



EGRET MILES

厦航集团白鹭俱乐部会员手册

Xiamen Airlines Group
Egret Miles Membership Guide

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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.



鹭行远
达天下



Egret Miles Card Samples

Egret Miles Card



Egret Diamond



Egret Platinum



Egret Gold



Egret Silver



Egret Card



Egret Rescue Worker Card



Egret Medical Worker Card



Egret Teacher Card



Egret Xiamen University Alumnus Card

PAB Xiamen Airlines Egret Co-branded Credit Card



Xiamen Airlines Egret Hotel Card



CMBC Xiamen Airlines Egret Co-branded Credit Card



Greater China Connection Co-branded Credit Card



CGB Xiamen Airlines Egret Co-branded Credit Card



ABC Xiamen Airlines Egret Co-branded Credit Card



CITIC Xiamen Airlines Egret Co-branded Credit Card



CIB Xiamen Airlines Egret Co-branded Credit Card



CMB Xiamen Airlines Egret 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), onboard, 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.

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, 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. All consequences arising therefrom shall be borne by the member himself, 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 mileage, modify their contact information (Excluding Name, Identity Number, Authenticated Mobile Phone Number) 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 transaction passwords, manage personal information and open mileage redemption functionality.

1. Apply through online channel.

Members log in to Xiamen Airlines, Hebei Airlines, Jiangxi Airlines' online channel member account for identity authentication. Members with mainland resident ID cards can authenticate through Alipay account, Wechat account and bank card information, and input relevant information to verify according to the system prompts. Foreign members and members in Hong Kong, Macao and Taiwan region upload their photos of holding valid certificates in person 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 families 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 or 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 (Segment Standard Mileage TPM * Accrual Ratio)	Qualification Miles	Qualification Segments	No accrual in case of
First Class	F	300%	300%	2.0	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	
Economy Class	O(International)	50%	50%	1.0	
	Y	200%	200%	1.0	
	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%		
	P (International, Regional)	50%	50%		
T(Domestic)	25%	25%	0		
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.
3. Earn miles when taking an international or regional flight with an MF code in P class from 29th October 2023 (flight date).

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 (Segment Standard Mileage * Accrual Ratio)	Qualification Miles TPM	Qualification Segments	No accrual in case of
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%	0	
	T,R,Z,G,U	25%	25%		

Notes: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 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 (Segment Standard Mileage * Accrual Ratio)	Qualification Miles TPM	Qualification Segments	No accrual in case of
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%	0	
	T	25%	25%		
R	10%	10%			

Notes: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 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:





Class of Service	Booking Classes	Award Miles (Segment Standard Mileage * Accrual Ratio)	Qualification Miles TPM	Qualification Segments
First Class	F	300%	300%	1.0
Business Class	J	200%	200%	
	C,D	130%	130%	
Premium Economy Class	I	100%	100%	0.5
	W	110%	110%	
	S	75%	75%	
Economy Class	Y,P,B	100%	100%	
	M,H	75%	75%	
	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	Qualification Miles	Qualification Segments
				(Segment Standard Mileage TPM * Accrual Ratio)		
 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%	
		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%	1.0
			Economy Class	W,Y,B,M,U,K,H,L,Q,T	100%	
		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%	
		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%	
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%	
		C,J,I,D,Q		130%	130%	
		Premium Economy Class	W	110%	110%	0.5
			P	100%	100%	
		Economy Class	Y,B,E,M,H (International, Regional)	100%	100%	
			K,L,N,R	50%	50%	
		Mileage credit for flights that are less than 500 km is credited as 500 km.				
 Delta Airlines www.delta.com	DL	First Class	F	150%	150%	1.0
			Business Class	J,C,D,I	125%	
		Z		100%	100%	
		Delta Premium Select	P	125%	125%	0.5
			A	125%	125%	
			G	100%	100%	
		Economy Class	S	100%	100%	
			Y,B,M	100%	100%	
H,Q,K,L	50%		50%			
U,T,X,V 25% 25%						
 Kenya Airways www.kenya-airways.com	KQ	Business Class	J,C,D,I,Z	130%	130%	1.0
			Economy Class	Y,B,M	100%	
		Y,B,M		75%	75%	0.5
		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.				

SkyTeam Airline Partners	Flight Code	Class of Service	Booking Classes	Award Miles (% of TPM)	Qualification Miles (% of TPM)	Qualification Segments
 KLM Royal Dutch Airlines www.klm.com	KL	Business Class	J, C, D, I	130%	130%	1.0
			Z	125%	125%	
		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	130%	130%	1.0
			I, Z	100%	100%	
		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%	0
Mileage credit for flights that are less than 500 km is credited as 500 km.						
 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%	

SkyTeam Airline Partners	Flight Code	Class of Service	Booking Classes	Award Miles (% of TPM)	Qualification Miles (% of TPM)	Qualification Segments
 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%	
	M, K, N	50%	50%			
	Q, T	25%	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%	0.5
			O, N, X, Q, E	50%	50%	
			T	25%	25%	
 Scandinavian Airlines www.flysas.com	SK	Business Class	C, D, Z, J	150%	150%	1.0
		Premium Economy Class	Y, S, B, P, A	100%	100%	0.5
		Economy (Go Pro, Go Smart)	E, M, H, Q, V, W, U, R, K, N, L, T	40%	40%	
			O	10%	10%	
Economy (Go Light)	E, M, H, Q, V, W, U, R, K, N, L, O	10%	10%			

Notes:

1. SkyTeam flights with the code AM/AF/KL/DL/KE/SV/ME/SU/VN/KQ/UX/RO/MU/FM/CI/AR/GA/VS/SK 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:

- Standard Mileage TPM:** TPM is based on the standard city-pair distance released by International Air Transport Association (IATA) and is recorded in kilometers.
- Mileage inquiry and retro-claim:** You can inquire into your mileage balance or claim retroactive miles by accessing our website at 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, Mobile App and Wechat. 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.
- 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 2024 will remain valid until December 31st, 2027. 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:

- Mileage is credited to the traveler's Egret Miles account. It is prohibited for several different members to accrue miles into one account.
- Mileage accrual starts from the date of your enrollment in the Egret Miles program; your ticket will only be accrued after it is used. Please keep your boarding pass and/or itinerary until award miles have been correctly credited to your account.
- 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.
- 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, your award mileage for the flight will be based on your original class, not the upgraded class.
- 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.

- 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.
- 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.
- If your ticket changes carriers, whether voluntarily or involuntarily, to another airline, you will not be able to earn miles for that flight if the flight you finally take is not within the member's accrual criteria.
- If you travel on a flight with a partner airline's code and are actually operated by that partner airline, miles will accrue based on the booking class feedback from the partner airline.

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 World Card: 1 Egret Miles award mile for every US\$0.50 spent in specified category.	400-889-5558
CIB Xiamen Airlines Egret Co-branded Credit Card	Platinum Card: 1 Egret Miles award mile for every 8 credit card points; Gold Card or Base Card: 1 Egret Miles award miles for every 18 credit card points.	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 or Elite Platinum 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
PAB Xiamen Airlines Egret Co-branded Credit Card	Standard Co-branded Credit Card: Credit Card point less than or equal to 5000: 25 credit card points automatically exchange to 1 Egret Miles award mile. Credit Card point over 5000: 15 credit card points automatically exchange to 1 Egret Miles award mile. Premium Co-branded Credit Card: 12 credit card points automatically exchange to 1 Egret Miles award mile.	95511
Greater China Connection Co-branded Card	Infinite Card: 1 Egret Miles award mile for every RMB11.00 (exchange to NTD) spent; 1 Egret Miles award mile for every NTD22.00 spent; 1 Egret Miles award mile for every foreign currency 12.00 (exchange to NTD) spent; Privy Seal Business Card: 1 Egret Miles award mile for every RMB11.00 (exchange to NTD) spent; 1 Egret Miles award mile for every NTD23.00 spent; 1 Egret Miles award mile for every foreign currency 15.00 (exchange to NTD) spent; Privy Seal Card: 1 Egret Miles award mile for every RMB23.00 (exchange to NTD) spent; 1 Egret Miles award mile for every NTD30.00 spent; 1 Egret Miles award mile for every foreign currency 25.00 (exchange to NTD) 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 RMB1.00 spent.	Xiamen Airlines App/Public Page/Small Program-My-Earn Points-Shopping Xiamen Airlines official website-Egret Miles-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 RMB2.00 spent.	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 3,000 Egret Hotel Card points can be converted into 1,000 Egret Miles award miles.	www.xmairhotels.com
Xiamen Airlines Hotel		0592-2218888
Quanzhou Airlines Hotel		0592-5134888

Partners	Accrual standard	Booking websites and hotlines
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)
BTG HOMEINNS Hotels	250 Ruyi points can be converted into 100 Egret miles.	Shoulv Rujia APP-Equity-Ruyi-Return points
Minyu Club	1, 2 and 3 Egret miles for every RMB5.00 spent on Minyu Club Silver, Gold and Diamond membership stays respectively; Every 7,500 Minyu Club points can 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
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—My—Earn Miles— Hotel Booking Channel. http://hotel.elong.com/?newcpn=xmhc2019
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—My—Earn Miles— 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 through the exclusive booking link and staying in the hotel.	Xiamen Airlines APP—My—Earn Miles— Hotel Booking Channel. https://www.kaligo.com/egret

• 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 RMB10 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	https://old.xiamenair.com/zh-cn/Specialoffers/Detail?guid=9815c07a-91be-4121-ade6-eeb5acc1f38210101020

• Others

Partners	Accrual standard	Booking websites and hotlines
PAB Xiamen Airlines Egret Co-branded Debit Card	<p>Entitled benefits, A limited number of first come first served, date of expiry 30th June 2024</p> <p>Account Opening Gift: Customers belong to Xiamen Branch Bank newly open account of PAB Xiamen Airlines Egret Co-branded Debit Card I (excluding closing to open a new account and changing card) and daily spend over 1 RMB at the same month, 1000 Egret Miles award mile will earn before 10th of following month.</p> <p>Lucky Draw: participate in lottery by completing tasks. Up to 888 RMB cash.</p> <p>Assets Increasing Gift: Assets increase RMB1,000 - 200,000, Egret Miles award mile up to 3360.</p> <p>Assets Acheived Gift: Assets acheive standard monthly, Egret Miles award miles up to 300.</p> <p>Privy entitled benefits, date of expiry 31th December 2024.</p> <p>Customers with more than 500,000 monthly average daily equity assets in the previous month and Xiamen Airlines Egret Platinum Card member or above, can choose 320 ~ 10,240 Egret Miles award miles per month according to the level of compliance.</p> <p>Tips: PAB Xiamen Airlines Egret co-branded debit cards have 4 levels of Base, Gold, Platinum and Diamond card, and are exempt from card opening or replacement costs. Except Base card which is exempt from account management fee, the other three levels are exempt from the first year's account management fee. If the assets fail to meet the prescribed standards in the second year, the corresponding account management fee will be charged on a quarterly basis.</p>	95511
CIB Credit Card	1 Egret Miles award mile for 50 points	95561
CITIC Credit Card	<p>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;</p> <p>Platinum members and above: 25,000 points can be converted into 500 Egret Miles;</p> <p>Exemption from the annual fee Platinum and Gold members: 50,000 points can be converted into 500 Egret Miles</p>	<p>CITIC Motion Card Space APP - Youyu Points - Points - Points Redeem Miles 4008895558</p>

Partners	Accrual standard	Booking websites and hotlines
ABC Credit Card	Supreme Privy Bank Credit Card (Green Diamond Edition), Supreme Privy Bank Credit Card (Diamond Edition), Zunran Platinum Credit Card (Collection Edition), Zunran Platinum Credit card (Essence Edition), Youranyue Platinum Credit Card, Car Owner Platinum Credit Card (Premium Edition): 12500 points can be converted into 500 Egret Miles; Other Platinum, Gold and Base cards: 20,000 points can be converted into 500 Egret Miles.	Agricultural Bank Pocket Banking - Credit Card - Play Points ABC Credit Card Wechat mini program - Redeem Points for Gifts 95599
BOC Credit Card	500 Egret Miles award miles for every RMB21,900.00 spent.	BOC Mobile Banking APP - Credit Card - More - Others - Points - Air Miles; BOC Colorful Life APP - Points - Air Miles; BOC Credit Card Wechat Official Account - Special Service - Redeem Points
FLYERT	10,000 Flyert points can be converted into 500 Egret miles;	Flyert APP - Flyert Exclusive - Flyert Points Redemption - Xiamen Airlines Flyert Official Website Homepage - Points Redemption - Redeem Points - Xiamen Airlines 021-61099712
Ping An WanLiTong	Every 50 WanLiTong Points can be converted into 1 Egret miles.	"This Wallet" APP—Points Integration Channel — Xiamen Airlines Ping An Pocket Bank APP - My - My Points - Points Integration Channel - Xiamen Airlines 400-888-0999
HuaRunTong	25 HuaRunTong points can be converted into 1 Egret miles.	HuaRunTong APP-Points Integration Channel — Xiamen Airlines 400-900-9990
State Grid	20 State Grid points can be converted into 1 Egret miles.	400-70-95598 State Grid APP, Dian E Bao APP
Jaguar+/Land Rover+ Points Mall	1200 Platform points can be converted into 100 Egret miles.	Jaguar+ APP/Land Rover+ APP -My - Points - Points Mall-Xiamen Airlines
ZING&GH Hair	1 Egret Miles award miles for every rack rate RMB3.00 spent. On third-party platform, 1 Egret Miles award miles for every RMB15.00 spent.	Physical store consumption: Xiamen The Mixc, SM Mall III, Xiamen Airlines Health Activity Center store

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.

- In case of any change in the standards and rules for mileage accrual made by the partners, the latest standards and rules shall apply.
- Please present your Egret Card or quote your card number when purchasing goods and/or services from Xiamen Airlines' partners to accrue award miles.
- Please keep your transaction receipts when making purchases at Xiamen Airlines' partners until the award miles have been correctly credited to your account.
- 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(KM)	Economy Class	Premium Economy Class	Business Class	First Class
1-500	5000	6000	9000	10000
501-1000	9000	11000	16000	18000
1001-1500	13000	16000	23000	26000
1501-2000	18000	22000	32000	36000
2001-3000	23000	28000	41000	46000
3000+	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 - South Asia	40000	-	60000	80000
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:One-Way Award Ticket Chart		
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 Award Ticket Chart												
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-South Asia	20000	30000	40000	50000	55000	20000	30000					
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 SkyTeam and China Southern Airlines Award Tickets (Unit: Egret Miles)

Domestic routes:One-way Award Ticket Chart			
Flight Distance (Km)	Economy Class	Business Class	First Class
1-500	6000	12000	15000
501-1000	11000	22000	27500
1001-1500	15000	30000	37500
1501-2000	20000	40000	50000
2001-3000	25000	50000	62500
3000+	29000	56000	70000

International and Regional Routes:One-way Award Ticket Chart			
Flight Distance (Km)	Economy Class	Business Class	First Class
1-1000	13000	26000	32500
1001-1500	19000	38000	47500
1501-2000	25000	50000	62500
2001-3000	31000	62000	77500
3001-5000	42000	84000	10500
5001-7000	50000	100000	125000
7001-10000	70000	140000	175000
10000+	85000	170000	212500

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 number, transaction password and valid original ID document. If you entrust another person to redeem award tickets on your behalf, then the original valid ID document of the designated person is also required.

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, transferred 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 doesn't provide change in flight route or passenger. Partner airlines' award tickets qualifies for change in flight number or date, provided it is within its validity period, and a seat is available on the proposed flight. 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 Elite	24 Months
Platinum	100,000 qualification miles or 60 qualification segments		
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 Elite	24 Months
Platinum	180,000 qualification miles or 120 qualification segments		
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/RX code:

Benefits	Egret Diamond	Egret Platinum	Egret Gold	Egret Silver
General Benefits				
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
Upgrades and seat reservations				
Complimentary upgrade chance to First Class ③	√	-	-	-
Complimentary upgrade chance to Business Class ③	√	√	√	5/year
Complimentary upgrade chance 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 lounges 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
	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/RX code may be entitled to specify one person to be awarded a Gold membership.



② Service Ambassador

Diamond members can call Xiamen Airlines' ticket booking hotline 95557 to reserve dedicated "Service Ambassador" service and Service Ambassador will provide exclusive service afterwards.

③ Complimentary upgrade chance

Diamond members who fly on full fare Business J Class with Xiamen Airlines (excluding business package) are eligible for a complimentary upgrade chance 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 chance to Business Class and Premium Economy Class of Hebei Airlines /Jiangxi Airlines . Silver Card members are entitled to up to 5 upgrades chance 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 in 3 - 1.5 hours of departure time and within 1.5 hours of departure time will be upgraded on the ground depending on availability 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/RV 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/RV 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, Mini Program, 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/Y/H/B/M/L/K/N/Q/V with Xiamen Airlines domestic routes, and J/C/D/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.

Rerouting: Please reroute before the scheduled departure time. If purchased tickets at Xiamen Airlines' official website, mobile app, WeChat, Mini Program, the passenger shall request a ticket rerouting at the original ticket purchasing channel. The passenger shall request a ticket rerouting of the other eligible tickets at our direct sales outlets or by calling our service hotline 95557.

Refund: The passenger shall request a ticket refund at our direct sales outlets before the scheduled departure time. The refund will be returned to your original payment account in the original payment currency.

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/Y/H/B/M with Xiamen Airlines, J/C/D/W/P/Y/H/B/M with Hebei Airlines and Jiangxi Airlines on international flights and flights to/from Hong Kong,

Macao and Taiwan regions in class F/A/J/C/D/I/Y with Xiamen Airlines, J/C/M/W/P/Y with Hebei Airlines and Jiangxi Airlines. 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.

① 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/R/Y 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.

② Miles validity extended by 1 year

Diamond members who take flights with an MF/NS/R/Y 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.

③ 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/R/Y 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 (excluding China Southern Airlines owned lounge in Shenzhen).

Other Members

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.

Egret Medical Worker Card Members, Egret Teacher Card Members, Egret Xiamen University Alumnus Card Members

Egret Miles offers the "Egret Medical Workers Card" to all in-service medical workers throughout the country, the "Egret Teachers Card" to all teachers throughout the country, and the "Egret Xiamen University Alumnus Card" to all Xiamen University alumni to enjoy multiple exclusive privileges.

- Egret Medical Worker Card is applicable to medical personnel with a Doctor Practicing Certificate/Nurse Practicing Certificate/Professional and Technical Qualification Certificate throughout the country. Egret Teacher Card is applicable to teachers with valid Teacher Qualification Certificate/Teacher Employment Certificate/School Work Permit throughout the country. Egret Xiamen University Alumnus Card is applicable to Xiamen University alumni with Graduation Certificate/Degree Certificate/Student ID Card/Campus Card.
- Eligible medical workers, teachers or alumni of Xiamen University provide certificates, which can be certified in the following three ways:
 - Unit Customers: Medical units, schools or local Xiamen University alumni associations collect relevant information and submit to local Xiamen Airlines direct sales outlets for certification.
 - Online Platform: Self-certification on Xiamen Airlines APP, Wechat and M website.
 - Service Hotline 95557: Submit the certificate and valid ID to MF@XIAMENAIR.COM for certification.

Medical workers, teachers or alumni of Xiamen University who will submit professional certification through the online platform and 95557 are required to register as an Egret Miles member and complete real-name authentication firstly.

Egret Medical Worker Card, Egret Teacher Card, Egret Xiamen University Alumnus Card Multiple Benefits

Egret Medical Worker Card/Egret Teacher Card Benefits		Egret Xiamen University Alumnus Card Benefits	
Authentication Gift	1000 Egret Miles for the first application and authentication	Authentication Gift	500 Egret Miles for the first application and authentication
		Upgrade Gift	Complimentary upgrade chance to Business Class twice a year
Upgrade Gift	Complimentary upgrade chance to Business Class twice a year	Bonus Miles Gift	Award 5% additional bonus miles after taking the flight
		Extension Gift	Miles validity extended by 1 year
Bonus Miles Gift	Award 5% additional bonus miles after taking the flight	Booking Gift	Complimentary ticket fare discount of CNY100
		Refund Gift	Complimentary ticket refund discount of CNY100
Extension Gift	Miles validity extended by 1 year	Change Gift	Complimentary ticket change discount of CNY100
		Discounts Gift	Complimentary service discount of CNY100
Egret User Gift	Complimentary 1 year Egret User Project third level user experience	Mall Gift	Complimentary Xiamen Airlines Group Mall discount of CNY100
		Hotel Gift	Enjoy hotel room rate discount

Egret Medical Worker Card, Egret Teacher Card, Egret Xiamen University Alumnus Card Service Rules

1. Validity

Egret Xiamen University Alumnus Card will be valid for 1 year after the first certification. Egret Medical Worker Card and Egret Teacher Card as an identity will be long-term effective.

2. Maintain membership

Within the validity period of the Egret Xiamen University Alumnus Card, you can maintain membership for 1 year if you have accrued 5000 qualification miles or 4 qualification segments. Those who do not meet the standard within the validity period will be changed to Egret Base Card, which will be re-approved on the 1st day of each month from the date of downgrade, and can be re-upgraded in the same month when reach the standard. Egret Medical Worker Card and Egret Teacher Card has no maintenance requirement.

3. Multiple benefits will be released to the member's account after successful authentication. Members can log in Xiamen Airlines APP - Egret Miles - My privilege - Egret Medical Worker Card, Egret Teacher Card or Egret Xiamen University Alumnus Card gift package to view the specific service regulations.

4.4. Egret Xiamen University Alumnus Card authentication gift for the first successful certification is to be rewarded miles. Egret Medical Worker Card and Egret Teacher Card authentication gift for the successful certification within one year is to be rewarded 1000 miles after traveling on flights with Xiamen Airlines Group code and operated by Xiamen Airlines Group. Miles will be rewarded within 7 workdays after itinerary. The reward miles of authentication gift is valid until December 31 of the second year, and shall not be used as qualification and maintaining miles.

5. Upgrade gift is only available to members who book economy Y class on flights operated by Xiamen Airlines Group. Within the validity period (12 months from the date of upgrade), members can be entitled 2 free upgrades chance to business class, Hebei Airlines Premium Economy Class and Jiangxi Airlines Premium Economy Class. The upgrade rules are the same as upgrade rules for Egret VIP members.

6. Bonus miles gift is only for tickets where the booking class is F/A/J/C/D/I/Y/H/B/M with Xiamen Airlines domestic routes, J/C/D/I/W/P/Y/H/B/M with Hebei Airlines/ Jiangxi Airlines domestic routes and are purchased at the discount of 20% off (inclusive) or less, or international, Hong Kong/Macao/Taiwan regional routes where the booking class is F/A/J/C/D/I/Y with Xiamen Airlines, J/C/D/I/W/P/Y class with Hebei Airlines/ Jiangxi Airlines. In addition to the normal reward miles, Egret Medical Card/Egret Teacher card/Egret Xiamen University Alumnus Card members will be rewarded an additional 5% of reward miles. Bonus miles will be credited to virtual account at the same time as the normal reward miles are accrued, but will not be used as qualification and maintaining miles. If the Egret Medical Worker Card, Egret Teacher Card and Egret Xiamen University Alumnus Card member is also an Egret VIP Member, this benefit can be stacked with the VIP bonus miles benefit.

7.7. Extension gift is for members to take a flight with MF/NS/R/Y code during the validity period, and accrued miles are valid on December 31 of the fifth consecutive calendar year from the date of itinerary. If Egret Medical Worker Card, Egret Teacher Card and Egret Xiamen University Alumnus Card members are Egret VIP Members at the same time, this benefit can be stacked with VIP benefits.

8. Egret Medical Worker Card and Egret Teacher Card members are entitled Egret User Project third level user experience for 1 year. Please refer to Egret User Project manual for details of regulations.



Member Data Protection

1. The data handled by Egret Miles related to a member may include:

- 1) Membership data and membership-related data in other frequent flyer programs;
- 2) 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;
- 3) Data used for identity verification;
- 4) Data provided by a member;
- 5) Data collected when providing services for a member;
- 6) Data collected in accordance with laws, regulations, rules and explicit administrative orders of competent regulatory authorities
- 7) Data collected when a member contacts us for any other reason.

2. 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, 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. Egret Miles sets an initial PIN for each member. Members must change their initial PIN after receiving it. As an important identification for the use of miles in account, the personal password will provide a more reliable guarantee for the security and privacy of the member's account. Please keep your password properly and change it from time to time. Any operation carried out with the password or under the legal authorization of Egret Miles member shall be regarded as the operation of the member himself, and all consequences arising therefrom shall be borne by the member himself. Members must ensure that this password is not disclosed to any unauthorized person. Egret Miles will not be responsible for any consequences such as the loss of a member's password to an unauthorized person, or the theft of miles

resulting from the loss of the member's account password due to the member's personal reasons.

2. Member contact information, such as mobile phone, telephone, Email, mailing address, etc., should be changed as soon as possible through the online channel or call Xiamen Airlines ticket service hotline to modify, so that we can smoothly send you SMS or email information. Egret Miles is not responsible for the loss or delay of emails or messages due to incorrect contact information.

3. Any taxes/fees (e.g. fuel surcharges, airport construction fees, etc.) due to relevant government regulations will be borne by Egret Miles members.

4. Egret Miles prohibits its members from committing any damage to other members. Any exploitation of loopholes caused by system errors, malfunctions, or other conduct deemed by Xiamen Airlines Group to be improper, such as violation of the rules of Xiamen Airlines Group and other partners, misconduct or harassment of Xiamen Airlines staff, or refusal to accept reasonable suggestions of staff, may result in the cancellation of a member's account and the member's continued participation in Egret Miles. Accumulated miles and previously issued but unused award tickets will also be invalidated.

5. "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. Xiamen Airlines Group reserves the right to take legal action, if necessary, to recover damages, attorneys' fees and court costs for any violation of Egret Miles' rules and terms.

6. Egret Miles members must exercise their membership rights in accordance with the rules and regulations of Egret Miles. If a member misuses or abuses membership rights or falsely reports relevant information, Egret Miles may terminate membership and withdraw the membership card with or without prior notice. At the same time, Xiamen Airlines Group will not be responsible for any compensation.

7. Award miles and award tickets specified by Egret Miles shall not be sold or barter. In case of violation, the relevant award miles and award tickets will be cancelled or nullified, and the violator will assume full liability for compensation, paying transaction



costs and other legal responsibilities. Egret Diamond Card members' benefit of complimentary VIP Card for one specified person shall not be used for sale or exchange, and will be cancelled upon discovery.

8.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.

9.Exclusion and limitation of liability

(1)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 behaviors, wars, strikes, riots, public health emergencies, computer hacking attacks, system failures, communication failures, network congestion, power system failures, computer viruses, malicious program attacks and other circumstances not attributable to Xiamen Airlines Group.

(2)Egret Miles has the right to protect the member's account if it finds any behavior that affects the security of the member's account and information. Members are required to re-verify their identity if necessary to continue using the account.

(3)Egret Miles will ensure the accurate operation of the system and the correct release of information to the maximum extent. Egret Miles reserves the right to take appropriate corrective measures such as correcting errors and adjusting (deducting) members' account miles when the following situations occur:

If the information is incorrect due to system error, failure or other unforeseen reasons;

If the account has been improperly profited and the facts have been ascertained;

Due to other objective factors, the account miles are not tally with the facts.

10.In case of any contradiction between the provisions of this membership guide and any legislation or government regulations, the legislation and government regulations shall prevail.

11.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.

12.In case of any discrepancy between the Chinese version of this membership guide and any other language version, the Chinese version shall prevail. Xiamen Airlines reserves the right of final interpretation in case of any dispute.

13.The effective or invalid time mentioned in this membership guide is calculated based on Beijing local time.

14.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 for the most up-to-date provisions regarding the policies in this membership guide.

This membership guide is effective as of January 1st, 2025