



|||| Falconflyer

E-Guide

Falconflyer

طيران الخليج
Gulf Air



Thank you for choosing the Gulf Air Falconflyer programme, which aims to bring you an ever increasing range of benefits and rewards whenever you fly with Gulf Air. In the following pages you will find all the information you need to take full advantage of those benefits.

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Belonging

Your membership card, what it means and how to use it

Your membership card is all you need to access the many special privileges that are available to you. In order to be recognised as a Gulf Air Falconflyer at every stage of your journey, it's important to make sure that your membership number is quoted whenever a reservation is made, and that the name in the booking is exactly the same as the name on your card. Also, please remember to present your card at check-in. This way, you can be sure of receiving all the rewards and benefits that are due to you.

There are three levels of membership in the programme - Blue, Silver and Gold. The more you fly, the faster you achieve those higher levels and the extra benefits that they bring.


Temporary card


Another easy way to join Falconflyer Programme is the temporary cards. Temporary cards are available onboard, at our airport lounges, airport check-in counters and our local sales offices. All you have to do is request one from the staff and you are a member. The card has its unique numbers that can be quoted while checking -in for any Gulf Air flight. This will enable you to earn miles for your flight immediately. Information on how to join and an easy guide to activate your account are available at the back of the card.


Enhancing

The benefits of your membership


 Denotes a benefit for all members.


 Denotes a benefit for Silver and Gold members.

 Denotes a benefit for Gold members only.

 Miles
You can earn miles whenever you fly on Gulf Air or on codeshare services with

Gulf Air flight numbers. You can also earn miles by using selected services from our programme partners - see pages 19-30 for more information. Nominated family members can even earn miles on your behalf. More information can be found on page 7.

 Life of miles
Falconflyer miles earned before 1st January 2010 will be valid for 10 years, while miles earned after this date are valid for 3 years.

 Advance seat selection
You're welcome to select a specific seat when you make a reservation, subject to availability. That way you can sit next to an aisle or a window, as you prefer.

■ Falconflyer Zone

Our award-winning members' newsletter, will keep you fully informed of all the latest developments, benefits, offers and promotions.

■ Quick redemptions

Subject to redemption seat availability, you can book your reward flights and travel at very short notice. Blue members can book 14 days before travel for the regular number of miles, or between 14 days and till the flights are open for sale in the system with a fee of US\$ 20 fee or surrender of 3,000 miles if the booking is done through a Gulf Air local office or through our World Wide Contact Centre.

Silver members can book four days before travel for the regular number of miles, or between four days and till the flights are open for sale in the system with a fee of US\$ 20 fee or surrender of 3,000 miles if the booking is done through a Gulf Air local office or through our World Wide Contact Centre.

Gold members can book any time before departure as long as the flights are open for sale in the system with no fees or additional miles to pay if the booking is done through a Gulf Air local office or through our World Wide Contact Centre.

There are no deadlines or booking fees when you book online.

■ Your own website

At the Falconflyer website which is accessed via gulfair.com you can find out everything you need to know about the current status of your account and also check all the latest news and special offers. This is a secure section where you will need to provide a username and password to log in.

■ Redemption for excess baggage at Bahrain and London Airports

You can redeem your Falconflyer miles to pay for excess baggage at Bahrain and London Airports. For more information, visit gulfair.com. You'll find the required miles for redemption on page 52.

■ Family accounts*

Nominate up to eight immediate family members and they can earn 70% of the regular mileage award on your behalf every time they fly - even if they're not travelling with you. Your nominated family members will each receive their own membership cards and numbers. To ensure that you receive their miles, family membership numbers must be quoted when you make their bookings and make sure that their cards shown at check-in. To nominate your family members simply visit gulfair.com

** Note: Family members are not entitled to the benefits and privileges of the programme nor can they accumulate miles when using partners or codeshare flights.*

Top Up miles

If you don't have enough miles to claim the reward you want, you can now make up the difference by purchasing Top Up miles. Each 1,000 miles will cost USD 25 and you can purchase up to half the total redemption value. Please note that Top Up miles can only be purchased at the time of claiming a reward.

Instant lounge upgrades

Falconflyer members accessing the GF lounges in Bahrain, Dubai and London Heathrow airport can now request an upgrade to Falcon Gold premium class. The process is simple, if you are holding a ticket already booked in Y,H,M,L and B classes or even on lower sub-classes* such as U,K,X,Q,V,E,O,N,S and W you can redeem your miles against free upgrade on Gulf Air flights. All you need to do is enquire at the lounge desk for Bahrain and Dubai airports or in ticketing desk at London Heathrow airport at least 60 minutes before your flight is due to depart. The agent will then check whether you have enough miles in your account to make the upgrade and carry out the booking. Upgrades at the lounge are

subject to availability, but Gulf Air staff will keep you fully updated and you will know the outcome of your request before you board. Members can upgrade their guests if they are already pre-nominated family members. For further details on lounge upgrades please visit gulfair.com

*Sub-classes tickets such as U, K, X, Q, V, E, O, N, S and W can redeem for free upgrade in exchange of 150% of the regular required miles.

Dedicated World Wide Contact Centre

Gulf Air Falconflyers can simply pick up the phone and call our World Wide Contact Centre for any assistance with travel enquiries. Right from booking tickets to redeeming miles for free flights and upgrades. A dedicated Arabic and English speaking Reservations Consultants are available to offer Falcon flyers a personalised customer service.

Purchase lounge access at Bahrain, Dubai and London Airports


You can purchase access to our lounge at Bahrain when you fly Gulf Air for BD 30 or 5,000 Falconflyer miles and AED 150 or 3,000 Falconflyer miles at Dubai airport. To access our London lounge you need to exchange 5,000 Falconflyer miles for each person/per entry, no cash or


credit cards can be accepted.

Blue members enjoy complimentary lounge access when flying Falcon Gold premium class on Gulf Air and when flying Economy can purchase access for themselves and accompanying travel companions. Silver members enjoy complimentary lounge access, and can purchase access for their accompanying family and friends. Gold members receive complimentary access for themselves and one guest, and can purchase access for any additional guests.

To ensure your comfort and that of all our regular lounge guests, there may be certain times when we simply cannot

offer this, however we will do everything we can to ensure you feel at home when you fly Gulf Air.

 **Bonus for online bookings**
You will receive 250 bonus miles per web booking every time you book on gulfair.com, this is on top of the regular miles award you get from your ticket class and membership tier.

 **Extra baggage allowance***
You receive an automatic extra baggage allowance over and above the allowance shown on your ticket. For Silver members the allowance is 15 kgs and for Gold it's 20 kgs.

**Note: Service benefits are only available on Gulf Air and some of our airline partner flights. They are not available on flights which have a Gulf Air flight number but are operated by our codeshare partners.*

Instant seat upgrade at the airport

You can redeem your miles at the airport to upgrade to Falcon Gold. Pre-nominated family members travelling on Gulf Air flights can also enjoy this facility. All you have to do is present your valid Falconflyer membership card to our staff at the check-in counter at least two hours before departure. Upgrade requests are subject to seat and meal availability and are only applicable on Gulf Air flights. Please visit gulfair.com/ffp and click on Instant seat upgrade for further details. You'll also find a full list of the miles required to upgrade on the destination of your choice on page 51.

* Please note, cash payment for 'top-up' is also not permitted for airport instant seat upgrades.

Extra tier bonuses

Silver and Gold members travelling in Falcon Gold premium class will receive extra tier bonuses on top of the standard mileage for Gulf Air flights as follows:

- Silver members receive an extra 25% bonus miles
- Gold members receive an extra 50% bonus miles

Silver and Gold members traveling Economy class will receive extra tier bonuses of 25% and 50% respectively, on top of the mileage awarded as per their class of booking. For example, if only 70% of miles are awarded for a particular sub-class in Economy, then Silver members will earn 25% of the 70% of miles.

Seat Guaranteed

Silver members holding a fully flexible, unrestricted Y or J class ticket will be guaranteed seat in Economy even if the preferred flight is fully booked. Member should contact our World Wide Contact Centre or local Gulf Air offices at least 72 hours before departure. However, for J class tickets we will do our utmost to accommodate the member in the premium cabin if possible.

Waitlist priority

If you're a Silver member you get waitlist priority over non-members if your desired Gulf Air flight is fully booked. Gold members enjoy even higher priority.

Falcon Gold check-in

You can save time by checking-in at the Falcon Gold desk, even if you're flying Economy Class.

Airport lounge access

When you're flying with Gulf Air you can use the Falcon Gold or Business Class lounges at many airports, even if you're flying Economy Class. You'll find the listing of lounges on page 54-55.

Personalised luggage tags

We're happy to supply you with a luggage card and luggage card holder with name and membership number for easy recognition and more efficient baggage handling. Silver members will receive one set of luggage tag while Gold members will receive two sets of luggage tags.

Priority baggage handling

Our priority baggage handling will ensure that your baggage is among the first to be delivered to the reclaim area.

Seat Guaranteed

Gold members holding a fully flexible, unrestricted Y or J class ticket will be guaranteed seat in Economy even if the preferred flight is fully booked. Member should contact our World Wide Contact Centre or local Gulf Air offices at least 48 hours before departure. However, for J class tickets we will do our utmost to accommodate the member in the premium cabin if possible.

|| Dedicated Gold desk

As a Gold member you can contact the dedicated Gold desk and receive prompt, personal help with travel bookings, redemptions and any questions you may have about your account. To contact the Gold desk please email your queries to ffp.gold@gulfair.com or call +973 17 338 551

|| Exclusive partner offers

Many of our world class partners make extremely attractive additional offers which are available exclusively to our Gold members.

|| Lounge access for guest

A companion who's travelling with you on Gulf Air can join you in the Falcon Gold or Business Class airport lounges, irrespective of your class of travel. Lounge access is conditional upon members and their guests being suitably attired. You'll find full details of the airports where this benefit is available in the Informing section on page 54-55.

|| Gold for life membership

Earn a total of 10,000 loyalty points within 5 years and we'll be delighted to award you Gold membership for life. After that, you'll only have to take two flights a year to maintain Gold for life status.

Ascending

How to become a Silver or Gold member

New members of our Falconflyer programme are automatically enrolled at the Blue membership level, which is valid for three years. Progressing to the higher, more advantageous Silver and Gold levels is simple and easy.

As well as earning miles each time you fly with Gulf Air and on codeshare flights, you're also credited with loyalty points, the exact number depends on the route and class you fly. To work out how many loyalty points you will receive for a particular flight, you need to know your departure zone and destination zone. You'll find all the relevant details in the Informing section on pages 44-50.

As soon as you've earned the number of loyalty points required for Silver or Gold membership within a 12 month period, you're immediately moved up to that level. Your new membership status is then valid for a year. Better still, less loyalty points

are required to maintain your higher membership level for another year.

To qualify initially for Silver membership you need 900 points, but you only need 630 points at the time of renewal to re-qualify for a second or consecutive year, if you are already holding Silver membership. The requirement for a second or subsequent year of Gold membership drops from 2,500 to 1,750 points, if you are already a Gold member. If you are downgraded from Silver to Blue or Gold to Silver, you will need to earn the initial higher amount of loyalty points once again to qualify for the higher tier.

Remember, if your journey involves more than one flight on Gulf Air you'll be awarded loyalty points for each flight.

Upgrade from Blue to Silver by redeeming your miles

A totally new and convenient way to upgrade to Silver membership is through miles redemption. If you are a Blue member having at least 600 loyalty points and 5000 miles in your membership account, you can request an upgrade to Silver tier by miles redemption online. All you have to do is access your membership account at gulfair.com/ffp and choose Tier Upgrade option under 'My Miles'. Follow the instructions and submit the complete form. Your Blue membership will be upgraded to Silver within 72 hours from the time of submitting your request. You'll find the required miles for redemption on page 52.

Earning

How and where you earn miles from flying

Gulf Air Falconflyer miles are awarded for travel on all published Falcon Gold premium class, Economy Class and Economy Excursion fares from Gulf Air. Promotional or discounted fares may also qualify for mileage awards, on a slightly reduced basis. You will find full details in the Informing section on page 47.

The number of miles you earn will depend on the class of ticket and the distance flown. Earn more miles when you travel within the GCC and the Middle East cities. Flying on a full fare Economy Class ticket will earn you one Falconflyer

mile for every mile you fly and flying on a full fare Falcon Gold premium class will earn you a generous cabin bonus up to 250% of the mileage award. You'll find a comprehensive list of our destinations and the miles you'll earn when flying to them on pages 48. Remember that Silver members earn a further 25% more miles and Gold members 50% more.

You will also earn 2 miles for every USD 1 spent on hotel bookings made through gulfair.com. Likewise, earn 1 mile for each dollar when you spend USD 75 and more in Gulf Air In-flight shopping.

Participating

How and where you earn miles from our partners

As well as earning miles when you fly, you can also earn them when you use selected services from our ever growing range of world class partners.

If you plan your journey carefully, flying with Gulf Air, renting a car, purchasing from our in-flight shopping or in partner retail business, staying at one of our partner hotels and paying for the trip with one of our partner credit cards, you could really clock up a great deal of miles and bring the rewards you want

a whole lot closer. For more detailed information about earning rates and benefits with our programme partners please visit gulfair.com and click on partners.

Not to forget the special bonuses and limited period promotions which we frequently offer in conjunction with our partners. You'll find all the latest news in our award-winning member newsletter - Falconflyer Zone, or by visiting gulfair.com and clicking on offers.

Financial partners



Ahli United Bank

Earn Pearl Points every time you use your AUB Credit Card.

Classic Card

Bahrain - BD 3 spent = 2 Pearl Points = 2 Gulf Air Falconflyer miles.

Egypt - EGP 6 spent = 1 Pearl Point = 1 Gulf Air Falconflyer mile.

Qatar - QR 4 spent = 1 Pearl Point = 1 Gulf Air Falconflyer mile.

Kuwait - KD 1 spent = 3 Pearl Points = 3 Gulf Air Falconflyer miles.

Oman - OR 3 spent = 2 Pearl Points = 2 Gulf Air Falconflyer miles.

Gold Credit Card

Bahrain - BD 3 spent = 3 Pearl Points = 3 Gulf Air Falconflyer miles.

Egypt - EGP 6 spent = 1 Pearl Point = 1 Gulf Air Falconflyer mile.

Qatar - QR 4 spent = 1 Pearl Point = 1 Gulf Air Falconflyer mile.

Kuwait - KD 1 spent = 3 Pearl Points = 3 Gulf Air Falconflyer miles.

Oman - OR 1 spent = 1 Pearl Points = 1 Gulf Air Falconflyer miles.

Platinum Card

Bahrain - BD 3 spent = 4 Pearl Points = 4 Gulf Air Falconflyer miles.

Kuwait - KD 1 spent = 3 Pearl Points = 3 Gulf Air Falconflyer miles.

Oman - OR 3 spent = 4 Pearl Points = 4 Gulf Air Falconflyer miles.



Citibank

1 CitiMile convert to 1 Falconflyer mile.

*Only Citibank premier miles card holders in Bahrain are eligible.

Financial partners



American Express*

2 Membership Reward Points convert to 1 Falconflyer mile.

*Only members holding American Express Cards issued in the Middle East starting with 3744, 3766 and 3791 are eligible.



BisB

BISB award FFP miles as follows:

Classic Card - BD3 spent = 1 Falconflyer mile

Gold Card - BD1 spent = 1 Falconflyer mile

Platinum Card - BD2 spent = 3 Falconflyer miles



Friendship unlimited

CrediMax

1 Falconflyer mile for every 1.5 Bahraini Dinars spent on CrediMax Visa, MasterCard Gold and JCB Gold.

1 Falconflyer mile for every 1 Bahraini Dinars spent on Credimax Platinum Card.



Bahrain Credit

1 Falconflyer mile for every 3 Bahraini Dinars spent on Imtiaz MasterCard.



Khaleeji Commercial Bank

Classic Card - BD1.5 spent = 1 Falconflyer mile

Gold Card - BD1 spent = 1 Falconflyer mile

Platinum Card - BD.750 spent = 1 Falconflyer miles

Hotel partners



Gulf Hotel Bahrain

500 base miles will be awarded by the hotel per stay at the Hotel Properties based on Rack Rate, Corporate Rate and Best Available Rates.

250 base miles will be awarded by the hotel per stay at the Hotel Weekend and Prestige Rates.

150 base miles will be awarded by the hotel per stay at the Hotel Military and Long Stay Rates.

For more information and reservations, please visit [Gulf Hotel Bahrain](#) or call +973 17 726107/8



Hilton HHonors

500 Falconflyer miles per stay at qualifying rates or 1 Falconflyer per US\$ 1 spent on eligible stays.



InterContinental Hotels

Group/Priority Club® Rewards

500 Falconflyer miles per qualifying stay as a Priority Club Rewards member.

Priority Club points can be converted into Gulf Air Falconflyer miles. 10,000 Priority Club points convert to 2,500 Falconflyer miles.

Hotel partners



Millennium & Copthorne Hotels

500 Falconflyer miles per stay at qualifying rates.



Movenpick Hotels & Resorts

500 Falconflyer miles per stay at qualifying rates.



Radisson Hotels & Resorts, Radisson SAS Hotels & Resorts and Radisson Edwardian Hotels

Earn 20 points for any qualifying stay at one of our 420 Radisson locations worldwide and at Park Plaza Hotels.



Rotana

500 miles per stay at Rotana Hotels and Rayhaan Hotels by Rotana and 250 miles per stay at Arjaan hotel apartments by Rotana, Rotana Resorts and Rayhaan Resorts by Rotana.



Taj Hotels Resorts and Palaces

500 Falconflyer miles per stay at qualifying rates at Taj Luxury Hotels. 250 Falconflyer miles per stay at qualifying rates at Taj Upper Upscale Hotels. 250 Falconflyer miles per stay at qualifying rates at The Gateway Hotel.

Car rental partners



Budget Rent A Car

For every eligible rental* in Europe, the Middle East and Africa members can earn 500 miles. They must present their Gulf Falconflyer membership card at the Budget Rental desk when collecting the car. Bookings can be made at www.budget-middle-east.com or by contacting any of the Budget rental locations.

**Eligible Rentals are rentals made on retail rates. Complimentary rentals and bookings via tour operators and on corporate rates are not eligible.*



Dollar Rent A Car

50 Falconflyer miles for each qualifying rental day up to a maximum rental duration of 30 days.



Hertz

250 Falconflyer miles for each qualifying rental made on contract rates.
500 Falconflyer miles for each qualifying rental made on standard rates.
1,000 Falconflyer miles for each qualifying rental made on Hertz Prestige Collection.

Car rental partners



Sixt rent a car

500 Falconflyer miles on each qualifying rental.
1000 Falconflyer miles for Sixt limousine service.
Members are also eligible for discounted rates.
Visit gulfair.com and click on Sixt.



Thrifty Car Rental

50 Falconflyer miles for each qualifying rental day up to a maximum rental duration of 30 days.

With Hertz Prestige, your luxury car is guaranteed to be waiting for you at your destination, complete with VIP service and even a personal introduction to the car. You also enjoy the best Gold parking spaces, and you can rent a car worldwide at any Hertz location in North America, Europe and Australia.

Members are also eligible for discounted rates.
Visit: gulfair.com and click on Hertz.

Lifestyle and leisure



Jashanmal

Earn 10 Falconflyer miles for every 1 Bahraini Dinar spent at any Jashanmal store in Bahrain.



Language Direct

Earn 1000 miles for 3 month course
Earn 3000 miles for 6 month course
Redeem 8500 miles for a month's course



Harbour 360 Business Center W.L.L.

Earn Falconflyer miles when you rent an office at H3xisty.

Virtual - 500 miles/day up to 1 week

Silver
- 500 miles/day up to 1 week
- 250 miles/day up to 1 week to 1 month
- 150 miles/day for over 1 month

Gold & Platinum

- 500 miles/day up to 1 week
- 250 miles/day for 1 week to 1 month
- 250 miles/day for over 1 month

Telecommunications



Travelling Connect

- Earn up to 7 miles on outgoing calls from key mobile operators.
- Earn up to 3 miles per minutes for incoming calls in India and Hong Kong and Sudan.

For full details, visit www.travellingconnect.com



Batelco Al Dana

Earn 30 miles for every 100 Bahraini Dinar spent

American Airlines®**American Airlines****First Class**

Booking class F	300% of the miles flown
Booking classes A, P, X(1)	210% of the miles flown

Business Class

Booking class J	200% of the miles flown
Booking classes C (2), D, I, R	140% of the miles flown

Economy Class

Booking classes Y, B, H, K	100% of the miles flown
Booking classes L, M	50% of the miles flown
Booking classes G, N, Q, S, V, W, O (3)	25% of the miles flown

(1) Fare class "X" is valid for upgrade to First Class. Mileage accrual will be determined using the Base Miles and Class of Service Bonus Miles applicable for travel in the cabin originally booked.

(2) Fare Class "C" is valid for upgrade to Business Class. Mileage accrual will be determined using the Base Miles and Class of Service Bonus Miles applicable for travel in the cabin originally booked.

(3) Tickets between North America and Latin America booked In Fare

Class "O" are not eligible for mileage credit.

American Airlines offer a range of benefits and privileges. For more information on those benefits, and on mileage earning and redemptions, visit gulfair.com and click on American Airlines.

American Airlines reserves the right to change the eligible fare classes at any time without notice.

JET AIRWAYS 

Jet Airways

First Class

Booking classes F, A	200% of the miles flown
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Business Class

Booking classes C, I, J, Z, P	150% of the miles flown
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Premium Economy Class

Booking classes Y, M	125% of the miles flown
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Economy Class

Booking classes T, U	100% of the miles flown
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Discounted Economy Class

Booking classes N, L	75% of the miles flown
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Deep Discounted Economy Class

Booking classes Q, S	50% of the miles flown
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Deeper Discounted Economy Class

Booking class K	25% of the miles flown
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Note: There will be no more service benefits available for Falconflyer members flying on Jet Airways and vice versa.



Upper Class

Booking classes J, C, D	200% of the miles flown
Booking classes I, Z	150% of the miles flown

Premium Economy

Booking classes W, S	150% of the miles flown
Booking classes H, K	125% of the miles flown

Economy Class

Booking classes Y, B, R, L, U, M	100% of the miles flown
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Discounted Economy

Booking classes E, Q, X, V, N, O	50% of the miles flown
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You can also redeem your Gulf Air Falconflyer miles for free flights on Virgin Atlantic. For more information on redemptions and conditions visit gulfair.com and click on Virgin Atlantic.

Everything you need to know about redeeming your miles

The Gulf Air Falconflyer miles and loyalty points you earn are automatically credited to your account. You can check your membership statement any time by visiting gulfair.com

We do suggest that you always keep any relevant tickets and boarding passes, just in case it has not been automatically tracked and your account has not been credited. If any details are missing or if an entry is incorrect, please follow the instructions on our website to find out how to make a retroactive claim. Any claim must be made within six months of the activity.

Redemption miles

The currency you'll need for claiming your rewards. Miles earned after 1st January 2010 are valid for 3 years, while miles earned before 1st January 2010 are valid for 10 years from their date of issue.

How you can use redemption miles

Use them in exchange for free flights on Gulf Air for yourself or your pre-nominated family members in T & P classes only*. A form allowing you to nominate up to eight immediate family members is available when you log on to your account online.

Use them in exchange for free upgrades on Gulf Air for yourself and/or a travelling companion.

Use them in exchange for free flight on our partner airlines.

Use them in exchange for excess baggage at Bahrain and London airports.

Use them to gain exclusive access to our lounges in Bahrain, Dubai and London. Use them in exchange for other Falconflyer offers which become available from time to time.

Use them in exchange for a tier upgrade from Blue to Silver membership.

**The T and P classes do not earn miles.*

Use them for free flights on American Airlines, Jet Airways and Virgin Atlantic Airways

American Airlines (AA)

	Distance in miles	One way Economy Class (T)	One way Business Class (U)	One way First Class (Z)
Zone 1	0-500	9,000 miles	18,000 miles	27,000 miles
Zone 2	501- 1500	15,000 miles	30,000 miles	45,000 miles
Zone 3	1501- 3000	24,000 miles	48,000 miles	72,000 miles
Zone 4	3001-4000	30,000 miles	60,000 miles	90,000 miles
Zone 5	4001 - 5000	39,000 miles	78,000 miles	117,000 miles
Zone 6	5001- 6000	45,000 miles	90,000 miles	135,000 miles
Zone 7	6001+	60,000 miles	120,000 miles	180,000 miles

- Off Peak dates are as follows:
 1. Between North America and Europe – October 15-May 15
 2. Between North America and Asia – October 1 – April 30
 3. Between North America and South America –March 1-May 31 and August 16- November 30

Jet Airways (9W)

Note:	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6
Distance in miles	0-250	251-500	501-750	751-1000	1001-3500	3501+
Award type	Miles required to claim award					
One way Economy Class	3,000	9,000	12,000	18,000	24,000	27,000 47,000*
One way Business Class	6,000	18,000	24,000	36,000	48,000	54,000 94,000*
One way First Class	n/a	n/a	n/a	n/a	n/a	81,000 141,000*

- Calculate the TPM by using SABRE entry (WN FROM TO).
- Redemption booking should be done at least 14 days prior to departure.
- Long sell booking required.
- Economy Class X7BP, Business Class D7BP, First Class R7BP

First Class is available on selected routes and will gradually be extended to other points on the network .

*Redemption rates for the Mumbai-Newark sector

Virgin Atlantic Airways

Redeeming Miles

Route – London to	Economy	Premium Economy	Upper class
US			
Boston-New York (JFK/Newark)			
Washington DC	45,000	67,500	90,000
Chicago-Miami-Orlando-Las Vegas-Los Angeles-San Francisco	50,000	75,000	100,000
Orlando to/from Glasgow	50,000	75,000	100,000
Orlando-Las Vegas to/from Manchester	50,000	75,000	100,000
CARIBBEAN			
Antigua-Barbados-Barbados to/from Manchester-Cuba-Grenada	50,000	75,000	100,000
Jamaica-St Lucia-St Lucia to/from Manchester-Tobago	50,000	75,000	100,000
AFRICA			
Cape Town-Johannesburg-Nairobi	50,000	75,000	100,000
Lagos-Accra (Ghana)	40,000	60,000	80,000
MIDDLE EAST			
Dubai	40,000	60,000	80,000
INDIA			
Delhi	50,000	75,000	100,000
FAR EAST			
Hong Kong-Shanghai	60,000	72,000	100,000
Tokyo	60,000	80,000	100,000
AUSTRALIA			
Sydney	105,000	126,000	180,000
Sydney to/from Hong Kong	45,000	54,000	80,000

Redeeming

How to redeem your miles

For the vast majority of Falconflyer, free flights with Gulf Air are by far the most popular form of reward. They're flexible too as you can choose unlimited stopovers. You can even choose to redeem your miles for a one-way trip.

And now redeeming miles has never been easier or faster, with the online redemption booking engine 5 languages on gulfair.com. With this convenient feature on our website, you can now redeem miles and book your flights online using Google map. However, if you wish to book redemptions for upgrades or free flights with our airline

partners, you still need to do so over the phone or in person at a Gulf Air office, and follow the steps detailed below.

You'll find a full list of the miles you'll need to claim the free flight you want on page 51. Once you have enough miles just follow the steps below.

Step one:

Call the Gulf Air World Wide Contact Centre, your local Gulf Air office or visit gulfair.com. Please note that bookings for free flights must be made directly with Gulf Air, they can't be made by your travel agents. You can make your booking a maximum of 11 months before your intended flight, subject to seat and meal availability and minimum of till flights are open for sale in the system.

Step two:

Identify yourself as a Gulf Air Falconflyer to the reservations staff, who'll be able to give you instant answers on seat availability. Please bear in mind that we aim to make your choice as wide as possible but there are times of the year, especially busy holiday periods, when the availability of free flights will be severely restricted.

Step three:

Select the flights you want to book and a reservation will be made for you.

Step four:

You'll need to provide your current email address so that a written confirmation of your tickets can be sent to you..

Please note:

If your journey involves more than one Gulf Air flight you need to exchange the number of miles required for each flight.

You'll find a full list of the miles you'll need to claim the reward flight you want in the Informing section on page 51. The amounts shown are for one way flights. To calculate the number required for your particular journey, add together the one way figures. All flights must be booked at the same time and open status tickets are not permitted.

If you find that you're unable to travel as booked, please contact your local Gulf Air office or World Wide Contact Centre minimum of one day before departure. They'll assist you in rebooking your trip. Service charges will apply to any changes to free flight bookings. Charges can be paid in cash or miles.

Rules for Falconflyer redemption tickets

	Blue	Silver	Gold
Normal redemptions	14+ days before travel for the regular number of miles if booking through a Gulf Air office or World Wide Contact Centre. No deadline for booking online	4+ days before travel for the regular number of miles if booking through a Gulf Air office or World Wide Contact Centre. No deadline for booking online	*Till flights are open for sale in the system with no fees or additional miles to pay if booking through a Gulf Air office or World Wide Contact Centre. No deadline for booking online
Quick redemptions	Between 14 days- *till flights are open for sale a fee of US\$ 20 or 3,000 miles if booking through a Gulf Air office or World Wide Contact Centre. No fees for booking online	4+days-- *till flights are open for sale a fee of US\$ 20 or 3,000 miles if booking through a Gulf Air office or World Wide Contact Centre. No fees for booking online	- *Till flights are open for sale with no fees or additional miles to pay if booking through a Gulf Air office or World Wide Contact Centre. No fees for booking online
Changes to unticketed redemption tickets	No fee	No fee	No fee

* Flights are open for sale until few hours before departure depending on the travel destinations.

Rules for Falconflyer redemption tickets (continued)

	Blue	Silver	Gold
Changes to ticketed redemption bookings (changes to outbound or return flights, re-routing or change in class of travel)	Changes can be made up to one day before travel for a fee of US\$ 40 or 6,000 miles	Changes can be made up to one day before travel for a fee of US\$ 20 or 3,000 miles	Changes can be made up to one day before travel. A fee of US\$ 20 or 3,000 miles is charged for ticket re-routing and/or change in class of travel. NOTE: No charge for date change of travel.
Cancellations	Must be cancelled four days before departure. A service charge of US\$ 40 or 6,000 miles applies.	Must be cancelled one day before departure. A service charge of US\$ 20 or 3,000 miles applies.	To be cancelled at least one day before departure. A service charge of US\$ 20 or 3,000 miles will be levied.
No shows	If a member fails to show up for the booked flight, the ticket will be forfeited.	If a member fails to show up for the booked flight, the ticket will be forfeited.	If a member fails to show up for the booked flight, the ticket will be forfeited.

Note: One day is based on 24 hours before departure.

Upgrades

Falconflyers like to reward themselves with upgrades, so that they can fly in even more style and comfort. And once you've clocked up enough miles you can do just that, upgrading to Falcon Gold premium class. Upgrades are subject to availability, but if the one you want is available it will be confirmed to you immediately.

Falconflyer members can redeem their miles against free upgrade on Gulf Air flights if their tickets are booked on Y,H,L,M and B class or even on lower sub-classes such as U,K,X,Q,V,E,O,N,S or W. Sub-classes tickets need to exchange 150% of the regular miles for free upgrade redemption.

When upgrading from Economy to Falcon Gold premium class at the Ticket desk at London Heathrow Airport, there will be a charge of GBP40 in addition to the required miles. This is a passenger duty we are obligated to pass on to HM Revenue and Customs.

You can request an upgrade as soon as you've bought a relevant ticket, by calling the Gulf Air World Wide Contact Centre or the local Gulf Air office. You'll find a full list of the miles you'll need to claim the upgrade you want on page 51.

You can also use your miles to upgrade a travelling companion, (who is a pre-nominated family member) so that you can both travel together in the same class.

Please note:

Upgrades must be booked and confirmed through a local Gulf Air office or World Wide Contact Centre until flights are open for sale in the system. It is also available upon request in the designated lounges and at the airports. However, at some lounges, members may request an upgrade subject to seat and meal availability. This applies to all members who want to upgrade to Falcon Gold premium class. For further conditions regarding upgrades please visit gulfair.com/ffp and click on free upgrades.

Contacting

How to get in touch with us

For commercial flight bookings and redemptions, you can contact us at our World Wide Contact Centre, or simply visit gulfair.com for your local contact centre telephone number. For specific Falconflyer related enquiries, please contact us on:

Telephone: +973 17 338 963

Fax: +973 17 338 768

Email: ffp@gulfair.com

Post: Gulf Air Falconflyer department,
P.O. Box 13888
Kingdom of Bahrain

Informing

All the charts and information you need

Zones - Gulf Air

Zone 1: GCC, Middle East-
Abu Dhabi, Bahrain, Basra,
Baghdad, Dammam, Doha,
Dubai, Erbil, Isfahan, Jeddah,
Kuwait, Mashad, Muscat,
Najaf, Riyadh, Shiraz, Tehran,
Medina, Aden, Alexandria,
Amman, Beirut, Cairo,
Khartoum and Sanaa.

**Zone 2: Eastern
Mediterranean, Indian Sub-
Continent & Africa**
Istanbul, Larnaca, Chennai
(Madras), Colombo, Dhaka,
Delhi, Islamabad, Kabul,
Karachi, Kathmandu, Kochi,
Lahore, Mumbai, Peshawar,
Addis Ababa and Nairobi.

Zone 3: Europe and Far East
Frankfurt, Copenhagen,
London, Paris, Rome,
Bangkok and Manila .

Loyalty points awarded for one way flights on Gulf Air

	Economy Class	Falcon Gold premium class
Between cities in Zone 1	50	100
From Zone 1 to Zone 2 and vice versa	50	100
From Zone 1 to Zone 3 and vice versa	100	250

Loyalty points awarded for codeshare flights on Gulf Air

	Economy Class	Falcon Gold premium class
London to Manchester and vice versa	25	50
London to Aberdeen, Amsterdam, Belfast, Dublin, Edinburgh and vice versa	35	75

Remember, if your journey involves more than one flight, you will be awarded points for each flight.

Loyalty points will only be awarded for bmi codeshare flights which have a GF flight number.

Miles awarded for different fares on Gulf Air

Economy fares in ticket class Y, H	125% of the distance flown in Zone 1
Economy fares in ticket class Y,H	100% of the distance flown in Zone 2,3
Economy fares in ticket class L, M, B	75% of the distance flown in Zone 1
Economy fares in ticket class L,M,B	50% of the distance flown in Zone 2,3
Economy fares in ticket class U, K, X, Q, V, E, O, N, S, W	50% of the distance flown in Zone 1
Economy fares in ticket class U, K, X, Q, V, E, O, N, S, W	25% of the distance flown in Zone 2,3
Falcon Gold fares in ticket class J	250% of the distance flown in Zone 1
Falcon Gold fares in ticket class J	200% of the distance flown in Zone 2,3
Falcon Gold fares in ticket class C	200% of the distance flown in Zone 1
Falcon Gold fares in ticket class C	150% of the distance flown in Zone 2,3
Falcon Gold fares in ticket Class D,I	150% of the of the distance flown in Zone 1
Falcon Gold fares in ticket class D,I	140% of the of the distance flown in Zone 2, 3

To find out your booking class please refer to the class column on your ticket

Miles awarded for one way flights on Gulf Air

Relevant cabin and tier bonuses will be added where applicable, i.e.

Falcon Gold earns up to 250% of the total miles flown.

Between Bahrain and	Economy Class	Between Bahrain and	Economy Class
Abu Dhabi	300	Jeddah	794
Addis Ababa	1,424	Kabul	1,244
Aden	1,045	Karachi	1,034
Alexandria	1,303	Kathmandu	2,134
Amman	961	Khartoum	1,378
Baghdad	618	Kochi	2,020
Bangkok	3,340	Kuwait	300
Basra	344	Lahore	1,480
Beirut	1,045	Larnaca	1,171
Cairo	1,200	London	3,154
Chennai	2,124	Manila	4,580
Colombo	2,331	Mashad	872
Copenhagen	2,775	Medina	696
Dammam	300	Mumbai	1,500
Delhi	1,629	Muscat	528
Dhaka	2,486	Najaf	546
Doha	300	Nairobi	2,116
Dubai	301	Paris	2,992
Erbil	793	Peshawar	1,355
Frankfurt	2,759	Riyadh	300
Isfahan	444	Rome	2,422
Islamabad	1,435	Sanaa	859
Istanbul	1,595	Shiraz	300
		Tehran	643

Miles awarded for one way Codeshare flights on Gulf Air

Codeshare flights between:	Economy Class (Y, H, K)
London/Aberdeen	399
London/Amsterdam	300
London/Belfast	324
London/Dublin	288

Codeshare flights between:	Economy Class (Y, H, K)
London/Edinburgh	330
London/Manchester	300

Miles will only be awarded for bmi codeshare flights which have a GF flight number.

Miles awarded for one way Codeshare flights on Gulf Air

Codeshare flights operated by American Airlines in Economy Class (Y, H, K) between:

London/New York JFK	3,458
London/Raleigh-Durham	3,872
Paris/Chicago	4,142
Paris/Dallas	4,948
Paris/Miami	4,589
Paris/New York	3,635
Frankfurt/Chicago	4,332
Frankfurt/Dallas	5,130
London/Boston	3,267
London/Chicago	3,950
London/Dallas Fort Worth	4,751
London/Los Angeles	5,442
London/Miami	4,430

Miles will only be awarded for AA codeshare flights which have a GF flight number

Free flight and upgrade calculator

This shows the number of miles required for a free flight or upgrade with Gulf Air.

	Economy Class (T)	Falcon Gold premium class (P)	One class upgrade 100%	One class upgrade 150%
For each one way sector between Cities in Zone 1	3,000 miles	6,000 miles	3,000 miles	4,500 miles
For each one way sector between Bahrain and:				
Cities in Zone 2	9,000 miles	18,000 miles	9,000 miles	13,500 miles
Cities in Zone 3	24,000 miles	48,000 miles	24,000 miles	36,000 miles

Please note that airport taxes and a fuel surcharge is applicable on some redemption tickets. For more information please contact your local Gulf Air office.

Excess Baggage Redemption

Below is the table showing Falconflyer miles charges for excess baggage per **5kg** blocks. This facility is applicable on flights operated by Gulf Air only.

TO		ZONE 1	ZONE 2	ZONE 3	Zone 4	Zone 5
FROM	Bahrain	GCC, Iran, Iraq	Rest of Middle East/Africa	South Asia/South Europe	Rest of Europe	FAR EAST
Bahrain		1,500	2,500	4,000	8,000	8,000
London	8,000	9,500	10,500	12,000		16,000

Upgrade from Blue to Silver tier by miles redemption

This shows the number of miles required to upgrade from Blue to Silver tier.

Points needed for tier upgrade (Multiples of 100 only)	Miles required for redemption
100 and less	5,000 Miles
101 - 200	10,000 Miles
201 - 300	15,000 Miles

Our international network

Aberdeen*	Doha	Manchester*
Abu Dhabi	Dubai	Manila
Addis Ababa	Dublin*	Mashad
Aden	Edinburg*	Medina
Alexandria	Erbil	Mumbai
Amman	Frankfurt	Muscat
Amsterdam*	Isfahan	Najaf
Bahrain	Islamabad	Nairobi
Baghdad	Istanbul	Paris
Bangkok	Jeddah	Peshawar
Basra	Kabul	Riyadh
Beirut	Karachi	Rome
Belfast*	Kathmandu	Sanaa
Cairo	Khartoum	Shiraz
Chennai	Kochi	Tehran
Colombo	Kuwait	
Copenhagen	London	
Dammam	Heathrow	
Delhi	Lahore	
Dhaka	Larnaca	

*Codeshare routes

Airport lounge facilities

If you're a Gulf Air Silver or Gold member departing on Gulf Air, you're welcome to use the dedicated Falcon Gold lounges in Bahrain, Dubai and London. You may also use the facilities of the following lounges around the network.

City/Airport	Lounge	Location
Abu Dhabi	Abu Dhabi Airport Hotel Lounge	1st floor - Immediately past Immigration
Amman	Crown Lounge	South Terminal- 3rd floor
Bangkok	Louis Tavern Lounge	3rd Floor
Baghdad	Iraqi Airways First Class Lounge	Departure area- opposite gate 46
Beirut	Cedar Lounge	1st floor behind the Immigration departure
Cairo	CAA & EAS Lounges	Departure hall
Chennai	Oberoi Clipper Lounge	1st Floor -Departure area
Dammam	Abdul Majeed Abul Jadayel	Departure hall
Delhi	ITC Welcome Group Lounge	Transit area
Dhaka	Sheraton Balaka Lounge	2nd floor - Departure hall
Dubai	Golden Falcon Lounge	Departure hall- next to gate 122
Doha	Oryx Lounge	Departure hall
Frankfurt	Marco Polo Lounge	Terminal 2 - Transit area
Islamabad	CIP Lounge	Departure lounge
Istanbul	Millennium Lounge	1st floor - Departure area
Jeddah	First Class Lounge	Departure hall
Jeddah	First Class Lounge	Departure hall

City/Airport	Lounge	Location
Karachi	CIP Lounge	1st floor - Departure hall
Kathmandu	Radisson SAS Lounge	Departure hall
Khartoum	Chief House	Departure hall
Kochi	Casino Flight Services	Departure area
Kuwait	Dasman Lounge	Mezzanine floor
Lahore	CIP Lounge	Departure hall
Larnaca	Executive Lounge	3rd floor - Departure area
Manila	Pagstop Lounge	4th floor- next to Hariraya restaurant
London	London Lounge	Departue hall - Terminal 4
Mumbai	Clipper Lounge	Terminal 2BC - Transit area
Mashad	CIP Government	Departure hall
Muscat	Oman Air Lounge	Departure hall
Paris	Salon Premiere	Located airside nearby gate C83
Peshawer	Executive Lounge	Beside terminal building outside departure hall
Riyadh	Attar First Class Lounge	Departure hall - gate 18
Rome	Flightcare Lounge	Terminal 3, Transit Area
Sanaa	Balqees Lounge	Departure hall
Shiraz	Government VIP Lounge	Departure hall
Tehran	CIP Lounge	Departure hall

*Code share flights are not entitled for any lounge facilities.

Full details, terms and conditions of membership

1. Definitions

Unless the context specifies otherwise:

- 1.1 'Member' is defined as the Gulf Air Falconflyer programme member whose name appears on the Membership Card. 'Account Number' and 'Membership Number' is the number printed on the Card.
- 1.2 'Family Members' are defined as those immediate family members enrolled into the programme by the Member to earn Miles on their behalf and to receive free flights and other reward benefits as the pre-designated Family Member.
- 1.3 'Gulf Air Falconflyer' is the name of the Gulf Air loyalty programme designed to award Gulf Air's most valued customers with a variety of traveller benefits and with 'Miles' which can be exchanged in specified ways.
- 1.4 'Miles' are the currency of award accounting for flying Gulf Air on eligible fares. 'Loyalty Points' are the currency of loyalty accounting for flying Gulf Air on any fare and count towards eligible levels of membership. The level of the Member determines traveller 'Privileges'. 'Privileges' are benefits available to the Member usually when travelling.

Terms & Conditions

- 1.5 'Award' is the 'Miles' and/or 'Loyalty Points' receivable for flying Gulf Air. 'Redemption' is the process for trading in 'Miles' for 'Rewards', such as free tickets, upgrades etc.
- 1.6 Subject to what follows, these 'Terms & Conditions' regulate the relationship between Gulf Air and Members of the Falconflyer programme.

2. General

- 2.1 The Falconflyer programme has been developed to reward the loyalty of individuals choosing to fly frequently with Gulf Air. Participation in the Programme is subject to these Terms & Conditions which are accepted by the Member upon submission of the application form and on signature of the Membership Card.

After receiving these Terms & Conditions a Member may elect to withdraw from the Programme by advising the Gulf Air Falconflyer programme in writing within 30 days.

Terms & Conditions

- 2.2 Gulf Air reserves the right to amend or terminate these Terms & Conditions and any Awards, Privileges, partner relationships and process of operation of the Programme, with or without prior cause or notice to Members or applicants. Gulf Air will endeavour to give Members reasonable notice of termination of the Programme but cannot be held responsible for any loss or damage resulting from termination or any amendment to the Programme.

- 2.3 All Privileges and Awards are offered subject to the Conditions of Carriage of Gulf Air and are subject to availability and change. Some local variations and restrictions may apply. Some of the Awards, Privileges and Rewards are, or may be, provided by organisations with which Gulf Air has made arrangements but over which it has no control. Gulf Air endeavours to ensure that the proposed Awards and Privileges are made available to Members but it cannot be liable for any consequential loss or damage arising from the provision or non-provision, whether in whole or in part, of any such arrangements nor for the withdrawal from the Programme of any such organisation.

Terms & Conditions

- 2.4 Any service provided by Gulf Air or any organisation to Falconflyer Members will be subject to the standing Terms & Conditions applying to provision of that service and any applicable treaty such as the Warsaw Convention or any other law instruments which may in certain cases govern the Member's contract of carriage by air.
- 2.5 Save for evident gross negligence and willful misconduct of Gulf Air, and without prejudice to these Terms & Conditions, Gulf Air does not accept any liability whatsoever in respect of any loss, injury, delay or damage arising out of or in connection with the Programme.
- 2.6 These Terms & Conditions shall be governed by and construed in accordance with Bahrain law. However, Gulf Air will not be liable when complying with local laws which may affect the availability of arrangements and indeed membership of the Programme.

Terms & Conditions

- 2.7 Any taxes, surcharges, duties etc arising from the Member's participation in the Programme shall in all cases be borne by the Member or the traveller.
- 2.8 Gulf Air has the right to revise and amend these terms and conditions from time to time to reflect changes in market conditions affecting our business, changes in technology, changes in payment methods, changes in relevant laws and regulatory requirements and changes in our system's capabilities. All information pertaining to the Programme shall be updated on a regular basis on the Gulf Air website. Members should refer to the website in the first instance for the most up-to-date information pertaining to the Programme and the latest version of the terms and conditions in force from time to time. Members are notified that they should refer to the version of the terms and conditions displayed on the Gulf Air website rather than any printed version, which may be outdated.

Terms & Conditions

3. Membership

3.1 Only individual persons aged 2 or over can be enrolled as a Member. Persons aged between 2 and 18 must be enrolled by a Parent or Guardian. In the case of an application for persons between the age of 2 and 18 submitted by a Guardian on behalf of such person, Gulf Air reserves the right to challenge or reject such application where required to do so by relevant legislation. Corporations, organisations and other entities are ineligible. Airline, travel agency, other travel industry associated staff and professional couriers are also ineligible to join.

3.2 An individual who wish to become a member of the Gulf Air Falconflyer programme can enrol online at gulfair.com

3.3 Membership is open to individuals resident in any country, subject to local laws and restrictions, who submit a valid, completed application form online. Gulf Air may refuse membership or amend its enrolment criteria at its discretion.

3.4 An individual is not allowed to hold more than one Account or make multiple applications to the Programme. Breaches of this condition may lead to loss of Awards and any action by Gulf Air at its discretion.

Terms & Conditions

3.5 An application for Membership will denote acceptance and explicit authorisation of Gulf Air to process and store the information given and to use such stored information for it and its business partners' marketing or communication purposes.

3.6 In case of misuse or misrepresentation by the Member of his position as a Member or failure to comply with these Terms & Conditions, Gulf Air reserves the right to cancel his Membership forthwith, with loss of all accrued Awards and Privileges and if necessary take legal

proceedings against him. Gulf Air also reserves the right to cancel any Membership at its sole discretion.

3.7 Members can earn miles for any GF flights taken 90 days prior to the date of their enrolment. However, members enrolled before 1st May 2011 can not earn miles for flights taken prior to their enrollment date.

3.8 Membership and Account credit is not transferable or assignable to other individuals, trusts or estates. In the event of the death of the Member, the Membership and all accrued Account credit will be cancelled.

Terms & Conditions

- 3.9 Members may terminate their Membership by writing to Gulf Air Falconflyer programme at any time.
- 3.10 Members may change their mailing address and contact details online.
- 3.11 Membership at the entry level of the programme (Blue) is valid for a period of three year. If, however, there is no activity shown in this three year period, the Membership account will automatically be deactivated. Membership for Gold and Silver levels are valid for a period of one year, renewable according to the criteria of minimum annual activity requirements laid down by Gulf Air at its discretion.
- 3.12 Once a Member is enrolled in the programme, he/ she will be able to nominate up to eight Family Members to earn miles on his/her behalf. Family members may be the spouse, children, brothers, sisters and so on, as defined by immediate family.
- 3.13 Family Members will receive their own Membership card and Membership number but will only earn 70% of the regular mileage, which will go into the Members account. Family Members do not earn miles for partner activities and codeshare flights and are not entitled to any service benefits and privileges.

Terms & Conditions

- 4.4 If the Card becomes lost, stolen or damaged, the Member should inform the local Gulf Air office or the Programme Manager in Bahrain. The Card will be replaced as soon as possible. This will normally take at least four weeks. In the meantime, the Member can still receive travel privileges and Award credits to his account by printing out the temporary card from their online account and using this as a substitute card until a replacement card is received.
- ### 4. Membership card
- 4.1 The Card is only valid when signed by the Member and may be used up to the last day of the month of expiry which is indicated on the Card. The Card is not a credit or charge card.
- 4.2 The Card remains at all times the property of Gulf Air and should be returned on demand of Gulf Air.
- 4.3 Only the Member may use the Card to obtain Programme Privileges and Awards. It is not transferable or assignable to any other person.

5. Membership Level and Loyalty Points

5.1 The levels of membership - Blue, Silver and Gold - determine increasing degrees of travelling Privileges and other benefits. The current Privileges are described in the Member's Guide and on the website. These will be added to and/or amended over time. Normal entry to the Programme is at the Blue level. Promotion of Members from Blue to Silver and from Silver to Gold is on the achievement of specified thresholds of Loyalty Points.

5.2 Loyalty Points will be awarded only for the Member's travel on Gulf Air flights, ticketed with the relevant carrier's flight number. Every flight, at any fare (with the exception of travel industry discounted fares), is credited with Loyalty Points. Travel in Falcon Gold earns a successively higher credit. The Gulf Air network has been divided into zones for the award of Loyalty Points and the number of Points awarded by class of travel and by zone is detailed in the handbook.

6. Membership Grade Promotion and Demotion

5.3 The number of Loyalty Points required for promotion to Silver and Gold membership are given in the Guide and on the website and apply to any 12 month continuous period of Member flight activity beginning from the issue of the first Membership Card.

5.4 Loyalty Points have a validity of 12 months from the first flight date, after which they expire and can no longer be counted in the cumulative total.

6.1 As soon as a Member's Account shows a cumulative Loyalty Point total equal to or over the number required for Silver or Gold membership (earned during the previous 12 months or less), the Member will immediately be promoted to the relevant level and a new Card will be issued, valid for 12 months from the date of issue.

- 6.2 Prior to the expiry date for all Cards, the cumulative Loyalty Points earned will be compared with the level required to maintain membership at the same level. If sufficient Loyalty Points have been earned at the time of renewal over the previous 12 months, the Member's Card will be renewed at the same level, and will be valid for 12 months from the date of renewal.
- 6.3 If the required level of Loyalty Points has not been maintained, the Member's Card will be renewed at the relevant (lower) level. If no Loyalty Points have been earned over the previous 12 months, Gulf Air reserves the right not to renew the Member's Card.

7. Mileage Awards

- 7.1 Mileage awards can be earned on Gulf Air flights at eligible fare levels only. Published Falcon Gold, full Economy and Economy Excursion fares qualify for Mileage awards. Certain "promotional" or "discounted" fares earn a reduced Award, whilst most other (discounted) fares, including bulk or other unpublished fares or travel industry discounted fares, and redemption tickets are not eligible for Mileage awards at all.
- 7.2 The specific class codes which are eligible for Mileage awards and the number of miles awarded by flight, by tier and by class code are detailed in the Guide and on the website.

8. Crediting Loyalty Points and Miles

- 8.1 The crediting of due Loyalty Points and Miles to a Member's Account relies upon an automated activity tracking system. Recognition of a Member's qualifying activity is driven by the data capture of the Membership number in association with that activity. Failure by the Member to declare his Membership of the Programme and his Membership number at the prescribed stages in booking and undertaking any activity will result in no automatic award of Loyalty Points and/or Miles. It is then the Member's

responsibility to make a retroactive claim for credit (see Section 9) which, if eligible, would then be credited to his Account.

- 8.2 The Member should ensure that he or whoever is making an eligible booking on his behalf is aware of the Membership number and Member name as it appears on the Card and makes it known to Gulf Air at the time of booking. Traveller privileges cannot be provided if the Member has not advised his Membership number and level.

8.3 The Member should also produce his Membership Card at check in to confirm data capture of his activity, even if his Membership number was already given at reservation stage.

9. Retroactive Claims for Credits

9.1 If the record of a Gulf Air qualifying flight does not appear on the online membership account after the flight date, or, in the view of the Member, it appears incorrectly, then the Member should complete the retroactive claim form which is available on the member's area of the website. Members should retain the original boarding pass(es) and

a legible copy of the passenger ticket and keep it in case they are requested to send it to the Programme offices in Bahrain. If the recording error involves a partner activity, the Member should follow the instructions given for that partner on the website, including the provision of appropriate invoiced activity record documents. File copies should be retained for the Member's own reference.

9.2 All claims for retroactive credit must be made within six months of the flight or partner activity in question. No claims for retroactive credit more than six months after the activity will be accepted.

9.3 Retroactive claims for flights taken 90 days prior to the date in which the individual applied for membership will be eligible for credit. However, members who were enrolled before 1st May 2011 are not eligible for retro claims on any flights taken prior to their enrollment date.

9.4 Retroactive claims will not be accepted without the detailed evidence required in 9.1.

9.5 Members are strongly requested to undertake their own correct recording and recognition of activity by retaining all boarding passes, passenger coupons from tickets and partner transaction documents in order to settle any account discrepancies and retroactive claims.

10. Account Statement

- 10.1 Member Account will be updated on the website every 24 hours provided there are activities to be reported. Copies of the Statement are always available on the website for the past 12 months for the Member to review. If a member requires statements from further back than 12 months, they can request these from the Programme's Office in Bahrain. Inactive Members' Statements will be suppressed until activity recommences.

11. Mileage Redemption

- 11.1 A Member Account will be credited with the relevant number of Miles due for each and every member qualifying activity. The mechanism used to 'pay' for any redemption activity is Miles. No redemption activity can take place until the Member has sufficient Miles in their account.

12. Redemption Process General

- 11.2 Miles may not be combined with those belonging to another Member. However, a Member may exchange his/her own Miles for free flights or other benefits in respect of his eight pre-designated family members. A Member may create or make amendments to the list of his pre-designated family members. A member may make a change to four Family Members on this list once in any 12 month period from January to December.
- 11.3 Miles earned after 1st January 2010 are valid for 3 years, while miles earned before 1st January 2010 are valid for 10 years from their date of issue.
- 12.1 The redemption process uses Miles in exchange for valuable free benefits. Gulf Air cannot be liable for any goods or services provided to the Member in exchange for Miles.
- 12.2 All redemption rewards are subject to availability. The Member should bear this in mind when making plans to obtain a redemption reward. Free flights should be planned, booked and "paid" for with Miles as long in advance of the flight as possible (maximum 11 months) to maximise the chance of securing the Member's first choice.

12.3 The Member must follow the procedures laid down for the redemption process. Any attempt willfully to circumvent the procedures or restrictions on access to redemption reward opportunities may lead to Gulf Air cancelling the Membership and all unused Miles which the Member has accumulated.

12.4 There are five principal redemption rewards

- Free flights on Gulf Air and Partner Airlines
- Free upgrades on Gulf Air
- Excess baggage
- Lounge access
- Benefits offered by Gulf Air Programme partners

Additional Programme partners and benefits will become regularly available and will be described in supplementary terms and conditions at time of introduction.

The redemption procedures for exchanging Miles for free flights and upgrades on Gulf Air are laid down elsewhere in the Guide and on the website.

For more information or clarification, get in touch with our Worldwide Contact Centre at +973 17 373737 or visit our dedicated Falconflyer page at gulfair.com/ffp
All information is accurate as of 18 March 2012