



## TERMS AND CONDITIONS

### 1. Introduction

These terms and conditions form the basis of Destinations: Air Niugini's Loyalty Program (Destinations). The terms and conditions apply to the relationship between Air Niugini Limited (Air Niugini) and member of Destinations and are intended to protect both our members and Air Niugini. It is the member's responsibility to read and understand these terms and conditions. They contain very important information about your rights and obligations, as well as limitations and exclusions that may apply to them. The application form contains a field that needs to be signed that verifies that you have read and understood these terms and conditions. If the terms and conditions are not understood, please ask a friend or professional legal advisor to explain. The terms and conditions are effective as of the date of publication and may be changed/modified by Air Niugini from time to time. These terms and conditions are governed by the laws of Papua New Guinea.

### 2. Membership

- 2.1 Application to join **Destinations** constitutes acceptance of all terms and conditions.
- 2.2 Application to join **Destinations** is open only to any individual who is at least eighteen (18) years of age. In the case of family membership as outlined in section 3, nominated family members must be at least two years of age.
- 2.3 Membership of **Destinations** is only open to individuals. It is not open to companies, trusts, partnerships or other entities.
- 2.4 **Destinations** membership is not transferable.
- 2.5 The start date of the membership will be the date the membership application form was completed. If an application is rejected, then any benefit that may have been accrued will be null and void.
- 2.6 Members who join the Destinations Loyalty Program through the Air Niugini website will receive a membership number and password to access their profile.
- 2.7 Air Niugini encourages members to apply by completing the online application form through the Air Niugini website: [www.airniugini.com.pg/destinations-loyalty/](http://www.airniugini.com.pg/destinations-loyalty/). Please note that if members do not have an email address, they will not be able to receive a password to log in to their membership profile. Membership cards will be delivered to the nearest Air Niugini office based on the postal address registered in the membership profile.
- 2.8 Login passwords will not be issued if your membership registration is processed by the Destinations Customer Service Centre.
- 2.9 Members may cancel their **membership** at any time by submitting notification in writing and returning the membership card to Air Niugini, at which time any outstanding points, benefits and privileges will be cancelled.
- 2.10 In the event of a member's death, the membership will be cancelled, along with any unredeemed points, benefits, and privileges. For Family Memberships, Air Niugini will transfer Destinations points to the Secondary Family Head, who will then be appointed as the new Family Head. The designated Secondary Family Head must submit the official documents requested by the Air Niugini Destinations Service Centre.
- 2.11 After a period of twenty-four (24) months of inactivity, Air Niugini reserves the right to terminate your membership account. If Air Niugini terminates or cancels your membership, all accumulated **Destinations** points will be deemed to have expired and will immediately be removed from your membership account. Points will not be reinstated once they have expired. The lapsed member will be contacted by Air Niugini to formally advise the member of this action.
- 2.12 Air Niugini reserves the right to reverse or cancel any points that were credited to a member in error, or that were not in accordance with the terms and conditions, or were in breach of them, at any time.

### 3. Membership Card

- 3.1 By using the Membership card, the Member agrees to be bound by these Terms and Conditions of Membership.
- 3.2 The card remains the property of the Air Niugini Destinations Loyalty Program. It is not a credit card.
- 3.3 The membership card is for the exclusive use of the member and is not transferable under any circumstances. If the card has a validity period, it may only be used within that specified period. Air Niugini reserves the absolute right to withdraw, cancel, withhold, deny access to, or modify the Membership fee or any benefits previously advertised or offered to any Member at any time. Air Niugini shall not be liable for any loss or damage suffered by the Member as a result of such withdrawal, cancellation, variation, or change.
- 3.4 A valid Membership card must be presented to redeem special discounts offered to our Kumul Club Members.
- 3.5 It is the member's responsibility to ensure that they take appropriate care of the membership card and the membership number to prevent unauthorised persons from accessing your account.
- 3.6 In the event of loss, theft or unauthorized use of your membership card or number, it is the member's responsibility to advise the Destinations Customer Service centre.
- 3.7 Requests for Frequent Flyer card replacement will be at a fee of K20.00 or 500 points. This fee will cover the cost in reproducing the card. Card replacement for only Kumul Club membership cards are issued at no cost.

Replacement card fee applies to the following circumstances for Frequent Flyer membership cards:

- a) Lost or stolen
- b) Change of name due to marriage or divorce
- c) Membership cards not collected within twelve months of joining the program.

### 4. Destinations Family Membership

Air Niugini encourages and welcomes members to take out a Destinations Family Membership to benefit by pooling points earned by family members.

- 4.1 A member of an individual membership account is eligible to nominate up to five (5) of their immediate family members to join the Destinations Family membership.
- 4.2 The Family Head and the Secondary Family Head are required to be a minimum of eighteen (18) years of age.
- 4.3 All correspondence pertaining to Destinations Family Membership will be available only to the Family Head. The Family Head maintains exclusive control of the account balance and as such controls all point accrual and redemptions made through the Destinations Family Membership.
- 4.4 Only the Family Head has the authority to manage a Family account. This includes actions such as redeeming points, requesting statements, and accessing points transaction details by logging into their membership profile through the Destinations Loyalty Program member portal at [www.airniugini.com.pg](http://www.airniugini.com.pg)
- 4.5 Air Niugini retains absolute discretion to accept or reject any application for Destinations Family Membership and to cancel any members account in the event of breach of the terms and conditions of the **Destinations** Loyalty Program.
- 4.6 A Family Member may opt out of a Family Account. Any points accrued under his or her membership profile whilst within the family account may be transferred in the event of a Family Member upgrading to the Kumul Club membership and/or if no redemption activity has taken place in the family account. In this case, the transfer of points will be at the sole discretion of Air Niugini.

## 5. Kumul Club Membership

### 5.1 Kumul Club Memberships

There are three types of Kumul Club membership.

#### 5.1.1 Kumul Club Premium

This is designed for the ultimate traveller that travels both within PNG domestic and international. Membership is open to individuals eighteen (18) years and above. Significant benefit is the access to our partner lounges at international airports which Air Niugini operates to/from.

#### 5.1.2 Kumul Club Domestic

This is purposely designed for PNG Domestic travel. Membership is open to individuals eighteen (18) years and above. It provides access to the Kumul Lounges across PNG among other benefits.

#### 5.1.3 Kumul Club Junior

This is for teenagers between the ages of twelve (12) and seventeen (17), that travel alone and their parents would like a secure and comfortable area for them to be whilst waiting for their flight. The benefits are similar to a Kumul Club Domestic membership.

5.2 Kumul Club Membership is available at those rates and with those benefits advertised on the **Air Niugini** website.

5.3 Members can choose to upgrade from a Kumul Club Domestic membership to a Kumul Club Premium membership only if they are within the first six (6) months of their Kumul Club Domestic membership. The upgrade fee is based on the difference between the period used from issuance of the Kumul Club Domestic membership card and the period yet to use, this difference is then calculated against the Kumul Club Premium membership. An administration fee of PGK250.00 will be included for every upgrade request.

5.3 The **Kumul Club** annual membership fee is determined by Air Niugini and may be modified from time to time.

5.4 To apply for membership, you must pay any applicable fees, register online via the Destinations website. You must ensure to complete all mandatory details.

5.5 A Kumul Club member may wish to upgrade his or her **Destinations** membership to a Family Membership. The Kumul Club Member may do so pursuant to section 3 above.

5.6 Additional family members enrolled in a **Destinations** Family Membership headed by a Kumul Club Member are NOT entitled to Kumul Club benefits by virtue of their **Destinations** membership. This also includes access to Air Niugini Kumul lounges and International Partner lounges. Refer to Air Niugini's Lounge Policy.

5.7 Kumul Club Membership is strictly non-refundable and not transferable.

5.8 Air Niugini at its absolute discretion may approve refunds at a service fee of PGK110.00 per transaction in instances where but not limited to:

- a) Request of refund is within two weeks of issuance of the membership card. This period qualifies as unutilized.
- b) Duplicate payments made for a member(s)
- c) Deceased member(s) with unutilised benefits
- d) Member(s) leaving company or sponsor of membership and benefits unutilised within fourteen (14) days of issuance
- e) Any other refund request which Air Niugini considers appropriate to apply this clause

5.9 Kumul Club members must advise the Destinations Customer Service Centre of any changes of name, address or other contact details; immediately.

5.10 Membership will expire on the anniversary of the joining date.

5.11 In the event the member becomes deceased, the membership will be cancelled. Refer to clause 2.9

5.12 Kumul Club membership will not be extended from the initial expiry date in any circumstances without resubscribing.

## 5.13 Benefits of being a Kumul Club member

<b>Member Benefits</b>	<b>Kumul Club Junior</b>	<b>Kumul Club Domestic</b>	<b>Kumul Club Premium</b>
Fee	K1,000.00	K1,599.00	K2,299.00
No. of Individuals	1	1	1
Validity	1yr	1yr	1yr
Destinations Points Earn	K1:1	K1:1	K1:1
Status points earn	x	x	x
Bonus Points on New sign up	✓	✓	✓
Points Transfer	✓	✓	✓
Complimentary gift packs	x	✓	✓
Same Day return Check-in service	✓	✓	✓
Access to Priority Check-in	✓	✓	✓
Priority Checked baggage	✓	✓	✓
Priority Baggage handling/delivery	✓	✓	✓
Priority waitlist	✓	✓	✓
Priority boarding	✓	✓	✓
Extra Baggage Allowances	✓	✓	✓
<b>Domestic</b> Economy 16kg (Normal)	20kg	20kg	30kg
<b>Domestic</b> Business 20kg (Normal)	25kg	25kg	40kg
<b>International</b> Economy Class 30kg (Normal)	40kg	40kg	50kg
<b>International</b> Business Class 40kg (Normal)	45kg	45kg	60kg
Pre-seating on Paid seats (Waivered)	✓	✓	✓
Lounge access in PNG	✓	✓	✓
Overseas Partner lounge access	x	x	✓
Complimentary domestic lounge passes	x	3 each	7 each

## **6. Air Niugini Lounge Access Policy**

To avoid inconvenience, we ask that the Kumul Lounge access policies be observed and adhered to.

### **6.1 Air Niugini Domestic Kumul Lounges Access Policy**

Access to the Air Niugini Domestic Kumul Lounges is **permitted** in the following circumstances for;

- 6.1.1 Air Niugini Kumul Club Premium, Air Niugini Kumul Club Domestic, Air Niugini Kumul Club Junior, Air Niugini Silver Frequent Flyer, Air Niugini Silver Frequent Flyer and Air Niugini Platinum Frequent Flyer members when travelling on Air Niugini services only.
- 6.1.2 Air Niugini Business Class customers when travelling on Air Niugini services only.
- 6.1.3 Air Niugini passengers who are not an Air Niugini Kumul Club member, Air Niugini Silver Frequent Flyer, Air Niugini Gold Frequent Flyer or Air Niugini Platinum Frequent Flyer member but have:
  - purchased a one-day lounge pass. A receipt must be presented at the Lounge reception.
  - redeemed with *Destinations Loyalty Points*,

### **6.2 Air Niugini Jacksons International terminal Kumul Lounge Access Policy**

Access to the Air Niugini International terminal Kumul Lounges is **permitted** in the following circumstances for;

- 6.2.1 Air Niugini Kumul Club Premium, Air Niugini Kumul Club Domestic, Air Niugini Kumul Club Junior, Air Niugini Silver Frequent Flyer, Air Niugini Gold Frequent Flyer and Air Niugini Platinum Frequent Flyer members when travelling on Air Niugini services only.
- 6.2.2 Air Niugini Business Class customers when travelling on Air Niugini services.
- 6.2.3 Qantas members of Chairman's Lounge, Qantas Platinum, Qantas Platinum one, Qantas Gold & Qantas Silver Frequent Flyers, and Qantas Club travelling on Air Niugini services only. Qantas membership card and Air Niugini boarding pass must be provided to gain access. No accompanying guests permitted.
- 6.2.4 Solomon Airlines Business Class customers when travelling on Solomon Airlines or Air Niugini Services.
- 6.2.5 China Southern Airlines Business Class customers when travelling on China Southern Airlines or Air Niugini Services.
- 6.2.6 Fiji Airways Business Class customers when travelling on Fiji Airways or Air Niugini Services.

### **6.3 Guests of Air Niugini's Kumul Club and Frequent Flyer Members**

- 6.3.1 One (1) guest per member is permitted to access the lounge upon presentation of a Guest pass at the all Air Niugini Kumul Club lounges. Accompanying children of the member or Business Class passenger who are under the eleven (11) years old are not required to present a guest pass.
- 6.3.2 The guest pass is valid for a single entry. The guest must always be accompanied by the member. Guests will not be permitted without a guest pass.
- 6.3.3 Extra guests or Non-Members may purchase a lounge pass for PGK180.00 per person, prior to flight date at the Sales Office. No Payments will be accepted at the Lounge.
- 6.3.4 Access is not allowed for Air Niugini's Kumul Club or Air Niugini Frequent Flyer members who are travelling on non-Air Niugini services, including their guests.

### **6.4 International Partner Lounge Access Policy**

All our International Partner lounges are governed by our Partners.

- 6.4.1 Holders of the following membership cards are eligible to access our overseas Partner Lounges and are required to follow the lounge policies set by our international partners.
  - Air Niugini Kumul Club Premium
  - Air Niugini Platinum Frequent Flyer
  - Air Niugini Gold Frequent Flyer

6.4.2 Air Niugini's International Partner Lounges are as follows:

- Sydney Qantas Lounge.
- Brisbane Qantas Lounge.
- Cairns Escape Lounge\*
- Manila PAGSS Lounge\*
- Singapore SATS Premier Lounge, Terminal two\*
- Hong Kong Plaza Premium Lounge\*
- Solomon Islands Bellama Lounge\*
- Nadi Tabua Lounge\*

***\*Guests are not permitted:***

Air Niugini Kumul Club Premium, Air Niugini Platinum Frequent Flyer and Air Niugini Gold Frequent Flyer members must not utilize their Air Niugini guest passes or access their guest at other Air Niugini's overseas partner lounges.

6.4.3 Access to Qantas Sydney and Brisbane International Lounge is permitted in the following circumstances for;

- All Air Niugini Business Class Passengers when travelling only on an Air Niugini operated service, including one (1) guest,
- All holders of a valid Air Niugini Kumul Club Premium, Air Niugini Platinum Frequent Flyer and Air Niugini Gold Frequent Flyer, when travelling only on an Air Niugini operated service, including one (1) guest.
- Accompanying immediate family members of the Eligible Passenger who are under seventeen (17) years are permitted in addition to the guest.
- Air Niugini Kumul Club Premium, Air Niugini Platinum Frequent Flyer and Air Niugini Gold Frequent Flyer members must not utilize their Air Niugini guest passes or access their guest at other Air Niugini's overseas partner lounges.

## 7. Baggage Allowance Table

When flying with Air Niugini services Kumul Club Members will be entitled to the following baggage allowance.

Air Niugini Kumul Club luggage allowances do not apply to Code shared flights operated by any other airline. All other airlines luggage allowances will apply.

Customer Type	Business Class				Economy Class			
	Destinations Members and Non-members	Kumul Club: Premium Frequent Flyer: Platinum	Kumul Club: Domestic & Junior Frequent Flyer: Gold	Frequent Flyer Silver	Destinations Members and Non-members	Kumul Club: Premium Frequent Flyer: Platinum	Kumul Club: Domestic & Junior Frequent Flyer: Gold	Frequent Flyer Silver
<b>Domestic</b>	20kg(regular)	Extra 20kg = 40kg	Extra 5kg = 25kg	Extra 5kg = 25kg	16kg(regular)	Extra 14kg = 30kg	Extra 4kg = 20kg	Extra 4kg = 20kg
<b>International</b>	40kg(regular)	Extra 20kg = 60kg	Extra 5kg = 45kg	40kg(regular)	30kg(regular)	Extra 20kg = 50kg	Extra 10kg = 40kg	30kg (regular)

## 8. Earning Points on Air Niugini Services

- 8.1 Points are the base units of measurement for the Air Niugini Destinations Loyalty Program.
- 8.2 All Members shall have their own personal Destinations account to which the points they earn will be credited.
- 8.3 **IMPORTANT: HOW YOU EARN POINTS**  
Members must present their membership cards or quote their own membership number or Family members' membership numbers at the time of reservation, to ensure that the **Destinations** points they earn are credited to their account. Points will not be issued if members fail to action this.
- 8.4 If the number of **Destinations** points is incorrect, members should inform the **Destinations** customer service team immediately.
- 8.5 Unless otherwise specified one Destinations Loyalty Point will be awarded for every kina spent on valid Air Niugini Commercial flights and/or with Destinations Program Partners, exclusive of taxes, fees and surcharges.
- 8.6 Flights booked overseas in a foreign currency will be converted to PNG Kina at an exchange rate determined by Air Niugini before points are awarded.
- 8.7 Points may not be exchanged for cash or vouchers unless otherwise stated by Air Niugini.
- 8.8 Provided the Air Niugini **Destinations** member has provided the necessary information at the time of booking, points will be credited at the end of each month.
- 8.9 Points will not be awarded in relation to any products or services that are cancelled, refunded or returned. Air Niugini may cancel or deduct any points that have been awarded in relation to cancelled, refunded or returned products or services.
- 8.10 Points cannot be transferred between Air Niugini's Loyalty Program and any other loyalty program including but not limited to Qantas Frequent Flyer.
- 8.11 Points cannot be earned on:
- a) industry discounts,
  - b) agency discounts,
  - c) free or award tickets,
  - d) infant fares,
  - e) contra tickets,
  - f) chartered flights,
  - g) compensation tickets/make-goods,
  - h) other special discount tickets as specified by Air Niugini.

unless otherwise stated by Air Niugini.

## 9. Status Points

- 9.1 Status Points are designed to reward the customer's loyalty to Air Niugini and earned for Flight activities only.
- 9.2 Status Points determines your Air Niugini Destinations Frequent Flyer membership level – Silver, Gold and Platinum.
- 9.3 Earning the required Status Points will allow a customer's membership to be upgraded to an Air Niugini Destinations Frequent Flyer status which has benefits similar to a Kumul Club membership.
- 9.4 The Air Niugini Frequent Flyer membership differs from the Kumul Club membership. Frequent Flyer status is earned as a reward for regular travel, with Status Points accumulating to qualify for upgrades. In contrast, Kumul Club membership is a paid membership.
- 9.5 There are three levels (3) of Destinations Frequent Flyer and each level has benefits tied to it.
- 9.6 The required number of Status Points must be earned within a twelve (12) month period to qualify for an upgrade to the next tier/level.

### **Status Points Upgrade Requirements:**

UPGRADE Destinations to Silver FF	RETAIN Silver FF	UPGRADE Silver FF to Gold FF	UPGRADE Destinations to Gold FF	RETAIN Gold FF	UPGRADE Destinations to Platinum FF	RETAIN Platinum FF
100	75	150	250	90	375	350



- 9.7 Status points do not carry over beyond twelve (12) months and are reset annually.
- 9.9 The number of status points earned is determined by the type of fare purchased. Higher fares earn more status points than the lower fares (specials).
- 9.10 Status Points are different to Destinations Points and must not be used interchangeably.
- 9.11 When you first join the program, your default membership status is Destinations (entry level). From there, you can upgrade to a Silver Frequent Flyer, Gold Frequent Flyer or Platinum Frequent Flyer. Upgrades are achieved by earning the minimum required status points within twelve (12) months.
- 9.12 Air Niugini Destinations Silver Frequent Flyer, Gold Frequent Flyer and Platinum Frequent Flyer members can expect to receive additional benefits when they travel. Gold Frequent Flyer and Platinum Frequent Flyer members will receive more benefits than Silver Frequent Flyer.
- 9.13 Additional family members enrolled in a **Destinations** Family Membership headed by a Silver Frequent Flyer, Gold Frequent Flyer or Platinum Frequent Flyer Member are not entitled to Frequent Flyer benefits by virtue of their **Destinations** membership. This also includes access to Air Niugini Kumul lounges and overseas Partner lounges. Refer to Air Niugini's Lounge Policy.

Member Benefits	Destinations:	Silver FF	Gold FF	Platinum FF
Fee	Free	Status Upgrade	Status Upgrade	Status Upgrade
No. of Individuals	1	1	1	1
Validity	-	1yr	1yr	1yr
Destinations Points Earn	K1:1	K1:1.5	K1:2	K1:1.75
Status points Earn	100:1	100:1	100:1	100:1
Bonus Points on sign up	✓	x	x	x
Destinations Points Transfer	x	x	x	x
Upgrades using Destinations points	✓	✓	✓	✓
Redeem flights using Destinations points	✓	✓	✓	✓
Complimentary gift packs	✓	✓	✓	✓
Same Day return Check-in service	✓	✓	✓	✓
Access to Priority Check-in	x	✓	✓	✓
Priority Checked baggage	x	✓	✓	✓
Priority Baggage handling/delivery	x	✓	✓	✓
Priority waitlist	x	✓	✓	✓
Priority boarding	x	✓	✓	✓
Extra Baggage Allowances	x	✓	✓	✓
<b>Domestic</b> Economy 16kg (Normal)	x	20kg	20kg	30kg
<b>Domestic</b> Business 20kg (Normal)	x	25kg	25kg	40kg
<b>International</b> Economy Class 30kg (Normal)	x	30kg	40kg	50kg
<b>International</b> Business Class 40kg (Normal)	x	40kg	45kg	60kg
Pre-seating (waivered)	x	x	✓	✓
Domestic Lounge access within PNG	x	Twice	✓	✓
Complimentary lounge passes	x	2 ea	5 ea	10 ea
Overseas Partner lounge access	x	x	✓	✓
Corporate discounts with partners	x	x	x	✓

## 10. Earning Points with Destinations Partners

- 10.1 Points awarded for non-flight transactions will include, but will not be limited to specified retail, hotel and telecommunications transactions.
- 10.2 Destinations Loyalty Points will be awarded on the basis of one point for every kina spent with the Destinations Program Partner unless nominated otherwise by Air Niugini. Program Partners may impose a minimum purchase requirement before points are awarded.
- 10.3 Unless otherwise specified one Destinations Loyalty Point will be awarded for every kina spent on valid Destinations Program Partners, exclusive of taxes, fees and surcharges.
- 10.4 Members are required to state their Destinations membership number at the time of reservation and present their signed Destinations membership card when they use the services or purchase items from Destinations Program Partners, to ensure that the Destinations points they earn are credited to their account. Points will not be issued if members fail to action this.
- 10.5 Points earned with **Destinations** Program Partners will be credited to member's accounts following the end of each month.
- 10.6 **IMPORTANT: PROOF OF PURCHASE**  
For non-airline Program Partners Destination members may be required to provide proof of purchase to the Program Partner for a retroactive credit to apply.
- 10.7 Air Niugini is not responsible for fraudulent activities that may involve third parties claiming to be **Destinations** Program Partners. Air Niugini will nominate **Destinations** Program Partners in its discretion from time to time.
- 10.8 **Destinations** points that have been awarded through a Program Partner on goods or services that have been returned or refunded will be deducted from the member's account.
- 10.9 Terms & Conditions for earning points with the Program Partners can be accessed and downloaded at [www.airniugini.com.pg](http://www.airniugini.com.pg)

## 11. Points validity

- 11.1 Except as otherwise provided in these Terms and Conditions, Air Niugini Destinations Points will not expire as long as the Member continues to be Active by earning points.
- 11.2 Destinations Points are valid for twenty-four (24) months from the date they are earned. Points will expire at midnight on the last day of the 24th consecutive month if the Member has not earned additional Destinations Points or Status Credits, or redeemed Points during that period (excluding any transfer of Destinations Points to or from an Eligible Member). Merging accounts does not extend the validity of points, as the original activity date is retained in the active account.
- 11.3 For this purpose, Destinations Points earned in relation to eligible Flights are deemed to be earned on the date the Eligible Flight was taken.
- 11.4 In the ninety (90) days prior to the Destinations Points expiration date, Destinations Loyalty Program will notify its members of the number of Points that are expected to expire, and the expiration date as follows:
  - a) online accounts to display a warning to the Member;
  - b) mobile application to display a points expiry notification.
  - c) Members who have opted to receive communications online and via email, will receive a notification within their monthly statement.
- 11.5 Destinations Points cannot be re-credited once they have expired.
- 11.6 Destinations Loyalty reserves the right to reverse or cancel any Destinations Points credited to a member incorrectly, or not in accordance with, or in breach of, the Terms and Conditions at any time.

## 12. Points Activity statement

- 12.1 Members will have access to their points statements by receiving monthly statements or the Destinations website [www.airniugini.com.pg](http://www.airniugini.com.pg) by logging into their membership accounts.

## 13. Redeeming Destinations Points for Destinations Reward Flights (Full Points Redemption plus Taxes)

- 13.1 Destinations Rewards are subjected to availability and is limited. The rewards offered within the **Destinations** Loyalty Program are offered on Air Niugini services only and consist of various opportunities to redeem points for tickets, upgrades and other redemption options paying the taxes only.

- 13.2 Points required for **Destinations** flights are determined by Air Niugini as per the **Destinations** Rewards table displayed on the **Destinations** web-site and in the information brochure. The **Destinations** rewards table is subject to change from time to time at the discretion of Air Niugini.
- 13.3 A Reward redemption can be made for Air Niugini flights either through Air Niugini sales offices or the Air Niugini website by logging when members log into their profiles.
- 13.4 Authorisation to redeem for a Reward ticket is mandatory and must be provided solely by the owner of the membership account. In the case of a family membership account, authorisation must be provided solely from the Family head of the Family membership account. A family member or non-member is not allowed to request at any time to redeem Destinations Reward points.
- 13.5 Members must provide security information that readily identifies them when accessing the **Destinations** customer service team.
- 13.6 Members will only be eligible for Reward travel if they clearly indicate at the time of reservation that they are redeeming **Destinations** Loyalty Points.
- 13.7 Points required for **Destinations** flights are determined by Air Niugini as per the **Destinations** rewards table displayed on the **Destinations** web-site and in the information brochure. The **Destinations** rewards table is subject to change from time to time at the discretion of Air Niugini.
- 13.8 Requests for a **Destinations** Reward flights no less than five (5) working days prior to departure.
- 13.9 **Once** a booking is confirmed ticketed must be purchased at the nearest Air Niugini sales office within 72 hours. If Reward tickets are not purchased from any Air Niugini sales office within this period, the booking will automatically be cancelled.
- 13.10 Members are responsible for paying all applicable taxes and fees as required by law, and surcharges as imposed by Air Niugini. Points cannot be used to pay for such taxes, fees and surcharges.
- 13.11 Taxes and fees must be paid before **Destinations** reward ticket is issued at the time of ticketing at any Air Niugini's sales offices.
- 13.12 You are responsible for obtaining all necessary travel documents (including but not limited to insurance and visas) for **Destinations** reward travel.
- 13.13 Members must report any suspected unauthorised reward claims from their **Destinations** account within three months of the unauthorised transaction activity for any corrective action to be possible.
- 13.14 **Destinations** points are not transferable except in the case of a Family Membership as outlined in section 4.
  - a) A reservation on any valid Air Niugini flight may be made using **Destinations** points for a Child (under twelve years of age). The Child's booking may be made using 75% of the **Destinations** points required for the valid reward flight. There are no **Destinations** discounts for unaccompanied minors.
  - b) An infant under two years of age accompanied by an adult and not occupying a seat is eligible to for a Reward ticket. An infant will require 10% of the full number of points required.
  - c) Redemption bookings will be limited during peak periods as priority is given to the commercial paying passengers.
- 13.15 Members cannot be waitlisted when booking **Destinations** Reward flights. Open-dated flight bookings are not permitted in Destinations Reward flights itineraries.
- 13.16 **Destinations** reward travel that encounters a delay or cancellation by Air Niugini will be managed in accordance with Air Niugini procedures.
- 13.17 Destinations reward tickets are issued under the same terms and conditions as a commercial revenue ticket.
- 13.18 Name changes are not permitted on a Destinations reward ticket.
- 13.19 If your reward ticket is lost, stolen or destroyed Air Niugini may issue a copy of the ticket for a fee.
- 13.20 If a member does a no-show for a booked Destinations reward flight, the ticket will be automatically cancelled and points forfeited. To avoid this, members must rebook prior to their Destinations reward flight.
- 13.21 Refund of points is not permitted for Destinations Reward tickets. Only taxes can be refunded for **Destinations** reward tickets for sectors in Zone 3 and Zone 4 (refer to the redemption chart).
- 13.22 A refund fee will apply for sectors in Zone 3 and Zone 4 (see the redemption chart for details).
- 13.23 Air Niugini Destinations Loyalty Program is not liable for any errors, failures or fraud.

#### **14. Redeeming Destinations Points for Destinations Award Flights (Partial Points Redemption)**

- 14.1 Members have the option to redeem a Destinations Award ticket by utilizing part points and part cash on any published fare. Members may wish to redeem any amount of points more than a minimum of 1,000 points and the remaining monetary value must be paid using cash or credit card. Destinations Award redemption is offered on Air Niugini services only.
- 14.2 Promotional fares are not eligible for Destinations Award redemption.
- 14.3 Members must provide security information that readily identifies them when accessing the **Destinations** customer service team.

- 14.4 An Award redemption can be made for Air Niugini flights either through Air Niugini sales offices, the **Destinations** customer service centre or the Air Niugini website.
- 14.5 Authorisation to redeem for an Award ticket is mandatory and must be provided solely by the owner of the membership account. In the case of a family membership account, authorisation must be provided solely from the Family head of the Family membership account. A family member or non-member is not allowed to request at any time to redeem Destinations Reward points.
- 14.6 Members will be responsible for paying all applicable taxes and fees as required by law, and surcharges as imposed by Air Niugini. Points cannot be used to pay for such taxes, fees and surcharges.
- 14.7 Taxes and fees must be paid before **Destinations** Award ticket is issued at the time of ticketing at any Air Niugini's sales offices.
- 14.8 You are responsible for obtaining all necessary travel documents (including but not limited to insurance and visas) for **Destinations** Award travel.
- 14.9 Members must report any suspected unauthorised Award claims from their **Destinations** account within three months of the unauthorised transaction activity for any corrective action to be possible.
- 14.10 **Destinations** points are not transferable except in the case of a Family Membership as outlined in section 4.
  - a) A reservation on any valid Air Niugini flight may be made using **Destinations** points and cash for a Child (under 12 years of age). There are no **Destinations** discounts for unaccompanied minors.
  - a) An infant under two years of age accompanied by an adult and not occupying a seat is not eligible to for a Award ticket. An infant will require 10% of the full number of points required.
  - b) Redemption bookings will be limited during peak periods as priority is given to the commercial paying passengers.
- 14.11 Members cannot be waitlisted when booking **Destinations** Reward flights. Open-dated flight bookings are not permitted in Destinations Reward flights itineraries.
- 14.12 **Destinations** reward travel that encounters a delay or cancellation by Air Niugini will be managed in accordance with Air Niugini procedures.
- 14.13 Destinations reward tickets are issued under the same terms and conditions as a commercial revenue ticket
- 14.14 Name changes are not permitted on a Destinations reward ticket.
- 14.15 If your reward ticket is lost, stolen or destroyed Air Niugini may issue a copy of the ticket for a fee.
- 14.16 If a member does a no-show for a booked Destinations reward flight, the ticket will be automatically cancelled and points forfeited. To avoid this, members must rebook prior to their Destinations reward flight.
- 14.16 Refund of points is not permitted for Destinations Reward tickets. Only taxes can be refunded for Destinations reward tickets for sectors in Zone 3 and Zone 4 (refer to the redemption chart).
- 14.17 Refund fee of PGK110.00 will apply on all Destinations Reward refunds.
- 14.18 Air Niugini Destinations Loyalty Program is not liable for any errors, failures or fraud

## 15. Using Destinations Points to purchase ancillaries

- 15.1 Destinations Loyalty Program allows members to utilize their points for the ancillaries and only applies to tickets issued directly from and Air Niugini sales offices or via the Air Niugini website.
- 15.2 Members may use their points to redeem for the following ancillary products:
  - a) Unaccompanied Minor: child under the age of 12 years old.
  - b) Upgrade from full economy seat to a business class seat
  - c) pre paid baggage
  - d) Paid seats: not applicable to children or infants.
  - e) Domestic Kumul lounge access

## 16. Using Destinations Points to Upgrade

- 16.1 It is possible to upgrade to a business class ticket on relevant Air Niugini flights using your **Destinations** points. Upgrades are available on Air Niugini flights that offer business class, provided business class Redemption seats are available and provided you have sufficient Destinations points in your account.
- 16.2 Upgrades must be requested at least 72hours prior to departure.
- 16.3 Destinations Loyalty Program upgrades to Business Class are only eligible if the member, family member or non-members are ticket on the full economy fare on Air Niugini's Domestic and International flights.
- 16.4 Destinations reward upgrades to Business Class are not applicable on promotional fares.
- 16.5 Points required for an upgrade will be as outlined in the **Destinations** Points Redemption Table as published in the information brochure and on the website.

The **Destinations** Points Redemption Table may be subject to change at the discretion of Air Niugini.

## 17. Redeeming Destinations Points for Destinations Program Partners

- 17.1 It is the member's responsibility to enquire with Destinations Program Partners for availability of products or services before authorising to use points to redeem. Upon confirmation, members must contact by telephone or email Destinations Loyalty Program to redeem points and a redemption voucher is issued.
- 17.2 Members must accrue the balance of the required number of points to redeem for any products or services provided by Destinations Program Partners.
- 17.3 Redemption requests must solely come from the Primary head of the membership account. A family members or non-members are not eligible to request at any time to redeem Destinations Reward points.
- 17.4 It is mandatory that the Primary Head must present photo identification such as Driver's license, National Identity card, and Passport or employment identification card when requesting to redeem their points.
- 17.5 Members will only be eligible to redeem if they clearly indicate at the type of product or services that they are redeeming Destinations Loyalty Points.
- 17.6 Members must report any suspected unauthorized award claims from their Destinations account within three months of the unauthorized transaction activity for any corrective action to be possible.
- 17.7 Destinations points are not transferable except in the case of a Destinations Family Membership as outlined in section 4.

## 18. Personal Data

- 18.1 Members must provide Air Niugini with a correct mailing address and/or email address, and/or telephone number. If a member changes their mailing address or any other contact details, it is the member's obligation to *update their membership* profile details by logging into their membership profiles which can be accessed at [www.airniugini.com.pg](http://www.airniugini.com.pg)
- 18.2 In order to maintain **Destinations** membership Air Niugini needs to keep personal data on each member. Some of this data may be shared with suppliers and other companies involved in the program. This data may be used for marketing and communication purposes by the same companies.
- 18.3 Each member will have only one membership number. If more than one account number has been assigned to you in error or oversight, the accounts will be merged and the points transferred to one single account, less any duplicated bonuses or points from the same activity. The other accounts will then be terminated.

## 19. Change/ Cancellation/ Loss of a Destinations Ticket

- 19.1 Destinations redemption tickets are valid travel documents and are issued under the same terms and conditions as commercial revenue tickets.
- 19.2 Name changes are only allowed for Family Membership and associated family members.
- 19.3 Date and rate changes can be made without a charge provided a ticket has not already been issued no less than 48 hours before a Reward or Award flight. Route changes are subject to sufficient points being in a member's account. (Note: Only one re-booking will be permitted per redemption booking after ticketed).
- 19.4 If a member fails to show up for a confirmed Destinations Reward or Award flight, the member is required to pay a no-show fee and applicable penalties before a redemption ticket is reissued. No-show tickets will be forfeited as per airline regulation and policy.
- 19.5 Refunds are not permitted for Destination Awards and Destinations points are not refundable.
- 19.6 In the event the **Destination** Loyalty Program or operations of Air Niugini are altered, suspended, cut-back or cancelled we are unable to guarantee that any affected Reward or Award flights booked will be honoured. Points for such Reward and Award flights booked but not honoured will be reinstated into the member's account.

## **20. Change to Destinations Loyalty Program**

Air Niugini reserves the right to make any changes whatsoever to the Destinations Loyalty Program and these terms and conditions, including but not limited to changes to points, awards, lounge policy, benefits or privileges offered, fees, redemption amounts, and Program Partners, and could potentially affect the value of previously accumulated points and awards.

## **21. Liability**

- 21.1 To the full extent permitted by law, all conditions and warranties that would be implied (by statute law, customs or otherwise) are expressly excluded.
- 21.2 Air Niugini and any of their officers, employees or agents are not liable for any loss, damage (including but not limited to pecuniary or exemplary damages), expense incurred by the member or claim of any kind (including but not limited to consequently or economic loss or loss of profits) however it is caused, arising under or in connection with the including any changes to these terms and conditions or the Air Niugini Destinations Loyalty Program.
- 21.3 Air Niugini is not liable for any errors or failure to credit Destinations points.

## Destinations Fixed Award Point Redemption Chart.

(Based on one-way travel)\*

ZONE			ECONOMY	BUSINESS	UPGRADE #
1	<u>PNG Domestic / Local:</u> Alotau, Goroka, Chimbu, Lae, Madang, Mt. Hagen, Popondetta	ADULT	16,000	18,000	14,000
		CHILD	12,000	13,500	10,500
		INFANT	1,600	1,800	1,400
2	<u>PNG Islands / Cairns:</u> Buka, Cairns (Australia), Hoskins, Kavieng, Lihir, Manus, Rabaul, Kieta <u>PNG Remote:</u> Daru, Kiunga, Mendi, Tabubil, Tari, Vanimo, Wewak	ADULT	40,000	56,000	32,000
		CHILD	30,000	42,000	24,000
		INFANT	4,000	5,600	3,200
3	<u>Australia</u> Brisbane, Sydney  <u>Solomon Islands</u> Honiara	ADULT	82,000	120,000	70,000
		CHILD	61,500	90,000	52,500
		INFANT	8,200	12,000	7,000
4	<u>Asia:</u> Manila, Hong Kong, Singapore  <u>Fiji:</u> <u>Nadi</u>	ADULT	128,000	214,000	102,000
		CHILD	96,000	160,500	76,500
		INFANT	12,800	21,400	10,200

\* Ex Port Moresby. Other departure ports available on request.

# Upgrades are from specific commercial fares (Conditions apply)

Note: Points cannot be used for paying taxes and fees as required by law, and surcharges as imposed by Air Niugini. Other conditions apply. For more details relating to redeeming Destination Points See Section 8, Terms and Conditions.