invite 1 guest on the same flight and same day	Member only	Member only
Priority Baggage Handling	√	√		
Lounge Access ①	Members can invite 1 guest on the same flight and same day	Members can invite 1 guest on the same flight and same day		

① Only the exclusive lounge of China Southern Airlines.

## Egret Junior

### Egret Junior Card Program Members

Egret Miles' specially designed "Egret Junior Card Program" for children and young travelers between the ages of 2 and 23 years old: travelers between 2 and 11 years old are children while those between 12 and 23 years old are young travelers.

- Children can only join the Egret Junior Card program on Xiamen Airlines' official website, mobile app, official WeChat account or at our direct sales outlets.
- Young travelers can join the Egret Junior Card program at Xiamen Airlines' official website, mobile app, WeChat, ticketing offices, or on any Xiamen Airlines flights.
- Egret Junior Card Program members can earn miles as follows:

Class of Service	Booking class	Award miles for children	Award miles for young traveler (% of TPM)
First Classes	F	150%	300%
Business Classes	J	125%	250%
Economy Classes	Y	50%	200%
	Z	50%	
Other Classes		Accrual standard for adult passengers shall apply	

- The validity period of miles accrued by Egret Junior Card Program members will be extended to December 31st of the year when the member reaches 27. The Junior Card will automatically upgrade to an Egret Card on January 1st in the year after the member reaches 23 years old.
- Egret Junior Card Program members can also redeem their award miles for award tickets, award upgrades and exquisite products from Xiamen Airlines' online store.
- Award miles earned by children cannot be applied for VIP membership qualification or maintenance until the passengers reach 12.
- For issues not covered here specific to the Egret Junior Card, the relevant regulations for the regular Egret Miles shall apply.

## Card Program Members

### Member Data Protection

- The data handled by Egret Miles related to a member may include:
  - Membership data and membership-related data in other frequent flyer programs;
  - Travel-related data booked or handled by a member, including data used to determine any company or organization that booked a trip for a member;
  - Data used for identity verification;
  - Data provided by a member;
  - Data collected when providing services for a member;
  - Data collected in accordance with laws, regulations, rules and explicit administrative orders of competent regulatory authorities
  - Data collected when a member contacts us for any other reason.
- Member-related data sources handled by Egret Miles may include service partners, marketing partners, purchasers booked or handled by members, travel agencies, computerized booking systems, data processing entities, agents and contractors, and other airline companies. Xiamen Airlines may link data obtained from multiple sources, or integrate it with data stored in other databases of Xiamen Airlines to determine membership categories and memberships under other frequent flyer programs for the purposes listed in section 4 below.





3. Members hereby agree:

- 1) That the data will be provided to Xiamen Airlines Group, as well as Xiamen Airlines Group's service partners, marketing partners, other cooperating airlines, data processor, agents and contractors. A request for consent will be presented before Xiamen Airlines Group share your personal data with marketing partners for the purpose of precision marketing;
- 2) That their data will be transmitted to other countries, whether or not such countries have data protection laws;
- 3) To the handling of any sensitive data (such as health status or religious beliefs) contained therein by Xiamen Airlines Group;
- 4) That their data will be analysed by Xiamen Airlines Group for the purpose of online marketing, and that members may, at all times, choose to opt-out of the profiling conducted for precision marketing.

4. The purposes of data collection by Xiamen Airlines Group or the recipients listed under Art. 3.1 hereof in respect of data processing may include:

- 1) Providing services to members;
- 2) Making changes to the service and developing new membership services;
- 3) Providing services operated by Xiamen Airlines Group and its partners (including airlines and other business partners), such as mileage redemption and awards;
- 4) Accounting and auditing, safety and security, fraud prevention and investigation, and system testing, development and maintenance;
- 5) Operation and management of the Egret Miles and other frequent flyer programs operated by Xiamen Airlines Group;
- 6) Helping Xiamen Airlines Group and its service partners with customer relations, service resumptions, and communication with members in the future;
- 7) Credit checking and credit scoring when conditions permit;
- 8) Customs entry and exit control;
- 9) Analysing customer data and market researches for purposes other than precision marketing;
- 10) Communicating information about the Egret Miles to the member by Xiamen Airlines Group or its agent through any contact details provided by the member;
- 11) Xiamen Airlines Group or its agent sending information on the products, services and facilities provided by its marketing partners, service providers or itself;
- 12) Analysing customer's personal information and data and identifying personal references for precision marketing;

13) Sending personalised advertisement to customer's personal email, such as booking information, trips on-sale, special offer and promotion.

14) Facilitating Xiamen Airlines Group's marketing partners and cooperating merchants providing services.

5. At the time of membership registration, members will be required to agree to accept separately the processing activities in the context of marketing and market research under Art. 4. 12 and 4.13. Egret Miles will not provide such services, if members do not agree to accept, and other services provided by Egret Miles will not be affected.

Members agree that any prior consent to Xiamen Airlines Group to process Egret Miles data (including the transmission of marketing materials and promotional materials) is valid.

After the member agrees, the member may cancel the consent at any time by writing to the Data Protection Officer of Xiamen Airlines at [dpo@xiamenair.com](mailto:dpo@xiamenair.com), or through other contacts provided on the Website of Xiamen Airlines.

6. Before Egret Miles discloses any data related to the member him/herself, it may ask the member to provide his/her own information collected and stored by Egret Miles to confirm identity.

7. Members may designate other people to perform membership-related activities on their behalf, and the designated individuals will be able to view accrued miles, flight and seat preferences, etc., as well as redemption and bookings. The member is responsible for the actions of the designated person and for ensuring that any specified circumstances are updated as necessary. Egret Miles may disclose the data to a third party that the member has previously designated in written notice.

8. Members are responsible for their own passwords and online login information. Xiamen Airlines Group will not be held responsible if a member reveals his or her login information and/or password (intentionally or not) to a third party who accesses the data online and/or conducts any transaction. Xiamen Airlines Group reserves the right to block online access to data from any third-party website that is not authorized by Xiamen Airlines Group or through such third-party websites.

9. Egret Miles will take appropriate security measures to protect the personal information of Egret members prior to the cancellation of membership account. After an account is cancelled, Egret Miles will freeze the account in a reasonable time and review any pending transactions. The personal information will then be deleted or anonymised in accordance with laws.

## Other Conditions

- 1.Passengers shall provide detailed and accurate personal information on the application form. Egret Miles has the right to decline the application of a passenger who provides incomplete or untruthful personal information.
- 2.Please update your profile immediately when there are changes to your personal information. Egret Miles is not responsible for any loss of benefits caused by incorrect information provided by members.
- 3."Egret Card", "Egret Junior Card", "Egret Silver Card", "Egret Gold Card", "Egret Platinum Card" and "Egret Diamond Card" are the property of Egret Miles and Egret Miles has full management authority over the Xiamen Airlines Group's Egret Miles Frequent Flyer Program. Egret Miles has the right to supplement, delete and revise the terms and conditions of Egret Miles without prior notification and carry out the new rule after publishing an announcement. Members have the right to hold and use their Egret Cards subject to Xiamen Airlines Group's approval and shall not voluntarily dispose of or transfer their cards.
- 4.If a member commits fraud during the program period, Egret Miles reserves the right to cancel his or her membership and all accrued miles, to confiscate the "Egret Card", "Egret Silver Card", "Egret Gold Card", "Egret Platinum Card" and "Egret Diamond Card" and to pursue additional compensation.
- 5.The award miles and award tickets specified in Xiamen Airlines Group Egret Miles Frequent Flyer Program are prohibited for sale or barter. In case of violations, award mileage and award tickets will be cancelled or nullified. The violator will assume full liability for compensation, paying transaction costs and other legal responsibilities.

- 6.Xiamen Airlines Group may change its service hotlines and office addresses, Egret Miles partners and their phone numbers, or terminate cooperation without prior notice. If Xiamen Airlines chooses to do so, they assume no liability for such changes.
- 7.Due to force majeure factors or the third party causes Egret Miles membership service is unable to perform or delay in performance, Egret Miles will not take any responsibility. Force majeure factors including but not limited to, natural disasters, government behavior, war, strikes, riots, public health emergencies, etc.
- 8.In case of any contradiction between the provisions of this guide and any legislation or government regulations, the legislation and government regulations shall prevail.
- 9.If any legal dispute occurs and two parties fail to resolve it through negotiation, it shall be submitted to arbitration by the Xiamen Arbitration Committee.

This membership guide, which replaces all the membership guides and event schedules previously released by Egret Miles, takes effect as of June 30th, 2023. This guide is made available in both English and Chinese. If there are any discrepancies between the two versions, the Chinese version shall prevail. Since the rules of the Frequent Flyer Program may be subject to change from time to time, please check Xiamen Airlines' website at [www.xiamenair.com](http://www.xiamenair.com) for the most up-to-date provisions regarding the policies in this guide.