Cathay Membership Programme Terms and Conditions ("Terms and Conditions")

These Terms and Conditions are effective on and from 1 January 2026 (Hong Kong Time).

The Cathay Membership Programme is provided by Asia Miles Limited ("AML", "we", or "us").

These Terms and Conditions govern the contractual relationship between AML and Members of the Cathay Membership Programme. The Terms and Conditions should be read carefully, particularly as they include limitations and exclusions of liability in favour of AML, Cathay Pacific Airways Limited ("CPA" or "Cathay Pacific" or “Cathay”) and Partners.

About the programme

General Conditions

1. The Cathay Membership Programme is provided by AML. AML is wholly owned by CPA, a global airline company with operations, offices, affiliates and Partners located worldwide.
2. The Cathay Membership Programme is open to individuals aged two or above. Minors (individuals aged under 18 years) require the consent of a parent or legal guardian to join the Cathay Membership Programme. Membership is accepted at the sole discretion of AML.
3. Members will be issued with a Membership number and a digital Membership Card that may be viewed in the Member’s account on the Cathay Pacific App or Asia Miles by Cathay App. Members may request for a physical Membership Card and AML may decide to issue physical Membership Cards.
4. Membership in the Cathay Membership Programme, Membership Cards, Status, Awards, and Benefits are not transferable and may only be used by the Member, unless otherwise specifically permitted in these Terms and Conditions or other applicable terms and conditions. Misuse of Membership, Membership Card, or Benefits, including, but not limited to, fraud or Misconduct, may result in termination or suspension of Membership, or withdrawal of Benefits.
5. AML reserves the right to modify the Cathay Membership Programme structure, Benefits, other features, and these Terms and Conditions, or to terminate Cathay Membership Programme, at any time. AML will notify Members of material changes to Cathay Membership Programme and/or to these Terms and Conditions. If you do not agree to the changes, you should terminate your Membership account. If you do not terminate your Membership account, you will be taken to have accepted the changes.
6. Members are responsible for ensuring the security and strength of their passwords, passkeys, security questions and any other account authentication details. Subject to

Applicable Laws, AML and CPA shall not be liable and will have no obligation to compensate the Member in the event that a Member's account was accessed by a third party are used by a third party (including without limitation to make any changes to the Member's account, conduct any activity in the Member's account, etc.) not due to any act or omission by AML and CPA (including without limitation if the Member has lost any Asia Miles or any Benefit as a result of such access by the third party).

7. AML reserves the right to investigate or audit a Member's account at any time without prior notice to ensure compliance with these Terms and Conditions; any Partner's terms and conditions; and any other applicable rules, regulations or terms and conditions, including the right to request relevant documents from Members for the purpose of the investigation or audit. During the course of an investigation or audit, the Member's account will be temporarily suspended, and the Member will not be permitted to access his/her account nor perform any transactions.
8. Members must not directly or indirectly commit, or attempt to commit, any Misconduct. Members may be held liable for any Loss incurred or suffered by AML, CPA, the CPA Group, and/or Partners in connection with any such Misconduct by the Member.
9. AML reserves the right to immediately terminate a Member's account if a Member has breached clause 8 above, and AML will not be liable to the Member for any loss of Asia Miles, Awards, or Benefits as a result of such termination.

Enrolment

1. Individuals can apply online on the Website or on the Cathay Pacific App or Asia Miles by Cathay App, and can quote their Membership number and accrue Asia Miles immediately. However, Asia Miles accrued will only be honoured subject to acceptance by AML of the application to join the Cathay Membership Programme. AML may request further information and/or documents from the individual after the individual has submitted an application prior to acceptance by AML of the application to join the Cathay Membership Programme.
2. Individuals under the age of 18 will be required to provide their guardian's name and mobile phone number in the application. An OTP will be sent to the guardian's mobile phone number and the individual must provide such OTP to complete the application.
3. Application forms are not valid and will not be processed unless completed correctly by the applicant.
4. Membership of the Cathay Membership Programme is at the sole discretion of AML and AML may refuse Membership to any applicant.
5. Multiple Memberships are not permitted. Each Member must maintain only one Membership account. If a Member's account is suspended or terminated, then a new account is not permitted without prior written approval from AML.
6. Upon upgrade to Silver status or above, Members will receive a set of personalized baggage name tags. Members may request additional sets of personalized baggage name tags on the Website and may be charged a fee for each set of additional set of personalized baggage name tags according to the Member's Cathay Membership Programme Status. Shipping fees may apply. Details of the applicable fees may be found on the Website, which may be changed by AML from time to time. For more information, please refer to the 'Status Points and Membership status' section of these Terms and Conditions.

Membership Termination

1. A Cathay Membership Programme Membership account may be terminated if the Membership account has not recorded any activity for a consecutive period of 36 months, and any remaining Asia Miles, Status Points and unused Benefit entitlements in the account will be cancelled.
2. Members may terminate their Membership at any time by following the steps on the Website, Cathay Pacific App or Asia Miles by Cathay App, or contacting our Customer Care team, at which time any outstanding Asia Miles, Status Points, and any unused or unclaimed Benefits will be cancelled. Under normal circumstances, we will complete the verification and processing of your account termination within 15 working days after verifying your identity.
3. AML may terminate the Membership of a Member, the right of a Member to use his/her Membership Card (if applicable), and the Member's access to or use of the Cathay Membership Programme services, facilities and Benefits without notice if AML believes that a Member commits or their Membership account is involved in Misconduct or fraud, misuses the Cathay Membership Programme Benefits and any Awards, and/or fails to adhere to these Terms and Conditions. In such circumstances, AML may cancel all Asia Miles and Status Points and/or Awards redeemed by (as applicable) the Member.
4. For the avoidance of doubt, AML reserves the right to terminate the duplicate Membership accounts if a Member has opened more than one Membership account and cancel the Asia Miles balance in the account and/or redemption of any Awards (as applicable).
5. Subject to Applicable Law, AML may also suspend or terminate the Membership of a Member at its complete discretion and in such circumstances may provide the Member with as much prior notice as reasonably practicable. Upon expiry of the notice period, if any is given, all unused Asia Miles and Status Points will be cancelled. AML may also terminate or suspend the Member's right to use Cathay Membership Programme facilities, and any Benefits and services that the Member may be entitled to.
6. Termination of Membership for whatever reason shall be without prejudice to the accrued rights and remedies of AML, CPA, Partners and the Member as at the date of termination.
7. Upon the death of a Member the Membership account will be terminated and all outstanding Asia Miles, Status Points, and any unused Benefit entitlements in the account will be cancelled.
8. If a Member has redeemed Flight Awards or other Awards for himself/herself or others through fraud or Misconduct then the Member shall without limitation be liable to AML, CPA or Partners for the full price of the Flight Award or other products or services obtained together with all costs and damages incurred or suffered by AML, CPA or Partners as a result thereof.

Status Points and Membership Status

1. Members may earn Status Points on CPA flights and oneworld Alliance airline flights. Eligible flights entitling Members to earn Status Points will be designated by CPA and AML and may be changed from time to time without notice. CPA and AML may identify additional methods for Members to earn Status Points from time to time.

2. A Member's number of Status Points determines the Status of that Member under the Cathay Membership Programme.
3. Until 31 December 2026 (Hong Kong Time), there are four Statuses under the Cathay Membership Programme:
    a. Green
    b. Silver
    c. Gold
    d. Diamond

    The entry Status is Green. Members may progress to the higher Status by earning Status Points.
4. Details about the number of Status Points required to qualify for each Cathay Membership Programme Status, and the Benefits (including lounge access) associated with each Status are available on the Website and are subject to these Terms and Conditions.
5. Access to lounges is subject to the Applicable Law of the country that the lounge is located in and the lounge operator's policies.
6. AML may change the number of Status Points required to qualify for each Cathay Membership Programme Status from time to time.
7. To earn Status Points, Members must provide their Membership number at the time of making the booking. Members may be asked to provide their Membership number at the time of check in.
8. Status Points will only be credited to Members that have been successfully enrolled as a Cathay Membership Programme Member.
9. Status Points are not transferable to any other airline programmes and are not transferable to another Member.
10. In order to be eligible for Status Points, Members must make sure to provide his/her Membership number and his/her name, which should exactly match the name he/she registered with the Cathay Membership Programme.
11. Prior to and including 31 December 2025 (Hong Kong Time), the accrual period for Status Points is 12 months commencing on the first day of each Member's Membership Period, or if the Member has accrued the required number of Status Points to progress to the next immediate Status, 12 months commencing on the day that the Member progressed to the next immediate Status.
12. On and from 1 January 2026 to 31 December 2026 (both dates inclusive, both in Hong Kong Time), the accrual period is 12 months commencing on the first day of each Member's Membership Period, or if the Member has accrued the required number of Status Points to progress to the next immediate Status, the accrual period for Status Points commences on the day that the member progressed to the next immediate Status. Thereafter, the accrual period ends 12 months after that commencement date or on 31 December 2026 (Hong Kong Time), whichever is earlier. (The terms and conditions that will apply to Members on and from 1 January 2027 (Hong Kong Time) will be provided an amended Terms and Conditions in 2026.)
13. Status Points will expire and will be reset to zero at the end of each Member's Membership Period and the Member's Status will be reset to the relevant Status as determined by the number of Status Points earned during the Member's Membership Period. If a Member has accrued the required number of Status Points to progress to the next immediate Status, the Member will automatically progress to the next

immediate Status and his/her Status Points will be reset to zero upon progressing to the next immediate Status.

14. The number of Status Points earned on and from 1 January 2026 (Hong Kong Time) to 31 December 2026 (Hong Kong Time) (both dates inclusive) ("**2026 Calendar Year**") will determine the Status of each Member on 1 January 2027. This will be determined as follows (all dates mentioned are in Hong Kong Time):
    a. a Member who earns less than 300 Status Points during the 2026 Calendar Year will achieve Green Status on 1 January 2027;
    b. a Member who earns 300 to 599 Status Points during the 2026 Calendar Year will achieve Silver Status on 1 January 2027;
    c. a Member who earns 600 to 1,199 Status Points during the 2026 Calendar Year will achieve Gold Status on 1 January 2027;
    d. a Member who earns 1,200 to 2,399 Status Points during the 2026 Calendar Year will achieve Diamond Status on 1 January 2027; and
    e. a Member who earns 2,400 or more Status Points in the 2026 Calendar Year will achieve Diamond Exec Status on 1 January 2027. (The terms and conditions in relation to Diamond Exec Status will be contained in the amended Terms and Conditions to be made available in 2026.)
15. Members who earn more than 600 Status Points during the 2026 Calendar Year will be able to roll over their excess Status Points to the Status Points earning period starting on 1 January 2027 (Hong Kong Time), subject to the following:
    a. the number of excess Status Points that may be rolled over is up to a maximum of 50% of the Status Points required to achieve the highest Status achieved by the Member based on the Status Points earned during the 2026 Calendar Year;
    b. a Member who earns 601 to 900 Status Points may roll over every Status Point earned in excess of the Status Points required of the Gold Status;
    c. a Member who earns 901 to 1,199 Status Points may roll over 300 Status Points;
    d. a Member who earns 1,200 will not be able to roll over any Status Points;
    e. a Member who earns 1,201 to 1,800 Status Points may roll over every Status Point earned in excess of the Status Points required of the Diamond Status;
    f. a Member who earns 1,801 to 2,399 Status Points may roll over 600 Status Points;
    g. a Member who earns 2,400 Status Points will not be able to roll over any Status Points;
    h. a Member who earns 2,401 to 3,600 Status Points may roll over every Status Point earned in excess of the Status Points required of the Diamond Exec Status;
    i. a Member who earns more than 3,600 Status Points may roll over 1,200 Status Points.
16. Rolled over Status Points will be credited to Membership accounts by the end of February 2027.
17. Subject to any rolled over Status Points for eligible Members, all Status Points will be reset to zero on 1 January 2027 (Hong Kong Time) for all Members.
18. Members may not accrue Status Points on flights they earn frequent flyer points of other airlines at the same time.

19. Members may accrue Status Points alongside Asia Miles when flying with any oneworld Alliance airlines.
20. In relation to flight upgrades on CPA Marketed and Operated Flights, Members will accrue Status Points as follows:
    a. For upgrades where a Member has paid the fare difference and reissued their ticket between their original ticket and a ticket in a higher class ("**Paid Upgrade**"), Members will accrue Status Points on the upgraded cabin class of travel.
    b. For Upgrade Awards, Members will accrue Status Points on the original cabin class of travel. For upgrades made through Bookable Upgrades, Members will accrue Status Points on the upgraded cabin class of travel.
21. In relation to any other type of flight upgrades on CPA Marketed and Operated Flights besides those described in clause 20 of this section, Members will accrue Status Points on the original cabin class of travel.
22. Members may not accrue Status Points on any tickets redeemed with Asia Miles or any other frequent flyer points.
23. Members may be entitled to certain Mid-Status Benefits if enough Status points are accumulated by a Member. Please refer to the Website for more details.
24. Mid-Status Benefits earned during the 2026 Calendar Year will remain valid for 12 months from when they are credited to a Member's Membership account.
25. If a Member's air travel is disrupted due to reasons beyond the control of CPA or a oneworld Alliance airline, including without limitation any extreme weather conditions, war, pandemic, or acts of God, and the Member is placed on a different carrier by CPA or the oneworld Alliance airline, the Member will accrue Status Points on the disrupted segments of the purchased tickets based on the original itinerary.
26. Members who do not accrue the required number of Status Points to progress to the next Status or to maintain their current Status (except from Green), will remain a Green Member.

Status Benefits

1. Status Benefits are only applicable to Cathay Pacific Marketed and Operated Flights, unless otherwise stated in these Terms and Conditions. To access or use your Status Benefits, you must enter your Membership number into your booking prior to travelling on your booking. If you do not enter your Membership number into your booking prior to travelling or remove your Membership number from your booking, you will not be able to access or use your Status Benefits. You will not be able to remove your Membership number from the booking after you have completed check-in of your flight for which you have entered your Membership number.
2. Extra legroom seat / preferred seat reservation:
    a. The extra legroom seat / preferred seat reservation Benefit allows Gold and Diamond Status Members to reserve extra legroom seats / preferred seat reservation free of charge, subject to these Terms and Conditions. Please refer to the Website for the latest details.
    b. To claim the extra legroom seat / preferred seat Benefit, Gold and Diamond Status Members must reserve an extra legroom seat or a preferred seat when purchasing the ticket or selecting it after purchasing the ticket if it is available through the 'manage my booking' function on the Website, by contacting the

CPA Customer Care team and making a request for an extra legroom seat or a preferred seat, or making the request at the check-in counter at the airport.

c. Extra legroom seats / preferred seats are available for Flight Awards redemptions.
d. Extra legroom seat / preferred seat Benefit must be claimed at least 24 hours prior to the departure of the flight.
e. Minors flying under the unaccompanied minors services, and bookings with children and/or infants are not eligible to make extra legroom seat / preferred seat reservation.

3. Advanced seat reservation:
    a. The advanced seat reservation Benefit allows Silver, Gold and Diamond Status Members to reserve their seat at the time of purchasing an eligible ticket, subject to these Terms and Conditions.
    b. A Member's companion may also enjoy advanced seat reservation when travelling with the Member under the same booking.
    c. Members must check in at least 20 minutes before the check-in counters close for your flight or the reserved seat will be released.
    d. Minors flying under the unaccompanied minors services are not allowed to make advanced seat reservations.
    e. Group fares are not eligible.
4. Priority check-in and priority boarding on Air New Zealand-operated flights:
    a. Silver, Gold and Diamond Members travelling on Air New Zealand-operated flights marketed by CPA between Auckland and Hong Kong are eligible for priority check-in and priority boarding.
5. Priority online check-in:
    a. All Members may check in for Cathay Pacific Marketed and Operated Flights online at the Website or on the Cathay Pacific App within 48 hours prior to departure.
6. Priority check-in:
    a. All Members may check in for Cathay Pacific Marketed and Operated Flights at dedicated Cathay Membership Programme counters wherever available.
    b. Silver, Gold and Diamond Members may check in at Business Class counters.
    c. Diamond Members may check in at First Class counters wherever available.
    d. A Member's companion may also enjoy priority check-in when travelling with the Member under the same booking.
    e. Other rules and restrictions may apply including to CPA and/or AML co-branded credit card cardholders. Please refer to the Website for details or the terms and conditions applicable to the relevant CPA and/or AML co-branded credit card.
7. Priority boarding:
    a. Silver, Gold and Diamond Members are eligible for priority boarding.
    b. A Member's companion may also enjoy priority boarding when travelling with the Member under the same booking.
    c. Other rules and restrictions may apply including to CPA and/or AML co-branded credit card cardholders. Please refer to the Website for details and the terms and conditions applicable to the relevant CPA and/or AML co-branded credit card.

8. Priority standby on Air New Zealand-operated flights:
    a. Silver, Gold and Diamond Members who are travelling on Air New Zealand-operated flights marketed by CPA between Auckland and Hong Kong are eligible for priority standby.
    b. Diamond Members have higher priority than Gold and Silver Members, and Gold Members have higher priority than Silver Members for priority standby tickets.
9. Guaranteed economy class seat:
    a. Gold and Diamond Members are eligible for guaranteed economy class seats on CPA flights purchased in fare class Y.
    b. Gold Members must reserve such tickets up to 72 hours before departure.
    c. Diamond Members must reserve such tickets up to 24 hours before departure.
    d. Guaranteed economy class seat is not applicable to group fares, ID/AD discounts, barter or trade agreement tickets, tickets received as prizes, donated tickets, or Flight Award redemption tickets.
    e. All guaranteed seats must be ticketed and are limited to one seat per Member per flight.
    f. CPA reserves the right to suspend this benefit without prior notice but will endeavour to offer an alternative solution where possible.
    g. To book a guaranteed economy seat, Members must call the Cathay Customer Care team.
10. Guaranteed premium economy class seat:
    a. Diamond Members are eligible for guaranteed premium economy class seats on CPA flights purchased in fare class W.
    b. Diamond Members must reserve such tickets up to 24 hours before departure.
    c. Guaranteed premium economy class seat is not applicable to group fares, ID/AD discounts, barter or trade agreement tickets, tickets received as prizes, donated tickets, or Flight Award redemption tickets.
    d. CPA reserves the right to suspend this benefit without prior notice.
11. Guaranteed business class seat:
    a. Diamond Members are eligible for guaranteed business class seats on CPA flights purchased in fare class J.
    b. Diamond Members must reserve such tickets up to 24 hours before departure.
    c. Guaranteed business class seat is not applicable to group fares, ID/AD discounts, barter or trade agreement tickets, tickets received as prizes, donated tickets, or Flight Award redemption tickets.
    d. CPA reserves the right to suspend this benefit without prior notice.
12. Preferred seating on Air New Zealand-operated flights:
    a. Silver, Gold and Diamond Members who are travelling on Air New Zealand-operated flights marketed by CPA between Auckland and Hong Kong can enjoy preferred seating in a dedicated zone located towards the front of the cabin, subject to availability.
13. Baggage privileges:
    a. Baggage privileges for additional checked baggage allowance are available to Gold and Diamond Members.

   b. Baggage privileges for special cabin baggage allowance are available to Silver, Gold and Diamond Members.
   c. This additional baggage privilege is only available to Members departing on Cathay Pacific Marketed and Operated Flights and do not apply to joint-operating or codeshare flights operated by a third party carrier (with the exception of Air New Zealand-operated flights marketed by CPA between Auckland and Hong Kong).
14. Air New Zealand baggage allowance:
   a. Gold and Diamond Members travelling on Air New Zealand-operated flights marketed by CPA between Auckland and Hong Kong may have additional checked baggage allowance.
15. Access to CPA Business Class lounges:
   a. Silver Members departing on Cathay Pacific Marketed and Operated Flights may access CPA Business Class lounges prior to their flight.
   b. Gold Members departing on Cathay Pacific Marketed and Operated Flights and/or flights Marketed and Operated by oneworld airlines may access CPA Business Class lounges prior to their flight and may bring one guest into the CPA Business Class lounge.
   c. Diamond Members departing on Cathay Pacific Marketed and Operated Flights and/or oneworld Marketed and Operated Flights may access CPA Business Class lounges prior to their flight and may bring two guests into the CPA Business Class lounge.
   d. Children under the age of two may be admitted to the lounge provided they are accompanied by an eligible Member who is over the age of 18 without being counted as a guest.
   e. Guests must be travelling under the same booking as the eligible Member or travelling on the same route on the same date. Guests must enter the lounge with the eligible Member.
16. Access to CPA First Class lounges:
   a. Diamond Members departing on Cathay Pacific Marketed and Operated Flights and/or oneworld Marketed and Operated Flights may bring two guests into the CPA First Class lounge.
   b. Guests must be travelling under the same booking as the eligible Member or travelling on the same route on the same date. Guests must enter the lounge with the eligible Member.
   c. Children under the age of two may be admitted to the lounge provided they are accompanied by an eligible Member over the age of 18 without being counted as a guest.
17. Arrival Lounges:
   a. Gold and Diamond Members arriving on Cathay Pacific Marketed and Operated Flights and/or oneworld Marketed and Operated Flights may access CPA Arrival Lounge, where available, on arrival.
   b. Members may not bring any guests into the lounges.
   c. Admission to the Arrival Lounges are limited to the day of arrival.
   d. Gold and Diamond Members must obtain an invitation card at the point of origin to access Arrival Lounges.
18. Lounge access restrictions and consumption of alcohol in lounges:

a. Members eligible for lounge access may be required to show proof of their age before entering lounges.
b. If alcohol is served in the lounge, individuals under the legal drinking age in the country the lounge is located shall not be served alcohol or consume alcohol.

19. Air New Zealand Business Class lounge access:
    a. Silver, Gold and Diamond Members travelling in any cabin class on Air New Zealand-operated flights marketed by CPA between Auckland and Hong Kong may access the Air New Zealand Business Class lounge at Auckland and Hong Kong airports.
    b. Air New Zealand domestic lounge access is available to Diamond and Gold Members travelling from Christchurch or Wellington to Hong Kong via Auckland and vice versa. The domestic sector must be Marketed and Operated by Air New Zealand. Silver Members will be offered lounge access at Auckland and Hong Kong airports.
    c. Gold Members may bring one guest into the Air New Zealand Business Class lounge.
    d. Diamond Members may bring two guests into the Air New Zealand Business Class lounge.
    e. Guests must be travelling under the same booking as the eligible Member or travelling on the same route on the same date. Guests must enter the lounge with the eligible Member.
20. Membership Holiday:
    (a) Subject to clause 20(b):
        a. Silver, Gold and Diamond Members are eligible for Membership Holidays.
        b. To initiate a Membership Holiday, such eligible Members should contact the Customer Care Team to make a request. Requests must be made between 7 days and 90 days before the Membership Holiday start date.
        c. Membership Holidays may not start during the month that the current Membership period will expire or outside of the current Membership period.
        d. Each Membership Holiday must last for a minimum of 1 month and a maximum of 12 months.
        e. Each Member is permitted to a maximum of 3 Membership Holidays during the Member's Membership lifetime.
        f. During a Membership Holiday, the Member's Status will be preserved without the Member being required to accrue the required number of Status Points to maintain the Status.
        g. After the Membership Holiday expires, the Member's Status will no longer be preserved and the Member will resume being subject to the applicable requirements to maintain the Member's current Status or progress to a higher Status.
        h. During a Membership Holiday, Members will be unable to accrue any Status Points, but may continue accruing Asia Miles and making redemptions with Asia Miles.
        i. Members may request a new physical Membership Card to reflect the new expiry date after the Membership Holiday.

j. Members resuming their Membership following a Membership Holiday may still claim and use their Mid-Status Benefits prior to the expiration of their Membership Period.
k. No requests for changes, extensions, and cancellations may be made to a Membership Holiday after the Membership Holiday has commenced.
l. Membership Holiday periods may not overlap.

(b) Members requesting a Membership Holiday during the 2026 Calendar Year, if granted a Membership Holiday, will only have their Membership Holiday last until 31 December 2026 regardless of when the Membership Holiday started.

21. Lounge passes:
    a. One Business Class lounge pass, available to Member or their travel companion, will be awarded to Green Members once the Member has achieved 200 Status Points.
    b. Two Business Class lounge passes, available to Member or their travel companion, will be awarded to Silver Members once the Member has achieved 450 Status Points
    c. Two Business Class lounge passes, available to Member, their travel companion, or their Redemption Group Nominee, will be awarded to Gold Members once the Member has achieved 800 Status Points.
    d. Two First Class or Business Class lounge passes, available to Member, their travel companion, or their Redemption Group Nominee, will be awarded to Diamond Members once the Member has achieved 1,400 Status Points.
    e. Once the lounge passes are issued, the eligibility, lounge class, and sharing restrictions remain as they were at issuance. For the avoidance of doubt, any change in member status will not change the entitlements associated with the lounge pass.
    f. Lounge passes are valid to use before flights that are operated or marketed by Cathay Pacific.
    g. Redemption Group Nominees can enjoy the lounge pass when travelling on flights that are operated or marketed by Cathay Pacific, without travelling together with the member.
    h. Each lounge pass is valid for 12 months from the date of issue.
    i. Lounge passes for Green, Silver and Gold Members are applicable only for eligible Cathay Pacific operated Business Class departure lounges
    j. Lounge passes for Diamond Members are applicable only for eligible Cathay Pacific operated First or Business Class departure lounges.
    k. Members, their travel companion or Redemption Group Nominee must present their one-time lounge pass QR code alongside their boarding pass with Cathay Pacific flight number when entering any of the eligible lounges.
    l. Travel companions must be accompanied by the Member when entering eligible lounges.
    m. The lounge pass will be considered used when the QR code has been scanned by the lounge team.
    n. Each lounge pass is valid for one passenger only for a single entry into the eligible lounge.
    o. Lounge passes have no cash value and cannot be redeemed or exchanged for cash or any other item. If lost or damaged, no replacement will be issued.

p. Access to lounges is subject to the applicable law of the country that the lounge is located in and the lounge operator's rules and policies.

22. Bookable Upgrades:
    a. Bookable upgrade is valid only on flights marketed and operated by Cathay Pacific.
    b. Four Bookable Upgrades for flights up to 3,700 miles, available for Member or their travel companion, will be awarded to Gold Members with 1,000 Status Points or more.
    c. Four Bookable Upgrades for all flight distance, available for Member, their travel companion, or their Redemption Group Nominee, will be awarded to Diamond Members with 1,600 Status Points or more.
    d. Each Bookable Upgrade is valid for 12 months from the date of issue. Once Bookable Upgrades are issued, the eligibility, validity, distance applicability, and sharing restrictions remain as they were at issuance. For the avoidance of doubt, any change in member status will not change the entitlements associated with the Bookable Upgrades.
    e. Eligible passengers may claim the Bookable Upgrade online by submitting a Bookable Upgrade request form. Requests should be submitted no less than 2 hours and no more than 360 days prior to the scheduled flight departure time.
    f. Bookable Upgrades are subject to availability. Cathay Pacific is not responsible for and makes no representations or warranties that the requested upgrade class will be available on the passenger's booked flight.
    g. For unsuccessful upgrade requests, the Bookable Upgrade will be returned to the passenger within 24 hours after the scheduled flight departure time. Please note, if you are applying for flights departing later than your Bookable Upgrade's expiry, the Bookable Upgrade will become non-refundable after the expiry date, even if the upgrade is unsuccessful or the flight is cancelled or changed by you.
    h. Each Bookable Upgrade allows one passenger to upgrade to one cabin class above the current booking for one sector.
    i. Travel companions for Bookable Upgrades are guests travelling with the Member under the same booking.
    j. Redemption Group Nominees may enjoy Bookable Upgrades without travelling together with the Member.
    k. Subject to seat availability, Economy fare types Flex and Essential, or Economy fare classes Y, B, H, K, M, L, and V will be upgraded to Premium Economy fare class E. Regardless of fare class, booking in Economy Light fare type is not eligible for Bookable Upgrades. If Premium Economy is not equipped on the flight, the booking will be upgraded to Business Class fare class I.
    l. Subject to seat availability, Premium Economy fare types Flex with fare classes W and R will be upgraded to Business Class fare class I. Booking in Premium Economy Essential fare type is not eligible for Bookable Upgrades.
    m. Subject to seat availability, Business fare types Flex, Essential, and Light with fare classes J, C, D, P, and I will be upgraded to First Class fare class A.
    n. Travel Benefits, Status Points and Asia Miles will be based on the next cabin class once the Bookable Upgrade is confirmed in the next cabin class.

o. Requested flight must have confirmed booking and ticket issued on eligible fare classes. Bookable Upgrade is not available for redemption, prize, group, ID/AD (industry/agency) discounts or other free tickets.
p. Bookable Upgrades cannot be applied in conjunction with Asia Miles flight awards, including but not limited to Standard Awards, Upgrade Awards, Companion Ticket Awards, and oneworld Multi-carrier Awards. They are also not eligible for use in conjunction with Upgrade bid and other forms of complimentary upgrades. If you wish to use your Bookable Upgrades on bookings with pending or waitlist status of other upgrades as stipulated above, please cancel the other request first.
q. Multiple Bookable Upgrade requests for the same flight sector are not allowed.
r. Changes and cancellations must be made at least 4 days before the scheduled flight departure date. When a passenger removes their pending upgrade requests, any unexpired Bookable Upgrades will be returned to the passenger.
s. Cancelling a sector confirmed with Bookable Upgrade will cancel the original booking. Any unexpired Bookable Upgrades will be returned to the passenger automatically.
t. Any rebooking or change of date will be governed by the terms and conditions of the original class ticket.
u. If the upgrade is not confirmed 4 days before the scheduled flight departure time, we will register your upgrade request in the check-in system.
v. A Bookable Upgrade is subject to applicable taxes and other surcharges.
w. Bookable Upgrades are not available to Members on Membership Holiday.

23. Gold companion card:
    a. One Gold companion card will be awarded to Diamond Members for the Diamond Member's companion once the Diamond Member has achieved 1,800 Status Points.
    b. Gold companion cards are not available to Members who are on a Membership Holiday.
    c. Eligible Diamond Members must claim the companion Gold card on the Website within 12 months of the date it is issued.
    d. The eligible Member must nominate the Member who will claim the companion Gold card. Nominations must be made online for nominees who are enrolling in a new Membership or upgrading from an existing Status.
    e. For nominees who are renewing their Gold Status, the Member making the nomination must call the Customer Care Team to make the nomination.
    f. Once Gold Companion Card has been claimed, the nominee will immediately enjoy the Gold status and its benefits for the remainder of that year.
    g. The eligible Member making the nomination must:
        - be at least 18 years old;
        - have a valid email address;
        - have obtained consent from the nominee to use his/her personal data for the Gold companion card enrolment; and
        - confirm acceptance of terms and conditions on behalf of nominee and agrees that he/she has been authorized to accept the terms and conditions on behalf of the nominee.

h. Nominees must:
    - be at least 12 years old;
    - have a valid email and mailing address.

24. Ticketing arrangement for Diamond Members
    a. On Cathay Pacific Marketed and Operated Flights, Diamond Members and their travel companions travelling on the same reservation may receive an extended ticketing deadline ("Ticketing Deadline Extension") when booking their tickets through Customer Care, subject to the terms below. The applicable Ticketing Deadline Extension is as determined by AML, or CPA on behalf of AML, and will be notified to Diamond Members from time to time.
    b. Failure to issue the ticket before the end of the Ticketing Deadline Extension will result in the reservation being automatically cancelled without prior notice.
    c. The Ticketing Deadline Extension is not applicable to reservations with flights operated by airline carriers other than CPA.
    d. Once a booking is created by Diamond Members with the Ticketing Deadline Extension, no amendments may be made to the passengers in the booking, including without limitation, the removal of any passengers in the booking, changing the name of any passengers in the booking, adding any passengers to the booking.
    e. Diamond Members will not be able to apply the Ticketing Deadline Extension to bookings made through any other booking method apart from through Customer Care, such as on the Website or Cathay Pacific App.
    f. Diamond Members must not commit any Ticketing Abuse.
    g. AML, or CPA on behalf of AML, may refuse to grant the Ticketing Deadline Extension to any Diamond Members, suspend or terminate any Ticketing Deadline Extension granted to any Diamond Members, and/or take further action it deems appropriate if AML, or CPA on behalf of AML, believes that a Diamond Member has breached any of these terms and conditions or committed any fraud or Misconduct with respect to the Ticketing Deadline Extension or the Cathay Membership Programme. To the extent permitted by Applicable Law, AML, or CPA on behalf of AML, may refuse to grant the Ticketing Deadline Extension to any Diamond Members, suspend or terminate any Ticketing Deadline Extension granted to any Diamond Members, or take further action it deems appropriate if AML, or CPA on behalf of AML, believes that a Diamond Member has committed Ticketing Abuse or misused the Ticketing Deadline Extension.

Asia Miles

1. To earn Asia Miles, Members must quote their Membership number at the time of reservation and provide their Membership number/card at check-in, when paying the bill or upon delivery of Partner products or services (as applicable). Some Partners may advise of different earning/crediting procedures, which should then be followed by Members.
2. Only certain transactions with Partners are eligible to earn Asia Miles. These are outlined on the Website and the Asia Miles by Cathay App, updated from time to time, and may be specifically published by AML and/or Partners.

3. For promotions restricted to a particular market, residency is determined by the Member's mobile phone number as registered with the Cathay Membership Programme.
4. Asia Miles can be earned upon the acceptance of an the Cathay Membership Programme Membership application and the Member is issued with a Membership number.
5. Asia Miles are not money and shall have no equivalent monetary value.
6. Asia Miles are not transferable to other airline programmes, and AML does not accept the conversion of reward points from other airlines to Asia Miles.
7. Asia Miles are not transferable to non-flight Partner programmes, except in cases specified by AML on the Website and Asia Miles by Cathay App.
8. The reward points of Partners can be converted to Asia Miles. Details of these Partners and the relevant conversion details can be obtained on the Website and on the Asia Miles by Cathay App.
9. In order to be eligible for Asia Miles, Members must make sure to provide the Partner with his/her Membership number, and if applicable, his/her name, which should exactly match the name he/she registered with the Cathay Membership Programme.
10. The processing time of Asia Miles varies depending on the Partner as well as the type of transaction. For details please refer to the timeframe specified within the terms & conditions of the applicable Partner, or contact the Partner directly.
11. Asia Miles are valid for redeeming Awards as soon as they are credited to a Member's account.
12. Activity-based system
    Miles credited into a Member’s account do not expire when a Member performs at least one eligible transaction every 18 months. The expiry date of the Miles balance in the Member’s account under the activity-based system will be automatically extended by 18 months each time the Member has performed an eligible transaction.

    An eligible transactions include:
        i. Earning Miles
        ii. Redeeming Miles
        iii. Miles top-up
        iv. Conversion of other programme points to Miles
        v. Member transferring Miles into or out of his/her account
        vi. Earning bonus Miles

    Miles reversal transactions such as refund & cancellation are not eligible transactions.

    Members may renew expiring Miles earned under the time-based system by paying a fee ("Miles Renewal Fee"), and such renewed Miles will then fall under the activity-based system. Such Miles Renewal Fee is available on the Website and Asia Miles by Cathay App and is subject to change by AML from time to time.

    Miles earned under the activity-based system may not be renewed by the payment of a Miles Renewal Fee.
13. If AML makes an error when crediting a Member’s account with the applicable Asia Miles, AML and CPA's only liability will be to provide the Member with the correct number of Asia Miles.

14. AML reserves the right to adjust or cancel any Asia Miles credited to a Member's account incorrectly, or not in accordance with, or in breach of, these Terms and Conditions, or the terms and conditions of Partners, at any time, without notice to a Member.

Missing Mileage Requests

1. Requests for missing Asia Miles will be considered only if the Membership number was properly quoted at the time of reservation and provide their Membership number/card at check-in, when paying the bill or upon delivery of Partner products or services (as applicable). Some Partners may advise of different earning and/or crediting procedures, which should then be followed by Members.
2. Members can claim missing Asia Miles for all transactions and Partners except for spending on eligible credit cards, purchases made on the Cathay Shop, retail transactions purchased from third-party retailers, telecom-related transactions andinsurance-related purchases by completing the online Missing Asia Miles Request Form .
3. Members must claim missing Asia Miles for spending on eligible credit cards, purchases made on the Cathay Shop, retail transactions purchased from third-party retailers, insurance related products except purchased from Cigna, telecom-related transactions, and purchases made on Milesback by checking with the relevant Partner directly.
4. Members can claim missing Asia Miles for Cigna related purchases by emailing wellness-support@cathaypacific.com.
5. Members may be required to submit certain documents when claiming missing Asia Miles. All documents submitted by Members will be retained for record-keeping purposes. Members are required to keep copies for their own reference. AML reserves the right to reject any claim made without the required supporting documents or if AML reasonably believes the supporting documents are not those that have been issued by the Partner and/or AML, as applicable.
6. Requests for missing Asia Miles will only be accepted for processing within six months of the transaction date. Missing Asia Miles may take up to 8 weeks after receipt to be credited to the Members' accounts.

Account Summary and Account Statement

1. Members will receive an account summary by email each month provided that they have not subsequently updated their communication preferences on their account after signing up as a Member.
2. The account summary displays Member's Status Points and Asia Miles balance. It also provides information such as member status, membership period end date, and Asia Miles expiry date.
3. Members may view their account activity, Status Points and Asia Miles balance, and the previous 12 months' monthly account statements at any time by logging into his/her account on the Website or on the Asia Miles App or Cathay Pacific App.
4. Members may also request to receive his/her account statements in paper copies and AML may provide such paper copies. Paper copies of account statements will be sent by post to the Member's address stated in the Member's account. Members may request for reprints of paper copy account statements within 12 months from the issue date of the applicable account statement. A service fee will be charged for

every printed statement and such fee is subject to change by AML from time to time. Please see the Optional Services and Fees Page for the applicable fee.

Miles Plus Cash

Lifestyle Awards

1. The terms under the 'Lifestyle – General Terms and Conditions' section of these Terms and Conditions shall apply to the use of Miles Plus Cash on the Cathay Shop.
2. Members may redeem Lifestyle Awards using Miles Plus Cash. If Members use Cash for any part of the redemption, Members may earn Asia Miles on such Cash portion on eligible Lifestyle Awards as designated by AML, excluding any amounts paid or payable for taxes, duties and or other charges as specified in Clause 7 of this section below (if applicable).
3. AML will designate the number of Asia Miles and the amount of Cash required to redeem each Lifestyle Award at its sole discretion. AML may change such required number of Asia Miles and/or amount of Cash at any time and without any notice. AML will designate the number of Asia Miles that Members may earn on the Cash amount on redemptions of Lifestyle Awards at its sole discretion. AML may change such number of Asia Miles that may be earned on the Cash amount at any time and without any notice.
4. All Cash payable for redeeming any Lifestyle Awards using Miles Plus Cash must be in a currency accepted by AML, as stipulated by AML and indicated on the Cathay Shop. Such accepted currencies may be changed by AML from time to time without notice. All payments must be made either by credit card or other forms of payments acceptable to AML as indicated on the Cathay Shop. AML reserves the right to change accepted payment methods at any time without notice. Full payment must be received by AML before a Member's account may be credited with the relevant number of Asia Miles.
5. Cash and/or Miles used by Members to redeem any Lifestyle Awards will not be refunded under any circumstances. Please refer to the Website for details regarding any missing, incorrect, or defective items.
6. All payments of Cash to AML through Miles Plus Cash will be collected either by AML or by CPA on behalf of AML. Where CPA is collecting payment on behalf of AML, it is only acting in an administrative capacity and is not otherwise involved in the redemption or provision of any Lifestyle Awards.
7. The Member (or the consignee of the Lifestyle Awards) will be responsible for all applicable taxes, duties, charges (including without limitation any customs charges, import duties, postal clearance fees and any delivery charges) that may be imposed or charged in relation to the redemption, delivery and receipt of the Lifestyle Award.
8. Miles will be credited to Members' account within 3 working days after the order has been fulfilled, i.e., the delivery of products/voucher has been completed or the products have been picked up or redeemed by Members.
9. All Asia Miles to be used towards redemptions for Lifestyle Awards shall be deducted from the account of the Member making such redemption.

CATHAY

Partner Promotions

1. CPA and/or AML and Partners may run promotions from time to time offering bonus Asia Miles. Such offerings of bonus Asia Miles made in connection with promotions with Partners are subject to the applicable terms and conditions of each promotion.
2. CPA and/or AML and/or the relevant Partner may require Members to complete a registration process to be eligible to participate in the relevant Partner promotion.
3. Where a promotion requires Members to complete certain registration or pre-registration actions, bonus Asia Miles will only be credited if Members complete such registration actions prior to participating in the promotion.

Service

Redemption Groups

1. A Member may nominate up to five individuals at any one time to be a “Redemption Group Nominee” for whom you can redeem your Asia Miles for Awards.
2. Members may register Nominees to receive Flight Awards and travel awards by registering on their Membership account on the Website or on the Asia Miles by Cathay App by providing the information required on the Website or on the Asia Miles by Cathay App.
3. Members must ensure that the name of the Nominee is correctly registered. If a Member makes any corrections to the name of a registered Nominee, it will be considered as a replacement of such Nominee.
4. Members may register up to five Nominees free of charge during the Member’s Membership lifetime. Members may, subject to paying the required fee, replace an existing Nominee or add a new Nominee to replace a Nominee that the Member has removed up to three times per Membership Period. Such fee may be changed by AML from time to time. Please refer to the Optional Services and Fees Page for the applicable fee.
5. Subject to the Status of the Member, a service fee may be charged to replace a Nominee or register a Nominee beyond the number of complementary nominations as described above. Such fee may be changed by AML from time to time. Please see the Optional Services and Fees Page for the applicable fees.
6. Children under the age of 12 and infants may be Nominees, and for redemption purposes will be treated the same as an adult Nominee and require the same Asia Miles for Flight Awards. Corporations or other legal entities cannot be Nominees.
7. Terms and conditions apply to child and infant travel, including Airline Partner carrier terms and conditions where applicable.
8. Awards must be redeemed by Members on behalf of Nominees. Nominees may not make any redemptions for Awards himself/herself.

Asia Miles Earned Through Flight Transactions

1. For Cathay Pacific marketed flights, the actual Asia Miles which may be earned by a Member are based on distance zone between the origin airport and destination airport, and the fare class or fare type of travel booked, paid for and ticketed.
2. For Airline Partner marketed flights, the actual Asia Miles which may be earned by a Member are based on the fare type and fare class flown, of the Great Circle Distance in miles between the origin airport and destination airport.

3. The Asia Miles will only be credited to the Member after the Member has used the ticket.
4. Certain fares and flights are not eligible for earning Asia Miles. These include, without limitation, staff travel, industry/agency discounts, award travel, prize, donation, group and other special discounted tickets, free tickets, chartered flights and certain codeshare flights. Fares and flights that are eligible for earning Asia Miles are determined by AML, Cathay Pacific and Airline Partners (if applicable) and may be changed without notice to Members.
5. For fares and flights that are eligible for earning Asia Miles, Asia Miles will only be earned on the actual fare and fare class paid for by the Member. For clarity, Asia Miles will be earned in relation to upgraded tickets as follows:
    a. For Paid Upgrades, Members will earn Asia Miles on the upgraded cabin class of travel.
    b. For Upgrade Awards, Members will earn Asia Miles on the original cabin class of travel.
    c. For Bookable Upgrades, Members will earn Asia Miles on the upgraded cabin class of travel.

    For the avoidance of doubt, Members are not permitted to earn Asia Miles on any refunded fares.
6. In relation to any other type of flight upgrades on CPA Marketed and Operated Flights besides those described in clause 5 of this section, Members will accrue Asia Miles on the original cabin class of travel.
7. If a Member's air travel is disrupted due to reasons beyond the control of CPA or an Airline Partner (including without limitation, poor weather conditions, acts of God, technical malfunctions or difficulties of the aircraft, labour stoppage or shortage, strikes, war, pandemic, change in applicable law or regulation) and the Member is placed on other airline flights for the disrupted segment(s), Asia Miles and Status Points will only be credited to the Member based on the original itinerary that was booked by the Member. In such circumstances, the Member will need to provide supporting documentation to claim the Asia Miles.

Asia Miles Earned from Non-Flight Transactions

1. The applicable earning propositions, eligibility, and requirements for earning Asia Miles with each non-Airline Partner Asia Miles are set out on the Website and the Asia Miles by Cathay App, as may be amended by AML from time to time. Non-Airline Partners may apply additional terms and conditions in respect of the availability and eligibility of earning Asia Miles.
2. **Hotel stays:** Members may earn Asia Miles for each qualifying hotel stay at participating hotel Partners. A hotel stay is defined as any number of consecutive nights at a hotel. Qualifying stays refer to stays at published, rack, corporate or company rates, and not stays at special, group or discount rates. Members may be required to enrol in the applicable loyalty programme of certain hotel Partners to be eligible to earn Asia Miles. For further information, please visit the Website or the Asia Miles by Cathay App.
3. **Car rentals:** Members may earn Asia Miles for each qualifying car rental with participating car rental Partners. Car rentals booked at travel industry or employee rental rates do not qualify. Car rentals may need to be made in conjunction with

qualified air travel to qualify. For further information, please visit the Website or the Asia Miles by Cathay App.

Flight Awards Redemption – General Conditions

1. All Asia Miles required for redeeming Flight Awards must be in a Member's Membership account at the time of making the redemption. Pooling of Asia Miles in different Member's Membership accounts is not permitted.
2. Redeeming Asia Miles for Flight Awards is subject to capacity control, which may limit the number of seats available for Flight Awards. Members acknowledge that CPA and its Partners reserve the right to limit the number of seats made available for Flight Awards at their absolute discretion.
3. For each Membership account, a maximum of 10 waitlist bookings for Upgrade Awards and Companion Awards may be made at any point in time. Once the maximum number of waitlist bookings has been reached, the Member must cancel a waitlist booking before a new waitlist booking can be made.
4. The issuance of tickets for Flight Awards is subject to the passenger being responsible for applicable departure taxes, airport or government handling fees, fuel surcharges, security and insurance charges, and any other fees charged by any authorised entity. The passenger shall also be responsible for all other expenses and any other charges, claims or liabilities arising in relation to the use of tickets for Flight Awards. The actual required Miles and government and airport taxes and fees plus all carrier-imposed surcharges for all passengers will be advised at the time of booking.
5. For the one-way Flight Award (except oneworld Multi-carrier Awards and except HK Express), a maximum of 2 sectors are allowed, with only 1 transfer provided the transfer is no longer than 24 hours. If the first sector origin airport and the last sector destination airport are located in different cities, but all sectors fall within the same country/region, this itinerary is still treated as a one-way Flight Award. On the other hand, if the first sector origin airport and the last sector destination airport are located in different cities but within the same country/region but where the first sector destination airport is located in a different country/region, this itinerary is not treated as a one-way Flight Award For example, JFK-DFW-LAX can be treated as one-way while JFK-LHR-IAD cannot be treated as one-way.
6. For the round-trip Flight Award (except the oneworld Multi-carrier Awards and HK Express), a maximum of 4 sectors are allowed with 1 stopover. A maximum of 2 sectors only is allowed in each direction, inbound and outbound.

   A maximum of 1 open jaw is allowed either at the point of origin or at the turnaround point in a round-trip Flight Award.
   a. An open jaw at the point of origin (for an itinerary with international flights only) can only be made between different cities of a country/region.
   b. An open jaw at the turnaround point can be made between different cities, no matter whether they are in the same country/region.
   c. Travelling into and out of different airports within the same city is not considered as an open jaw.

For the round-trip Flight Award without an open jaw, it can contain maximum 1 stopover plus maximum 2 transfers

For the round-trip Flight Award with an open jaw at the turnaround point, it can contain 1 open jaw plus maximum 2 transfers

For the round-trip Flight Award with an open jaw at the point of origin, it can contain 1 open jaw plus maximum 1 stopover plus maximum 2 transfers

7. The turnaround point of a round-trip Flight Award (except the oneworld Multi-carrier Awards and HK Express) is determined by the following rules:
    a. In a 2-sector itinerary, the first sector destination point must be the stopover point and the turnaround point (an open jaw at the turnaround point is permitted); or for example, in the itinerary of HKG-TPE(open jaw & turnaround point) KHH-HKG.
    b. In a 3-sector itinerary, if an open jaw is not at the point of origin, the open jaw should be the turnaround point; or for example, in the itinerary of HKG-TPE-NRT(open jaw & turnaround point)KIX-HKG.
    c. In a 3-sector itinerary, if there is a transfer but no open jaw involved, the only stopover point must be the turnaround point; or
    d. In a 4-sector itinerary, the second sector destination point must be the stopover point and turnaround point (an open jaw at the turnaround point is permitted).
    e. A transfer point must not become a turnaround point of a round-trip itinerary.
    f. A turnaround point must also be the stopover point.
8. For the round-trip Flight Award, outbound and inbound flights must be booked at the same time.
9. There are two levels (Short – Type 1 and Short – Type 2) of mileage requirements for all short-haul Flight Awards (except the oneworld Multi-carrier Awards). Short – Type 1 applies when the mileage distance of either inbound or outbound itinerary falls between 751 and 2,750 miles and none of its origin, destination or turnaround points include a city in Bangladesh, India, Indonesia, Japan, Kazakhstan, Nepal or Sri Lanka. If a city in these countries is just acting as a transfer point or stopover (not an origin, destination or turnaround point), Short - Type 1 still applies. Short - Type 2 applies when the mileage distance of either inbound or outbound itinerary falls between 751 and 2,750 miles and the origin, destination or turnaround point includes any city in Bangladesh, India, Indonesia, Japan, Kazakhstan, Nepal or Sri Lanka.
10. Not all Flight Awards are available through all Airline Partners. Members should refer to the Flight Award chart page for details. Flight Awards and participating Airline Partners may be subject to change or withdrawal.
11. Codeshare flights are not eligible for Flight Awards.
12. Only leisure air travel is eligible for Flight Awards. Redemption of Flight Awards for business travel is not permitted. Members must indicate whether the air travel is for leisure or for business when making a redemption for Flight Awards.
13. Tickets for Flight Awards will be issued after the reservation is confirmed. Flight Awards are not permitted for open-dated tickets.
14. Tickets for Flight Awards will be issued automatically and before the ticketing deadline as determined by CPA and Airline Partners, once all the required information has been provided. It should also be noted that:
    a. All required information must be provided at the time of booking.
    b. Flight Awards tickets will not be issued for waitlisted flights.

15. All Flight Award tickets are valid for 12 months from the date of issue, unless otherwise specified.
16. Inbound/Outbound distance zone is based on the one-way distance between the origin airport and destination airport. If connecting sectors are involved, the sector distances should be added together to determine the total one-way distance and the applicable distance zone. Distance zones are applicable to all Flight Award types except the oneworld Multi-carrier Awards and HK Express.
17. Tickets for Flight Awards rebooking (except for HK Express):
    a. Are available for changes of confirmed flight date or flight number, with the same itinerary, same airline, same cabin class and same ticket expiry date.
    b. Flight change fee will apply when one confirmed flight date/number is changed to another confirmed flight date/number.
    c. Are available online at the Website and offline at the Customer Care Team for confirmed Cathay Pacific flights.
    d. Other service fees may apply. Such fees may be changed by AML from time to time. Please refer to the Optional Services and Fees Page for details.
18. Tickets for Flight Awards may be re-issued (except for HK Express):
    a. Only for travel by the same person.
    b. Provided the ticket is totally unused.
    c. Subject to additional Asia Miles being required if the new journey belongs to a higher distance zone.
    d. Subject to having the same expiry date as the original ticket and for use on the same combination of airlines.
    e. Flight change fee will apply for re-issuing tickets.
    f. Other service fees may apply. Such fees may be changed by AML from time to time. Please refer to the Optional Services and Fees Page for details.
19. Once tickets for Flight Awards are issued, they are non-transferrable but refundable (except for HK Express):
    a. Provided the ticket is totally unused.
    b. If the refund is requested before ticket expiry date.
    c. Cancellation fee will apply for ticket refund.
    d. Other service fees may apply. Such fees may be changed by AML from time to time. Please refer to the Optional Services and Fees Page for details.
20. Use of Flight Awards is subject to the operating airline's conditions of carriage and other conditions as specified by the operating airline.
21. From time to time, we may offer special promotional rates for award bookings. Such bookings will be subject to the terms and conditions published with each offer, which take precedence over these Terms and Conditions.

Redeeming Flight Awards

1. Members can book their desired Flight Award online on the Website(except for HK Express) or offline by contacting the Customer Care Team.
2. The following are Flight Awards bookable online on the Flight Awards Page:
    a. Standard Awards
    b. Upgrade Awards
    c. Companion Ticket Awards
    d. Certain Airline Partner Awards
    e. Discounted and chartered flight Awards

3. Members or their duly authorised parties making redemption requests through the Customer Care will be required to answer a series of security questions for identity verification and authorisation purposes before a redemption request can be processed. Redemption requests will only be processed where Members or authorised parties are able to answer these questions correctly. Subject to Applicable Law, any person who successfully completes the verification process will be considered by AML to have been authorised by the Member, and AML and/or CX shall not be liable for any Loss arising from or in connection with such person's access to the Member's Membership account.
4. The appropriate number of Asia Miles will be deducted from a Member's account at the time of ticket issuance.
5. Members should immediately report any suspected unauthorised access to their Membership account, unauthorised Award claims, or any other unauthorised activity in their Membership account. Subject to Applicable Law, AML will decide at its discretion what action, if any, will be taken. AML reserves the right to refuse to provide any compensation to the Member should a Member contribute to any unauthorised access to their Membership account in any way, including the disclosure (whether intentional or not) of a Member's Membership account authentication details.
6. Other conditions apply to the issuance of Companion Ticket and Upgrade Awards.

Flight Awards – Standard Awards

1. Standard Awards are available on CPA flights and Partner Airlines.
2. Standard Award is available on all hauls.
3. Standard Award allows mixed cabin redemption. The mileage requirement calculation is based on the haul of each inbound and outbound direction and the prorated ratio derived from Great Circle Distance for each sector. The mileage sum is rounded down to the nearest hundred.
4. Standard Awards allow single-carrier or mixed-carrier redemption. Single-carrier redemption on Standard Awards is available on all Airline Partners (except for HK Express). For mixed-carrier redemption on Standard Awards, a maximum of two carriers is allowed, which must include Cathay Pacific, subject to airline partnership agreement.
5. For mixed-carrier award redemption on itineraries with outbound one-way routes and inbound one-way routes on different Airline Partner, the Asia Miles requirement is calculated based on the sum of the mileage requirement for each outbound and inbound direction based on the award chart applicable to each Airline Partner.
6. Redemptions on multi-destination itineraries where an intermediate destination is further away from the ultimate destination is not allowed.
7. Flight Awards are opened for booking according to the type of Flight Award.
    a. Standard Award on Cathay Pacific can be made up to 360 days prior to departure.
    b. For Standard Award on Partner Airlines other than Cathay Pacific, the advance booking start date is subject to individual Partner Airlines' rules.
8. For mileage requirements for Standard Award on Cathay Pacific, please refer to the Award charts published on the Flight Awards Page. For Standard Awards on other online redemption Partner Airlines, please refer to mileage requirements quoted at the online redemption booking platform. For Standard Awards on Partner Airlines

without the online redemption capability, please refer to the redemption award calculator at the Flight Awards Page for Miles requirement quotations.

9. Standard Award (Cathay Pacific only) allow advance seat reservation for Premium Economy Class or above cabins.
10. The 'Flight Awards Redemption – General Conditions' section and 'Redeeming Flight Awards' section of these Terms and Conditions apply.

Flight Awards – Companion Ticket Awards

1. Companion Ticket Awards are only available for Cathay Pacific Marketed and Operated Flights.
2. If Members purchase a First or Business Class ticket for travel, they can also redeem a Companion Ticket. The companion must travel on the same flight, date and class of service. Companion Tickets are only available on round-trip flights.
3. Companion Ticket Awards are valid in eligible fare classes:
    i. F, A (First Class)
    ii. J, C, D, I, P (Business Class)
4. Companion Ticket Awards are available for mixed-carrier bookings for the sectors booked on Cathay Pacific Marketed and Operated Flights.
5. Mixed-class Flight Awards are not available with Companion Ticket Awards.
6. Bookings for Companion Ticket Awards can be made up to 360 days prior to departure.
7. The companion passenger need not be a Nominee in the Member's redemption group.
8. A Member can redeem one Companion Ticket for every purchased ticket that is printed with the Member's name.
9. When making a claim for a Companion Ticket, the Member must provide all his/her travel details and ticket details of the fare paying ticket to AML.
10. Redemption tickets, prizes, group, industry/agency discounts or other discounted or free tickets cannot be used to qualify for redemption of a Companion Ticket.
11. Any restrictions and rules that apply to the purchased ticket will also apply to the Companion Ticket.
12. Companion Tickets may be cancelled, and the Asia Miles used to redeem the Companion Ticket will be refunded back to the Member making the redemption. Cancellation fee will apply for cancellations and refunds. Other service fees may apply, such fee may be changed by AML from time to time. If the purchased ticket is cancelled, Member should contact Customer Care to cancel the Companion Ticket and the Asia Miles used to redeem the Companion Ticket will be refunded back to the Member making the redemption.
13. The 'Flight Awards Redemption – General Conditions' section and 'Redeeming Flight Awards' section of these Terms and Conditions apply.

Flight Awards – Upgrade Award and Airport Upgrade Awards

1. Upgrade Award and Airport Upgrade Awards are only available for Cathay Pacific Marketed and Operated Flights.
2. Upgrade Awards may be redeemed online at the Redeem Flight Awards Page or contacting the Customer Care Team.
3. Upgrade Award and Airport Upgrade Award is limited to one CPA ticket and its ticket number should begin with '160' only.

4. Upgrade Awards and Airport Upgrade Awards are not available on mixed-class and mixed-carrier bookings.
5. Member should refer to ticket for Upgrade Award eligibility:
    a. For Business Class ticket upgrade to First Class
        i. Flex, Essential, Light fare type or
        ii. Fare class J, C, D, P, I
    b. For Premium Economy Class ticket upgrade to Business Class
        i. Flex fare type or
        ii. Fare class W, R
    c. For Economy Class ticket upgrade to Premium Economy Class (or upgrade to Business Class for flights without Premium Economy Class)
        i. Flex, Essential fare type or
        ii. Fare class Y, B, H, K, M, L, V (for ticket without Flex/Essential/Light fare type stated)
6. The mileage requirement quoted is based on one-way only, and according to the mileage price at the time deducting Miles from Members' account with an upgrade seat confirmation.
7. Upgrade Awards can be booked up to 360 days prior to departure. Airport Upgrade Awards can only be booked during check-in at airport.
8. Members may waitlist for an Upgrade Awards, waitlist will be cancelled if the upgrade is unable to confirm within 96 hours before departure.
9. Members can redeem Asia Miles for an upgrade to the next class of travel from the originally purchased ticket in an eligible fare class/fare types. Upgrade Awards and Airport Upgrade Awards are subject to availability at the time of Upgrade Award reservation or at the time of making the request for the Airport Upgrade (as applicable).
10. To confirm the Upgrade Award or Airport Upgrade Award booking, Members must have a confirmed seat and ticket issued in an eligible fare class/fare type in the lower class of travel on the same flight.
11. Redemption tickets, prizes, group, industry/agency discounts or other discounted or free tickets cannot be used to obtain Upgrade Awards or Airport Upgrade Awards.
12. Fares for infants below two years of age that do not occupy a seat are not eligible for an upgrade. Members must purchase a child fare for infants if they wish to request an Upgrade or Airport Upgrade Awards.
13. For Cathay Pacific flights without Premium Economy Class, upgrading from Economy to Business Class is allowed.
14. Members can redeem Upgrade or Airport Upgrade Awards for their Redemption Group Nominees.
15. The Redemption Group Nominee is not required to travel with the Member if they arrange an Upgrade Award in advance. However, for Airport Upgrade Awards, the Redemption Group Nominee must travel with the Member on the same flight.
16. Airport Upgrade Awards for Redemption Group Nominees will not be accepted if their names have not been registered in advance. Please allow at least 24 hours for the names to be updated.
17. Names of Redemption Group Nominees that appear in reservations must exactly match the names registered with the Cathay Membership Programme.

18. Upgrade and Airport Upgrade Awards cannot be used in conjunction with any bookings that have already been subject to an upgrade or any other promotional offers.
19. Airport Upgrade Awards are not applicable to any onward connecting flights, only the first flight from the departure port.
20. Meals for Airport Upgrade Awards may not be the meals for the upgraded class.
21. The restrictions and rules that apply to the purchased tickets may apply to the Upgrade Award or Airport Upgrade Award ticket.
22. Upgrade Awards and Airport Upgrade Awards may be cancelled, and the Asia Miles used to redeem the Upgrade Award or Airport Upgrade Award will be refunded. Cancellation fee will apply for cancellations and refunds. Other service fees may apply, such fees may be changed by AML from time to time. Please see the Optional Services and Fees Page for the applicable fee.
23. All Asia Miles required for the Upgrade or Airport Upgrade Awards must be earned by the same Member under the same account. Pooling of Miles among more than one Member is not permitted.
24. The original ticket will not be reissued after redemption of Airport Upgrade Awards.
25. Member may need to pay applicable tax/surcharges differences according to the upgraded class of travel.
26. Asia Miles for upgraded travel will be rewarded based on the original class of service purchased and in accordance with these Terms and Conditions.
27. The 'Flight Awards Redemption – General Conditions' section and 'Redeeming Flight Awards' section of these Terms and Conditions apply.

Flight Awards – oneworld Multi-carrier Awards

1. A oneworld Multi-carrier Award is applicable for:
    a. two oneworld Alliance airlines, when Cathay Pacific is not one of your selected carriers; or
    b. three or more oneworld Alliance airlines, when Cathay Pacific is one of your selected carriers.
2. The maximum distance range is up to 50,000 miles.
3. To redeem a oneworld Multi-carrier Award, the total Asia Miles required to determine the award zone is the sum of the sector distance (between the origin airports and destination airports) of all sectors in the itinerary. The Member or Nominee can make a maximum of five stopovers. In addition, two transfers and two open-jaws are permitted.
4. Stopover/Open-jaw is permitted once for one city in the itinerary, and cannot be the same city of the point of origin or point of destination.
5. For multiple-sector Flight Awards, the Asia Miles required to redeem such Flight Award are those of the highest class booked in any single itinerary.
6. An oneworld Multi-carrier Award does not offer travelling on Premium Economy Class.

Priority Redemption for Discounted Flight Awards

1. Members and principal holders of a Cathay Pacific co-branded credit card or the Cathay Membership Programme co-branded credit card can enjoy three days or two days priority redemption for selected discounted Flight Awards online from time to time:

   a. Three-day priority applies to Silver and above Members who have a Cathay Pacific co-branded credit card (not applicable to the RBC Cathay Pacific Visa Platinum card).
   b. Two-day priority applies to all other Members, and principal holders of a Cathay Pacific co-branded credit card (not applicable to the RBC Cathay Pacific Visa Platinum card) or the Cathay Membership Programme co-branded credit card.
2. The 'Flight Awards Redemption – General Conditions' section and 'Redeeming Flight Awards' section of these Terms and Conditions apply.

Flight Awards – Extra Baggage Redemption (Only applicable to airport redemption with departure from India and Nepal)

1. Award zones are based on the one-way distance per flight sector basis.
2. Extra baggage redemption is available on a per flight sector basis on all Cathay Pacific Marketed and Operated Flights, unless otherwise stated, and is subject to availability and loading.
3. Extra baggage redemption is not available on joint venture and code-share flights.
4. The same redemption rate applies for all classes of travel and for all Members, unless otherwise stated.
5. Extra baggage redemption is only available on journeys when the first sector is a Cathay Pacific flight.
6. Extra baggage redemption are valid for one month from the date of claim, but only for travel on the original itinerary.
7. Extra baggage redemption is not eligible for passengers who are holding the following ticket type:
   a. Infant ticket (who does not occupy any seat)
   b. Ticket for an extra seat
   c. On hold booking
8. Asia Miles used to redeem extra baggage redemption will not be refunded.
9. Extra baggage redemption cannot be transferred.
10. Members holding tickets issued by Cathay Pacific (ticket number beginning with 160) may contact our Customer Care at least 24 hours before flight departure to redeem extra baggage allowance. Members must quote their booking reference number(s) when claiming their extra baggage redemption, maximum 50kg of baggage (for all journeys under weight system) or 3 pieces of baggage (for journeys that under piece system) per flight sector.
11. If the aircraft load permits, Members may also present their Membership Card at all Cathay Pacific check-in counters worldwide upon departure to redeem instant extra baggage allowance.
12. The 'Flight Awards Redemption – General Conditions' section and 'Redeeming Flight Awards' section of these Terms and Conditions apply.

Flight Awards – Lounge Pass Redemption

1. To redeem lounge passes, eligible Members must redeem on the Website and have the required number of Asia Miles in their Membership account to make the redemption at the time of making the request.

2. Members who are eligible for lounge pass redemption are Silver, Gold, and Diamond Status Members and select Cathay / Cathay Pacific / Asia Miles co-branded credit card Cardholders.
3. The select Asia Miles / Cathay Pacific / Cathay co-branded credit cards that are eligible for lounge pass redemption are available on the Credit Card Page. Members eligible for lounge pass redemption may view this on the redemption page.
4. Silver, Gold and Diamond Status Members and select co-branded card Cardholders may redeem lounge passes for eligible CPA-operated Business class departure lounges. Diamond Status Members may redeem lounge passes for eligible CPA-operated First class departure lounges.
5. The Asia Miles required to make the redemption will be deducted from the Member's account upon confirmation of their redemption.
6. Please refer to the Website for the number of Asia Miles required to redeem the CPA Business class lounge pass and CPA First class lounge pass, which may be subject to change from time to time.
7. Lounge pass redemptions may not be cancelled. AML will not refund any Asia Miles that have been deducted for lounge pass redemptions.
8. Redemption lounge passes are valid for the Member who redeemed the lounge pass, their travel companion or Redemption Group Nominee to use before flights that are operated or marketed by Cathay Pacific.
9. Redemption Group Nominees who have received the shared redemption lounge pass from the Member can enjoy the lounge pass when travelling on flights that are operated or marketed by Cathay Pacific, without travelling together with the Member who redeemed the lounge pass.
10. Travel companions must be accompanied by the Member who redeemed the lounge pass when entering eligible lounges.
11. Members, their travel companion or Redemption Group Nominee must present their one-time lounge pass QR code alongside their boarding pass with Cathay Pacific flight number when entering any of the eligible lounges.
12. If not accompanied by the Member who redeemed the lounge pass, Redemption Group Nominees must present their shared redemption lounge pass QR code when entering an eligible lounge. Redemption Group Nominees will not be admitted if they present the redeeming Member's lounge pass QR code. A Redemption Group Nominee who is a Cathay member must present the shared redemption lounge pass QR code on the Redemption Group Nominee's Cathay Pacific app or Asia Miles by Cathay app. A Redemption Group Nominee who is not a Cathay member must present the email from Cathay displaying the lounge pass type, expiry date, the recipient's name and a valid shared redemption lounge pass QR code.
13. The lounge pass will be considered used when the QR code has been scanned by the lounge team.
14. Each lounge pass is valid for one passenger only for a single entry into the eligible lounge.
15. Each lounge pass is valid for 12 months from the date of issue. Once expired, the validity period of the lounge pass will not be extended and Asia Miles will not be refunded.
16. Lounge passes have no cash value and cannot be redeemed or exchanged for cash or any other item. If lost or damaged, no replacement will be issued.

17. Access to lounges is subject to the applicable law of the jurisdiction that the lounge is located in and the lounge operator's rules and policies.
18. The 'Flight Awards Redemption – General Conditions' section, 'Redeeming Flight Awards' section and 'Privileges' section (under 'Service - Cathay / Cathay Pacific / Asia Miles Co-branded Credit Card') of these Terms and Conditions apply.

Redeeming Hotels, Car Rentals and Experiences Awards

1. Hotel, car rental and experience awards are arranged by Asia Miles Travel Services Limited (Licence No.353953).
2. To view the full terms & conditions of Asia Miles Travel Services Limited, please click here.

Milesback

1. The purchase of goods and services on Milesback is subject to the following terms and conditions and goods and services purchased from Milesback may be subject to further terms and conditions of the applicable merchant providing such goods and services.
2. Milesback is operated by ValueDynamx Limited ("ValueDynamx"), a third party service provider. These terms and conditions are for the Benefit of and are separately enforceable by each of AML and ValueDynamx. ValueDynamx may at any time, publish and enforce any additional terms and conditions they feel necessary in relation to the operation of Milesback.
3. AML is not responsible for the content of Milesback, the products and services offered on Milesback, or the content or availability of any third party websites that link from Milesback, including the websites of merchants.
4. Asia Miles cannot be earned from purchases made directly with a merchant. In order to earn Asia Miles, you must be a Cathay Membership Programme Member, and be logged on with your Membership account to Milesback to access the merchants' websites via links on Milesback. You cannot earn Asia Miles for purchases that you make prior to logging onto Milesback.
5. Asia Miles can only be earned by purchasing goods and services from merchants at Milesback from the date that the merchant becomes available on Milesback.
6. Asia Miles cannot be redeemed for the purchase of goods and services through Milesback.
7. Asia Miles cannot be earned from purchases made directly with a merchant. You must log on to Milesback through your the Cathay Membership Programme account and visit a merchant's website through Milesback prior to making a purchase.
8. Pending and approved transactions are the sole responsibility of the merchant from whom a purchase is made. AML does not make any representations or warranties regarding any time frame for the approval of a purchase through Milesback. The crediting of Asia Miles varies depending on each merchant. AML does not make any representations or warranties regarding the time frame for crediting Asia Miles.
9. Following a purchase, Asia Miles earned will be posted as "Pending", "Approved" or "Cancelled" by the merchant in your Milesback transaction history.
10. Your purchases are tracked and reported back to AML and ValueDynamx by the merchant. AML and/or CPA are not responsible for any errors or delays in reporting transactions.

11. AML may stipulate the calculation of Asia Miles per dollar spent in relation to activity at Milesback.
12. AML may at any time, vary the method or procedure for the earning and/or calculation of Asia Miles.
13. If a purchase is cancelled or goods are returned to a merchant before Asia Miles have been credited to you, the pending Asia Miles that would have been earned for the purchase will be cancelled. The Asia Miles, if credited, will then be removed from your Membership account.
14. Asia Miles earned through Milesback can be cancelled for a number of reasons. Merchants are unable to provide the exact reason for cancellation to AML and ValueDynamx. This non-exhaustive list contains the most common reasons why an Milesback transaction may be cancelled.
    a. Member returned the product to the merchant or cancelled their service.
    b. Member's last click to the merchant's website didn't come from Milesback.
    c. Member used a promotional discount voucher to make their purchase and that voucher was not found on Milesback.
    d. Member used a 'refer a friend' or similar type incentive by the merchant.
    e. Member already had items in the merchant's shopping basket and did not start a fresh session when making their purchase.
    f. Member cleared their cookie/web history before making their purchase or has some kind of pop-up/ad blocking software that can affect tracking.
    g. Member's new registration with the merchant was not deemed as genuine by the merchant.
    h. Member's payment failed or didn't meet the requirements of the merchant's credit check.
    i. Member completed or modified their purchase by telephoning the merchant.
    j. Member's purchase did not meet the merchant's terms and conditions.
    k. Member completed the purchase through a different country or regional version of the merchant's website.
    l. Member completed the purchase through the merchant's mobile application, which may not be eligible to earn rewards unless otherwise stated.
    m. Member used a third-party loyalty, cashback, coupon or reward tool(web browser plug-in) that may have interfered with transaction tracking.
15. Should AML or ValueDynamx suspect fraudulent or suspicious activity in relation to your Membership account, AML may place your account on hold or suspend transactions.
16. Members that choose to access Milesback do so at their own risk. AML is not responsible for any communications from ValueDynamx and/or merchants.
17. All information and data displayed on Milesback by AML, ValueDynamx or merchants is offered for informational purposes only, and is binding only to the extent that the contents of any such information or data are expressly incorporated in writing in these Terms and Conditions.
18. All purchases of goods and services at Milesback will be subject to the terms and conditions of the merchant from which they are purchased, including, and not limited to delivery and return policies. If you have any questions or complaints regarding your purchase you must contact the merchant directly.
19. Representations and warranties, if any, are provided by merchants and not AML. AML accepts no liability for defects in the quality or condition of goods and makes no

claims, representations or warranties as to the delivery of goods or services to the extent permitted by law.

20. Asia Miles may not be accrued on the purchase of gift vouchers or on taxes and/or delivery charges.

Charity and the Environment

1. Members may donate Asia Miles to certain charity organizations designated by AML from time to time, the minimum donation to each charity being 10,000 Asia Miles with further increments of 5,000 Asia Miles being allowed. For the FLY greener programme, the Cathay Membership Programme contribution is calculated based on the length of the journey and your cabin class or one-off with the redemption range from 100 to 999,999 Asia Miles.
2. The total Asia Miles value of a donation cannot exceed the total Asia Miles accrued and available in a Member's account at time of a request.
3. Only Members can donate Asia Miles for charity, this facility not being available to Nominees.
4. A Member may not donate Asia Miles to other individual Members.
5. Asia Miles have no cash value and are not tax-deductible.
6. AML will not levy any administration fees in respect of charity donations or contributions to the FLY greener programme, with Asia Miles. Members should allow seven days for Asia Miles to be deducted from their accounts. Thereafter, the donation or contribution will be reflected in the Member's statement as a redemption activity.
7. All donations will be considered final and non-reversible once the Asia Miles are deducted from an account.

Miles Top-Up

1. Members who have at least 70% of the Asia Miles required to redeem a Flight Award or travel award can purchase the exact number of Asia Miles required to redeem such Flight Award or travel award (up to the remaining 30%) by paying a fee ("Top-Up"). Such fees may be changed by AML from time to time. Please see the Optional Services and Fees Page for the applicable fee.
2. A Member can only purchase Asia Miles for Top-Up at the time of making an Award request.
3. There are no refunds of purchased Asia Miles for Miles Top-Up transactions.
4. The existing Asia Miles in the Member’s account will be used before the Member’s Top-Up Asia Miles will be used to redeem the Award.
5. Any purchased Asia Miles must be applied in full towards redeeming the relevant Award and will not remain in the Member’s account following such redemption. The purchase of Asia Miles under a Miles Top-Up transaction must not result in any remaining balance of purchased Asia Miles in the Member’s account.
6. The purchase of Asia Miles will be confirmed on the Member's statement as a merchandise sale.
7. The Top-Up option is available for both Flight Awards and travel awards, but not applicable for any other type of redemption.
8. The Top-Up option is only available through the Website.

CATHAY

Miles Transfer and Renewal

1. Asia Miles can be transferred to the account of any chosen Redemption Group Nominee and subject to the payment of a service fee and such fee may be changed by AML from time to time. For further details of service fees please refer to the Optional Service Fees Page. Transferred Asia Miles are valid for 18 months from the date of transfer, and for the avoidance of doubt are subject to the terms and conditions regarding renewal of Asia Miles above.
2. Mileage credits earned under the time-based system can be renewed to the new activity-based system to the extent of mileage credits renewal subject to the payment of a service fee. Such fee may be changed by AML from time to time. For further details of service fees please refer to the Optional Services and Fees Page. Miles earned under the new activity-based system cannot be renewed.
3. All transactions to transfer Asia Miles are non-refundable and non-reversible.

Complimentary Miles Transfer from Minor to Guardian

1. A Member who is a Guardian of Minor(s) may register such Minor(s) in their Membership account as their Minor(s), to be able to receive Asia Miles from those registered Minor(s)' Membership account(s).
2. A Member who is a Minor and who has a Guardian that is a Member may register such Guardian in their Membership account as their Guardian, to be able to transfer Asia Miles to the registered Guardian's Membership account.
3. The Member who is a Minor and the Member who is the Guardian of the Minor must nominate each other as Redemption Group Nominee in their respective Membership accounts prior to performing the registration as Minor and Guardian pursuant to clauses 1 and 2 of this section.
4. A Guardian must be the legal Guardian of the Minor(s) that are registered as their Minor(s) in their Membership account.
5. A Minor must be the legal Minor of the Guardian that is registered as their Guardian in their Membership account.
6. AML reserves the right to request proof (including any relevant documentary proof such as copies of passports, birth certificates) and take other reasonable steps in its discretion to verify the relationship between a Guardian and any Minor(s) registered on each other's Membership accounts is in fact a Guardian and Minor relationship. Members must provide AML such requested proof promptly.
7. AML reserves the right to terminate or suspend a Member's Membership account and/or cancel or reverse any transfer of Asia Miles from a Minor's Membership account to the Guardian's Membership account if the Member(s) fails to provide any requested proof, AML finds any proof unsatisfactory, or AML believes or suspects that a Member has breached any of these terms and conditions or committed any act of Misconduct or fraud.
8. Each Guardian may register up to five Minors in their Membership account.
9. Each Minor may register only one Guardian in their Membership account.
10. Each Member who is a Minor may only change the registered Guardian in their Membership account once during their Membership lifetime.
11. The number of times a Member who is a Guardian may register a Minor, replace an existing Minor or add a new Minor to replace a Minor that was removed is subject to the rules described in the Redemption Groups section.

12. To transfer Asia Miles from a Minor's Membership account to their Guardian's Membership account, the Minor must have been a Member for at least one year by the time of initiating the transfer, and must have accrued Asia Miles from flying on Cathay Pacific flights or any eligible flights of our Partner airlines at least once in the 18 months before a request for a transfer of Asia Miles is made.
13. A Minor must not have accrued any Asia Miles from banking and finance Partners as determined by AML and published on the Website, including but not limited to conversion of Partner bank points to Asia Miles or through spend on any Cathay co-branded credit cards. A Minor will not be permitted to transfer any Asia Miles to their Guardian's Membership account if the Minor has accrued any Asia Miles from any banking and finance Partners.
14. Asia Miles may only be transferred from a Minor's Membership account to their registered Guardian's Membership account upon successfully completing the required steps for registering each other's Membership account information.
15. Each Minor is eligible for transferring Asia Miles to their Guardian for free within each Membership year provided that such transfer(s) of Asia Miles:
    a. consists of a minimum 2,000 Asia Miles; and
    b. consists of multiplies of 2,000 Asia Miles; and
    c. the number of Asia Miles transferred in aggregate in a Membership year is no more than 120,000 Asia Miles.
16. Any transfer of Asia Miles which exceeds the maximum of 120,000 Asia Miles transferred in aggregate in a Membership year will be subject to payment of a fee. The applicable fees can be found on the 'Manage my Asia Miles' page after logging into a Membership account.
17. The guardian can receive 120,000 Asia Miles maximum in a Membership year.
18. Miles transfer from Minor to Guardian does not count as an 'eligible transaction' as described under paragraph 11 of the 'Asia Miles' section of these terms and conditions, and therefore will not extend or renew the Minor's or Guardian's Asia Miles' expiry date. Miles transferred to a Guardian's account will follow the same expiry date of the expiry date of the Miles in the Guardian's account prior to the transfer. In the case with no Asia Miles balance in the Guardian's account, the Miles transferred in will be considered as an 'eligible transaction'.
19. The Guardian's Membership account information in the Minor's account will be automatically removed from the Minor's Membership account and the Minor's Membership account information in the Guardian's Membership account will be automatically removed from the Guardian's Membership account when the Minor turns 18 years old.
20. If a Minor's Membership account is closed or terminated, their Membership account information will be automatically removed from their Guardian's Membership account.
21. If a Guardian's Membership account is closed or terminated, their Membership account information will be automatically removed from their Minor's Membership account.
22. All transactions to transfer Asia Miles from a Minor to Guardian's Membership account are non-reversible once initiated.

CATHAY

Service – Lifestyle Award – General Terms and Conditions

General Conditions

1. The Cathay Shop enables Members to redeem and earn Asia Miles for eligible Lifestyle Awards on the Cathay Shop. By using the Cathay Shop, the Member indicates their agreement to these Terms and Conditions.
2. All Asia Miles required for Lifestyle Award redemption must be in the Member's account at the time of redemption.
3. Redemption requests must be made online by a Member through the Cathay Shop. Redemption requests from parties other than the Member, including Nominees, will not be processed.

Product, Price & Payment

1. AML shall make all reasonable efforts to ensure the pricing and Lifestyle Award information on the Cathay Shop is correct. However to the maximum extent permitted by law, AML and CPA does not accept any liability if such information and any other content on the Lifestyle Platform are not complete, correct, accurate or error-free.
2. All Lifestyle Awards are subject to availability and AML may, at any time and without advance notice, withdraw, limit, modify, cancel or increase the availability of such awards or to adjust the Asia Miles required for redemption.
3. Lifestyle Awards are subject to terms and conditions of the respective Partner and AML, which may be subject to change without prior notice. In case of any dispute, the decision of AML and/or Partner is final.
4. AML may provide external links (such as product videos) on the redemption platform. These links are beyond the control of AML and CPA and AML and CPA do not make any warranties nor accepts any liability in relation to materials and content contained on external sites.
5. Alcoholic beverages may only be redeemed by Members who meet the legal drinking age in the jurisdiction where they redeem the alcoholic beverages and by redeeming alcoholic beverages, you must confirm that you are of legal drinking age in that jurisdiction. A person who meets the relevant legal drinking age must be present to take delivery of the alcoholic beverage(s) and identity and age verification must be provided at the time of delivery, otherwise delivery will be withdrawn and attempted at another time to be agreed between AML and the Member. Please note any re-delivery may incur additional postage or handling fees which shall be payable by the Member.
6. Member represents and warrants that the redemption item(s) are for its own personal use only and not for re-sale purpose.
7. The Miles Plus Cash payment option is available for certain Lifestyle Awards and is subject to section, 'Miles Plus Cash' in these Terms and Conditions.
8. Tactical promotions and promo code may be available for use with certain Lifestyle Awards during the promotion period and is subject to the terms and conditions set out in the specific promotion.
9. The Cathay Membership Programme co-branded credit card dining awards discount redemption offer is only applicable to principal cardholders of certain Cathay Membership Programme co-branded credit cards determined by AML and subject to the section, 'Cathay / Cathay Pacific / Asia Miles Co-branded Credit Card ' in these Terms and Conditions. Please refer to the Credit Card Page for the list of Cathay

Membership Programme co-branded credit cards that the dining awards discount redemption applies to.

10. If certain redemption details need to be confirmed with AML or respective Partners this should be done by the specified deadline, otherwise the Award will become invalid.
11. As applicable, Members may be required to first contact the relevant Partner to reserve a Lifestyle Award, prior to making the Lifestyle Award request, including without limitation where the Lifestyle Award is an experience which requires the Member to check if his/her preferred time or date is available. "No-show" and cancellation policies may apply.
12. Lifestyle Awards cannot be exchanged for other Awards or cash.
13. Lifestyle Awards redeemed using Asia Miles are not eligible to earn Asia Miles.
14. Lifestyle Awards may carry different validity periods, subject to individual Partner offers. The validity periods are based on Hong Kong time, unless expressly specific otherwise. Some Partners may impose blackout periods for when Lifestyle Awards may be used. Lifestyle Awards will become invalid if not used within the validity period.
15. Members are responsible for and are required to pay all customs charges, postal clearance fees, import duties and taxes (including all associated handling and administrative fees charged by local customs or delivery service providers) where applicable at the destination. All fees are subject to change without prior notice. AML shall be deemed to have discharged its delivery obligations once the redeemed Lifestyle Award has been sent to the delivery service provider for dispatch.
16. Members are not entitled to a tax invoice, receipt or tax deduction for redeeming mileage credit for a charity award.

Delivery

1. Members are responsible for ensuring the correct delivery address is provided in English (and, if applicable, in local language for certain locations) during the check-out process. If an address is provided in both English and local language, Members are responsible for ensuring that the address in both languages are the same. If a wrong address is provided, any re-delivery of the order to the correct address shall be at the Member's sole expense, and AML, CPA and/or the Partner shall not be liable for any Losses in connection with the Member providing the wrong address or from providing different addresses in English and local language.
2. If a Member orders multiple Lifestyle Awards at the same time, each Lifestyle Award may be delivered separately and on different dates.
3. In all circumstances, it is the Member's responsibility to contact AML if a Lifestyle Award does not arrive by the estimated delivery date. Members are required to contact AML in writing within sixty (60) days of the date of redemption and AML will investigate the order and offer assistance. After the sixty (60) days have elapsed, Member will no longer be able to place a claim for a lost Lifestyle Award.
4. AML and CPA shall not be responsible for any loss or damage associated with late-delivery or non-delivery of a Lifestyle Award.

Lifestyle Awards delivery service details:

1. For redemptions that involve physical delivery service:

   a. An order confirmation email will be sent to the Member's registered email address.
   b. The relevant Partner will make delivery arrangements directly with the Member or the recipient, as applicable.
   c. Member must ensure that the recipient is present at the agreed delivery date and time with the delivery partner. Please note any re-delivery may incur additional postage or handling fees which shall be payable by the Member.
   d. The delivery lead-time is subject to each product. The "expected delivery time" is mentioned in "product description" on the product page. The actual delivery time taken will depend on the postal service and delivery location.
2. For redemptions that involve Cathay shop (physical shop):
   a. An order confirmation email will be sent to the Member's registered email address.
   b. Member will receive an e-voucher which will contain a QR code for collection.
   c. Member or the recipient is required to show the QR code to the in-store sales associate at Cathay – Cityplaza when collecting the Award and the information on the e-voucher will be processed by the sales associate for verification purposes. The Member's Membership Card (either physical, if applicable, or digital) or Membership number must be presented to the sales associate at the time of collection. If the recipient is not the Member, the recipient must show a photocopy of the Member's Membership Card, together with the e-voucher at the time of collection.
   d. Member is advised to pick up the product from physical shop within seven (7) days from order date.
3. For redemptions delivered via e-mail (the Cathay Membership Programme' e-voucher):
   a. An order confirmation email will be sent to the Member's registered email address.
   b. Member will receive an e-voucher which will contain a QR code, bar code, URL hyperlink, passcode or such other code and an Award reference number.
   c. For certain Awards, the Member or the recipient is required to show the e-voucher to the Partner when collecting the Award and the information on the e-voucher will be processed by the Partner for verification purposes. The Member's Membership Card (either physical, if applicable, or digital) or Membership number must be presented to the Partner at the time of collection. If the recipient is not the Member, the recipient must show a photocopy of the Member's Membership Card, together with the e-voucher at the time of collection.
   d. For other forms of Awards, the Member or recipient is required to visit a dedicated URL hyperlink or the Partner's website and follow the instruction on the e-voucher to complete the redemption process. For charity awards, the e-voucher serves as an acknowledgement of your redemption.
   e. Normal delivery of the e-voucher and/or the Award activation lead-time may take up to five (5) working days.
4. For redemptions delivered via e-mail (Partner's e-mail, e-gift card, etc.):
   a. An order confirmation email will be sent to the Member's registered email address.

   b. Member will receive an e-mail from the Partner which will contain QR code, bar code, URL hyperlink, passcode or such other code.
   c. For certain Awards, the Member or the recipient is required to show the e-voucher to the Partner when collecting the Award and the information on the e-voucher will be processed by the Partner for verification purposes. The Member's Membership Card (either physical, if applicable, or digital) or Membership number must be presented to the Partner at the time of collection. If the recipient is not the Member, the recipient must show a photocopy of the Member's Membership Card, together with the e-voucher at the time of collection.
   d. For other forms of Award, the Member or the recipient is required to visit a dedicated URL hyperlink / Partner's website and follow the instruction on the e-voucher to complete the redemption process.
   e. Normal delivery of the email and/or the Award activation lead-time may take up to five (5) working days.
5. For redemptions that involve physical redemption letter:
   a. An order confirmation email will be sent to the Member's registered email address.
   b. The physical redemption letter will be mailed out to Member's designated address within the delivery period specified in (5) below.
   c. If the redemption letter is lost or damaged, Members may request to reprint the redemption letter for a service fee of USD50 or 5,000 Asia Miles. Such fee may be changed by AML from time to time.
   d. The original copy of the redemption letter and the Cathay Membership Programme Membership Card (either physical, if applicable, or digital) or Membership number must be presented to the Partner at the time of collection or use of a Lifestyle Award. If the recipient is not the Member, the recipient must provide the original redemption letter and a photocopy of the Member's Membership Card to the Partner at the time of redemption, unless otherwise specified in the redemption letter.
   e. Normal mailing lead-time of redemption letters with mailing addresses in Hong Kong is approximately ten (10) working days, and up to three (3) weeks for mailing addresses outside of Hong Kong. However, the actual delivery time taken will depend on the postal service and delivery location.

Returns & Cancellation

1. Once the Lifestyle Award redemption has been placed, the redemption will be considered final and cannot be amended or cancelled by the Member and, subject to clause 4 below, the deduction of Asia Miles from the Member's account will be non-reversible and non-refundable.
2. Unless Member notifies AML/Partner in writing within thirty (30) days from receipt of the Lifestyle Award, the Lifestyle Award shall be deemed to have been accepted by the Member as being in good condition.
3. Upon receipt of the Lifestyle Award, if the Lifestyle Award is faulty or different in specifications from Member's original order, Member should contact Partner or our Customer Care in writing within thirty (30) days from receipt of the Lifestyle Award and if the Lifestyle Award is faulty or different in specifications from Member's original order, AML or Partner will, at its discretion, arrange for repair, replacement or refund.

4. If AML cancels an order, the Member will be informed and be offered a refund for that order. AML may offer Member a substitute Lifestyle Award of equal value instead of offering a refund of mileage credit. Member may decline the replacement Lifestyle Award and all Asia Miles earnt (if applicable) shall be cancelled.

Warranty & Limitation of Liability

1. To the extent permitted by Applicable Law, AML and CPA excludes all liability in respect of (i) the quality, merchantability or fitness for purpose of any product-related Lifestyle Award; (ii) the quality of any service-related Lifestyle Award. In particular, AML and CPA does not warrant that any service-related Award will be provided with reasonable care and skill.
2. AML and CPA are not responsible or liable in any way for any warranty provided with a redeemed Lifestyle Award. Members are advised to contact Partners or suppliers directly should there be any query or dispute concerning the product warranty and maintenance. Prior to redemption, Member should take note of product warranty (if available), warranty period and warranty available region/country. Members are responsible for the shipping cost of Award to the Partner/manufacturer location for service.
3. In the case of any dispute relating to Lifestyle Awards and provided the Member notified AML of such dispute within thirty (30) days of receipt of the Award, without prejudice to the 'Exclusion and Limitation of Liability' section, the sole liability of AML and/or CPA in respect of any defect in or failure of any product- or service-related Lifestyle Award or for any loss, injury or damage attributable, directly or indirectly, is limited to making good the defect or failure by (at AML's discretion) replacing the product, procuring the performance of the service or crediting the Member with redeemed Asia Miles.

Regulated Electrical Equipment Disposal (REE) (applicable for selected products for delivery in Hong Kong only)

1. Applicable conditions
    - Members who purchase regulated electrical appliances, including air conditioners, washing machines and refrigerators, as specified in the Hong Kong Producer Eco-Responsibility Ordinance, can request free removal service for the same type and quantity of used electrical appliances (only applicable to the same type of regulated electrical appliances as stated in Note 1 below).
2. Location
    - Any premises in Hong Kong.
3. When to make a request
    - At the time of redemption, Member may accept or reject the free statutory removal service.
    - If Member changes his or her mind, Member may decline or request the free statutory removal service by contacting the Product/Delivery Partner (contact details can be found under Member’s Lifestyle Award Order Details page) within 3 days of redemption.
4. Timing of the removal service
    - Under normal circumstances, 3 working days are required for arranging the removal service. The old items at Member’s designated locations will be

removed on the date specified by the Member. No removal service is available on Sundays and public holidays.

5. Remarks
    - The removal service may be different from the delivery and installation service. The old items pending removal can be removed in advance or placed temporarily at the premises for collection later as appropriate. Members can confirm details with Product/Delivery Partner.
    - The old items will not be returned once collected.
    - The old items must stand-alone and be freed from other connections or obstacles.
    - If the old items have serious hygiene issues (e.g. rancid foods, presence of cockroaches and ants), our staff have the right not to remove such items, and there will be no additional free removal service for the Member.
    - Member shall give no less than 2 working days' notice in respect of any request for change of delivery time, date and/or place.
    - In the event of a Black Rainstorm Warning / Tropical Cyclone Warning Signal No. 8 or above, the removal service will be suspended and rescheduled.
    - AML/CPA/Partner/Delivery Partner shall not be liable for any delay, suspension or rescheduling due to traffic or adverse weather conditions or other factors.
    - In case of any disputes, the decision of AML shall be final.

Note 1:

Air conditioners	Including single package type and split type air conditioners, air-cooled or air heated (or both), with a rated cooling capacity not exceeding 7.5 kilowatts (3HP)
Washing machines	With a rated washing capacity not exceeding 10 kg
Refrigerators	With a total storage volume not exceeding 500 liters
Televisions	The size of its display screen not exceeding 100 inches (measured diagonally)
Computers	Generally including personal computer, desktop computer, tablet computer, laptop computer and notebook computer
Printers	Not exceeding 30 kg in weight; one that can be used as a photocopier, facsimile transmitter or scanner is nevertheless regarded as a printer
Scanners	Not exceeding 30 kg
Monitors	Not having the function of storing electronic data or computing, the size of the display screen is not smaller than 5.5 inches (measured diagonally) but not exceeding 100 inches (measured diagonally).

Note 2:

The product set out in Note 1 above are under the Product Eco-responsibility Ordinance (Cap. 603). The Ordinance imposed a recycling levy on the product as follow:

Air conditioners	$125 per item
Washing machines	$125 per item
Refrigerators	$165 per item
Televisions	$165 per item
Computers	$15 per item
Printers	$15 per item
Scanners	$15 per item
Monitors	$45 per item

Service – Card Linked Earn

Card Linked Earn

Please refer to the “Card Linked Earn Terms and Conditions” for more details.

Dining

1. To earn Asia Miles on dining transactions automatically, Members are required to bind their payment card to their Membership account and pay with the linked payment card.
2. Members must dine and pay at the location designated by the Dining Partner in order to earn Asia Miles. Members staying at hotels and dining at a Dining Partner at that hotel must settle the payment separately with the Dining Partner in order to earn Asia Miles.
3. The Dining Partners list may be updated without further notice.
4. Cardholders of Standard Chartered Cathay Mastercard® can earn HKD4 = 1 Asia Miles for eligible spending at Dining Partners, plus HKD4 = 1 Asia Miles dining reward when they pay with their card, bringing the total to HKD4 = 2 Asia Miles. Please refer to the Payment Page for details.
5. Asia Miles earned are based on the total amount spent including service charges, taxes and tips.
6. If the dining bill is settled by payment card, the name provided by the Member must match the name on the payment card. Payment by another individual’s payment card will not be accepted.
7. To claim missing Asia Miles, Members must complete the online Missing Asia Miles Request Form, together with the copy of dining receipt and the copy of payment receipt. Missing Asia Miles requests must be made within 6 months of the dining transaction date.

CATHAY

Service – Cathay / Cathay Pacific / Asia Miles Co-branded Credit Card

Privileges

1. Cathay / Cathay Pacific / Asia Miles co-branded credit card privileges are only applicable to principal cardholders ("Cardholders") of a Cathay Pacific / Cathay Membership Programme credit card.
2. To review information related to their Cathay / Cathay Pacific / Asia Miles co-branded credit card(s), Members must call the Customer Care Centre.
3. The following Cathay / Cathay Pacific / Asia Miles co-branded credit card privileges are accessible on the Credit Card Page:
    a. 10% discount on eligible dining is reflected on the eligible items when the Member has logged in to their account;
    b. 10% discount on items on the Cathay Shop are reflected on the check-out page of the Cathay Shop when checking out; and
    c. Members eligible for lounge pass redemption may view this on the redemption page.
4. In case of dispute, AML reserves the right of final decision.

Priority Redemption for Discount Flight Awards

1. Cardholders can enjoy 2- or 3-days priority redemption (subject to the relevant Cathay / Cathay Pacific / Asia Miles co-branded credit card) for selected discount Flight Awards bookings online from time to time.
2. Full terms and conditions of Cathay Membership Programme in relation to such Flight Awards redemptions shall apply to the priority redemption for discount Flight Awards.
3. For the promotional discount to apply, any subsequent changes (such as ticket re-booking, re-issuance or refund) must also be made within the promotional redemption booking period. Changes are handled by the Customer Care Team, and a service fee applies. Such fee may be changed by AML from time to time.
4. Fees and taxes imposed by governments, other authorities, or by the operator of an airport, and additional carrier-imposed charges, and surcharges will apply. The actual required Asia Miles, government and airport taxes/fees, and all carrier-imposed surcharges for all passengers will be advised at the time of booking.
5. Priority redemption for discount Flight Awards are subject to availability.
6. Wait-listing is not allowed.
7. Open-jaw itineraries are not allowed.
8. No re-booking, refund or re-issuance for partially used tickets is allowed.
9. This offer cannot be used in conjunction with any other promotional offers.

Discount Redemption for Travel Awards (applicable to select Asia Miles and select Cathay Pacific or Cathay co-branded credit card Cardholders)

1. The select Asia Miles / Cathay Pacific / Cathay co-branded credit cards that are eligible for the discount redemption for travel awards are available on the Credit Card Page.
2. Cardholders can enjoy a 10% discount on all hotel, car rental and experience awards made on travel.asiamiles.com. Hotel, car rental and experience awards are arranged by Asia Miles Travel Services Limited (Licence No.353953).

3. All clauses under the section ‘Redeeming Hotels, Car Rentals and Experiences Awards’ shall apply to the ‘Discount Redemption for Travel Awards’.

Discount Redemption for Dining Awards (applicable to select Asia Miles or select or Cathay co-branded credit card Cardholders)

1. The select Asia Miles / Cathay Pacific / Cathay co-branded credit cards that are eligible for the discount redemption for dining awards are available on the Credit Card Page.
2. All clauses under the section 'Lifestyle Award Redemption - General Conditions' shall apply to the "Discount Redemption for Dining Awards".
3. Eligible co-branded credit card Cardholders may redeem their Asia Miles by selecting dining awards through the Cathay Shop. The discounted rate will automatically be applied at the time of redemption of the dining awards upon log into Lifestyle Awards website.
4. Discount redemption for dining awards is only applicable to certain dining awards as designated by AML in its sole discretion. AML will also designate the number of Asia Miles and the discounted rates required to redeem any particular dining awards at its sole discretion.
5. Only applicable to Cathay Membership Programme redemptions completed on the Cathay Shop.
6. All transactions are non-refundable, non-reversible and non-transferable.
7. This offer cannot be used in conjunction with any other promotional offers, unless otherwise specified.

Dining Privileges (applicable to Standard Chartered Cathay Mastercard credit card Cardholders)

1. All clauses under the section 'the Cathay Membership Programme Dining & Banquets' shall apply to the 'Dining Privileges (applicable to Standard Chartered Cathay Mastercard credit card Cardholders)'.
2. Cardholders of Standard Chartered Cathay Mastercard credit cards can earn HKD4 = 1 Asia Miles for eligible spending on dining at our Dining Partners in Hong Kong. When they pay with their Standard Chartered Cathay Mastercard credit card, they earn an additional HKD4 = 1 Asia Miles dining reward. This includes using Miles Plus Cash payment function on the Asia Miles by Cathay app, which must be linked to a Standard Chartered Cathay Mastercard credit card and use the card for payment. This brings the total to HKD4 = 2 Asia Miles. [Please refer to the Payment Page for details.]
3. Cardholders can enjoy a 10% discount on all dining redemptions when using the Miles Plus Cash payment function on the Asia Miles by Cathay App. However, this offer is also not available for dining redemptions on the Cathay Shop.
4. All transactions are non-refundable, non-reversible and non-transferable.
5. This offer cannot be used in conjunction with any other promotional offers, unless otherwise specified.

Discount on ‘Miles Transfer’ and ‘Miles Renewal’ applicable to select Cathay Pacific / Cathay / Asia Miles co-branded credit cards

1. Cardholders of select Cathay Pacific co-branded credit cards can enjoy a 10% discount on fees for ‘Miles Renewal’ and ‘Miles Transfer’ when settling the payment

with such co-branded credit cards held by the Cardholder. Please see the Credit Card Page for details.

2. Asia Miles co-branded credit card Cardholders can enjoy a 20% discount on fees for ‘Miles Renewal’ and ‘Miles Transfer’ when settling the payment with such co-branded credit cards held by the Cardholder. Please see the Credit Card Page for details.
3. To enjoy the above discount, the co-branded credit card Cardholders must be the Miles transferor or Miles renewal requestor.
4. ‘Miles Transfer’ and ‘Miles Renewal’ sections of these Terms and Conditions shall apply.

General

Definitions

Defined Terms	Definitions
"Activity"	Means any activity, challenge, event, assessment or promotion as part of the Wellness Journey that is available on the Asia Miles by Cathay App for Members participating in the Wellness Journey to Complete, including the Tracked Activities.
"Airline Partners"	Means airlines with whom AML and/or CPA has made arrangements for Members to earn Asia Miles by flying or using the services of such airlines which may be changed by AML and/or CPA from time to time and for Members to redeem flights Marketed and Operated by the Airlines Partner using Asia Miles.
"Airport Upgrade Award"	Means an Upgrade Award that is requested and made at the airport.
"Applicable Law"	Means all Applicable Laws of any jurisdiction (including any amendments as may be made from time to time), including ordinances, regulations, judgments, decrees, injunctions, writs, and orders, or like actions of any Regulatory Authority, and the rules , regulations, orders, interpretations, licenses and permits of any Regulatory Authority, as may be amended, superseded or replaced from time to time; and (b) any license, permit, authorisation, accreditation, code of practice, code of conduct or other requirement which is enforceable against a party.
"Arrival Lounge"	Means the CPA arrival lounge(s) that may be located in an airport.
"Asia Miles" or "Miles" or "Mileage"	Means the unit of measurement of the Cathay Membership Programme, such Asia Miles or Miles being credited to Members in connection with air travel, services and products purchased or usage of participating services and products as determined by AML in its sole discretion.

" Asia Miles by Cathay App"	Means the Asia Miles by Cathay lifestyle mobile app.
"Asia Miles Earning Activities"	Has the meaning given to it in the ‘Earning Asia Miles’ section of the Wellness Journey terms and conditions.
"Award"	Means any product or service which is offered by AML, CPA, Oneworld Alliance airline, or Partner which has been designated by AML as being eligible to be obtained by a Member through redemption of Asia Miles including Lifestyle Awards, dining awards, and Flight Awards under these Terms and Conditions.
"Banquet Partners"	Means businesses providing banquet services, with whom AML and/or CPA has made arrangements for Members to earn Asia Miles by using the products or services of such businesses, which may be changed by AML and/or CPA from time to time.
“Benefit”	Means any benefit associated with each Status.
"Bookable Upgrade"	Means the Benefit allowing eligible Members to upgrade their ticket to the next cabin class subject to these Terms and Conditions.
"Cash"	Means cash in a currency accepted by AML.
"Cathay Membership Programme"	Means the travel and lifestyle awards and relationship programme owned by CPA, and operated and managed by AML and CPA.
"Cathay Pacific App"	Means the Cathay Pacific travel mobile app.
"Cathay Shop"	Means lifestyle.asiamiles.com.
"Cigna"	Means Cigna Worldwide Life Insurance Company Limited and/or Cigna Worldwide General Insurance Company Limited.
"Companion Award" or "Companion Ticket Award" or "Companion Ticket"	Means any eligible companion flight ticket issued by CPA or an Airline Partner upon redemption of the required number of Asia Miles by a Member or upon redemption of a companion flight ticket issued by CPA or an Airline Partner when a Member purchases a First or Business Class ticket from CPA or an Airline Partner.
"Completing an Activity", "Completion" or "Completed"	Means that a Wellness Journey participant has completed an Activity pursuant to any requirements, terms and conditions as notified by AML at the time of entry into that Activity.

"CPA Group"	Means CPA, AML and each entity which is controlled by or is under common control with AML.
"Credit Card Page"	Means pay.cathaypacific.com.
"Customer Care" or "Customer Care Team"	Means the Cathay Membership Programme customer care service centre. Please refer to the Website for contact details of the Customer Care Team.
"Device"	Means a smartphone, tablet or any other device as notified by AML from time to time.
"Device Tracked Activities"	Means the activities that may be tracked with a Permitted Tracking Device that may be determined and notified to Members by AML from time to time in connection with the Wellness Journey Activities, if applicable.
"Dining Page"	Means dining.cathaypacific.com.
"Dining Partners"	Means food and beverage businesses, except Banquet Partners, with whom AML and/or CPA has made arrangements for Members to earn Asia Miles by using the products or services of such businesses, which may be changed by AML and/or CPA from time to time.
"Elevated Wellness Journey Participant"	Means a Member who complies with the requirements set out in the Participation in the Wellness Journey section of these terms and conditions and is registered to participate in the Wellness Journey on the Cathay App and AML has been notified by Cigna that such Member is insured under one or more Eligible Insurance Products and remains insured under one or more Eligible Insurance Products at all times during such participation.
"Eligible Insurance Products"	Means the insurance products underwritten by Cigna and stated on the Cathay App and/or Website and/or notified to Members which may be changed from time to time and which has not been suspended or removed by AML.
"Flight Award"	Means any flight ticket, Upgrade Award, or Companion Award issued by CPA or an Airline Partner upon redemption of the required number of Asia Miles by a Member.
"Flight Awards Page"	Means flights.cathaypacific.com.
"Fraud"	Means fraud, dishonesty and deceit which includes, but is not limited to: • Knowingly supplying incorrect information to accrue Asia Miles; • Providing false documents; • Attempting to accrue Asia Miles for flights flown by any person other than the Member;

	• Selling, bartering and/or purchasing Asia Miles or Awards including attempting to sell or transfer Asia Miles or Awards by means of internet based sales or auctions; or • Knowingly benefiting from the Fraud or Misconduct of another Member or individual.
"Great Circle Distance"	Means the shortest distance between two points along the earth's surface.
"Guardian"	Means a Member who is an individual aged 18 years or above with legally recognised parentship or guardianship over the Minor(s) who are registered as the minors who may transfer their Asia Miles to their Guardian.
"HK Express"	Means Hong Kong Express.
"HKD" or "HK$"	Means Hong Kong dollar, the official currency of the Hong Kong Special Administrative Region of the People's Republic of China.
"Lifestyle Award"	Means products, services or vouchers which may be obtained by a Member through the Cathay Shop in accordance with these Terms and Conditions.
"Link" or "Linking"	Means linking a Permitted Tracking Device to the Asia Miles by Cathay App and syncing activity data with the Asia Miles by Cathay App.
"Loss"	Means all loss, damage, costs, expenses, charges, liability, outgoings, or payments.
"Marketed and Operated" or "Marketed and Operated Flight"	Means flights that are sold by the airline that operates the plane which bears the name of the airline on the plane. For example, a Cathay Pacific Marketed and Operated Flight is a flight sold by Cathay Pacific with a Cathay Pacific flight number and is operated by Cathay Pacific.
"Member", "you", "your"	Means any person who is a member of the Cathay Membership Programme.
"Membership"	Means the membership of each Member of the Cathay Membership Programme.
"Membership Card"	Means the physical and/or digital Membership card of a Member.
"Membership Holiday"	Means the period of time that a Member's Membership is temporarily paused subject to these Terms and Conditions.
"Membership Period"	Means the 12 month period commencing on the date that the Member's Membership account was first opened or any subsequent anniversary of that date, as the case may be.

"Mid-Status Benefits"	Means the additional Benefits available to a Member when the Member reaches the required number of Status Points within each Status.
"Miles Plus Cash"	Means the option for Members to redeem certain products and services using: (i) a combination of a certain number of Miles and a certain amount of cash; (ii) Miles only; or (iii) cash only.
"Minors"	Means a Member who is aged 2 to 17 years
"Misconduct"	Means wrongdoing and improper behaviour which includes, but is not limited to: • Engaging in illegal activities or behavior; • Providing or attempt to provide any false or misleading information, or make any misrepresentation to AML, CPA, or Partners; • Enrolling for duplicate Membership; • Utilizing bots or other similar technology to enrol for Membership or engage in similar abusive behavior; • Failure to comply with these Terms and Conditions, other applicable CPA or AML terms and conditions, or the terms and conditions of Partners; • Failure to comply with CPA and/or Partner's General Conditions of Carriage for Passengers and Baggage (as amended from time to time); • Acquiring or attempting to acquire any Benefit, Asia Miles, Status Points or Awards other than in accordance with these Terms and Conditions; • Providing false, misleading, or incorrect information to accrue Asia Miles, Status Points or to obtain any Benefit or Awards; • Providing false or misleading documents; • Attempting to accrue Status Points or Asia Miles for flights flown by any person other than the Member themself; • Selling, bartering and/or purchasing any Benefit (which includes without limitation any Gold companion card, other Mid-Status Benefits, etc.), Status Points, Asia Miles or Awards including attempting to sell or transfer Asia Miles, Benefits, Status Points, or Awards other than as permitted under these Terms and Conditions; • Engaging in any abusive or inappropriate behaviour towards any representative of CPA or the CPA Group; or • Knowingly benefiting from the fraud or Misconduct of another Member or individual.
"Missing Asia Miles Request Form"	Means the online form for Members to submit if Members wish to make a claim regarding any Asia Miles they are entitled to but have not been credited to their Membership account available here.
"Non-Device Tracked Activities"	Means any activities that must be manually logged by the Member in connection with the Member's participation in the Wellness Journey on the Cathay App, as determined and notified by AML from time to time.

"oneworld Alliance" or "oneworld"	Means the oneworld airline alliance.
"oneworld Multi-carrier Awards"	Means a Flight Award for an itinerary with at least two sectors with two oneworld airlines and CPA is one of the airlines of one of the sectors or on three or more oneworld airlines and CPA is at least one of the airlines of one of the sectors.
"Milesback"	Means cathay.com/shop-online-partners.
"OpenRice"	Means OpenRice Limited.
"OpenRice Account"	Means the account users must register with OpenRice to use the OpenRice App.
"OpenRice App"	Means the app owned and operated by OpenRice.
"Optional Services and Fees Page"	Means www.cathaypacific.com/cx/en_HK/optional-services-and-fees.html .
"OTP"	Means an automatically generated numeric or alphanumeric string of characters that authenticates a user for a single transaction or login session.
"Partners"	Means businesses with whom AML and/or CPA has made arrangements for Members to earn Asia Miles by using the products or services of such businesses. A list of Partners is available at the Website, as updated from time to time.
"Permitted Tracking Device"	Means any device permitted by AML to conduct tracking activities and/or enable the use of tracking applications in connection with the Wellness Journey stated on the Cathay App and/or Website and/or notified to Members which may be changed from time to time.
"Redemption Group"	Means the group of Redemption Group Nominees of each Member.
"Redemption Group Nominee" or "Nominee"	Means individuals nominated by a Member in accordance with the 'Redemption Groups' section' under these Terms and Conditions, who are thereby eligible to redeem such Member's Asia Miles.
"Regulatory Authority"	Means any public body having regulatory or supervisory authority over any part of the business or affairs of any CPA Group entity.
"Standard Award"	Means a Flight Award that follows the standard award chart Miles requirements on the Flight Awards Page.

"Standard Wellness Journey Participant"	Means a Member who complies with the requirements set out in the Participation in the 'Participation in the Wellness Journey' section in these Terms and Conditions and registers to participate in the Wellness Journey on the Cathay App but is not an Elevated Wellness Journey Participant.
"Status"	Means the status of a Member based on the four statuses of the Cathay Membership Programme pursuant to these Terms and Conditions.
"Status Points"	Means the points which are credited to Members which entitle Members to attain or retain a Membership Status.
"Status Points earning period"	Means, on and from 1 January 2027, 1 January to 31 December each calendar year in Hong Kong Time.
"Ticketing Abuse"	In respect of the Ticketing Deadline Extension for Diamond Members (each an "Applicable Ticketing Deadline"), means: 1. repeatedly fail to issue any ticket before the end of the Applicable Ticketing Deadline (resulting in such reservations being cancelled automatically by CPA in accordance with these Terms and Conditions and/or other applicable CPA terms and conditions); 2. create more than one booking on the same flight under the same name; and/or 3. repeatedly rebooking the same flight, whether: a. cancelling any part of the original reservation before the end of the Applicable Ticketing Deadline and then rebooking on the same flight; or b. not cancelling a reservation before the end of the Applicable Ticketing Deadline (resulting in such reservation being cancelled automatically by CPA in accordance with these Terms and Conditions and/or other applicable CPA terms and conditions) and then rebooking on the same flight.
"Upgrade Award"	Means any eligible upgrade of a flight ticket from a lower class ticket to a higher class ticket issued by CPA upon redemption of the required number of Asia Miles by a Member.
"Website"	Means www.cathaypacific.com
"Wellness Journey"	Means the wellness journey available on the Cathay App that enables Members to participate in and Complete Activities.
"Wellness Journey Participant"	Means a Member participating in the Wellness Journey including a Standard Wellness Journey Participant and/or an Elevated Wellness Journey Participant, as applicable.

Warranties

A Member hereby warrants as follows

1. that the Member shall comply with all Applicable Laws, statutes, ordinances and regulations regarding use of the Website, materials and services.
2. that the Member shall use the Website, materials and services solely for legal purposes and will not infringe the rights of any third party in using the Website, materials and services.

Exclusion and Limitation of Liability

1. To the maximum extent permitted by Applicable Laws, AML, CPA and the CPA Group and any of their respective officers, employees, agents and contractors are not liable for any Losses arising under or in connection these Terms and Conditions.
2. Subject to clause 1 of 'Exclusion and Limitation of Liability' above and any applicable limitations under the Warsaw Convention or under the carrier conditions of travel, AML, CPA and/or Partners liability in contract, tort or otherwise with respect to any claim arising in respect of acts or omissions under the Cathay Membership Programme including provision and use of Awards, shall be limited to re-crediting the value of the Asia Miles redeemed by the Member in connection with which the matter arises.
3. AML will endeavour to ensure the availability of products and services provided by Partners but will not be liable for any loss arising from the failure by Partners to provide such products and services. Where a Member uses the services provided by a Partner, their terms and conditions will apply and AML will not be liable for any loss.
4. For the avoidance of any doubt, nothing in these Terms and Conditions shall exclude liability for death or personal injury caused by negligence. All terms expressed or implied by statute or otherwise on the part of AML, CPA and/or Partners are hereby excluded to the fullest extent permitted by law.

Data Privacy

1. For details of how your personal data will be processed, please refer to the CPA's Customer Privacy Policy ("Privacy Policy").

Miscellaneous

1. Members may incur a tax liability or disclosure obligation through use of Asia Miles. AML reserves the right to provide any tax or other authorities with full details of any Members accrual and redemption of Asia Miles, on request of a tax or other authority. AML and CPA exclude all liability for cooperating with tax authorities in this manner.
2. Asia Miles and all rights of title to and property in such Asia Miles, remains with AML at all times and never passes to the Member.
3. Risk in respect of theft, or unauthorised or fraudulent activity associated with Asia Miles passes to the Member as soon as Asia Miles are accrued in a Member's account.
4. Except as provided in these Terms and Conditions, Asia Miles are not transferable in any way, and cannot be bequeathed, devised or otherwise transferred by operation of law.
5. The failure by AML and/or CPA to exercise or enforce any right herein contained shall not be deemed to be a waiver thereof nor shall it affect AML and/or CPA 's entitlement to take any subsequent action in respect of that right or of any other right.
6. Should any provision of these Terms and Conditions be found by any court or administrative body of competent jurisdiction to be invalid or unenforceable, the invalidity or unenforceability of such provision shall not affect the other provisions of

these Terms and Conditions. All provisions not affected by such invalidity or unenforceability shall remain in full force and effect.

7. These Terms and Conditions constitute the entire agreement and understanding of AML, CPA and a Member in respect of the Cathay Membership Programme and supersede all prior written or oral representations, agreements or understandings between them relating to the subject matter of these Terms and Conditions (including any misrepresentation made by AML and/or CPA), other than any fraudulent misrepresentation made by a party to induce the other party to enter into these Terms and Conditions.
8. In the event of any inconsistency between the English version of these Terms and Conditions and a version of these Terms and Conditions in another language, the English version shall prevail.
9. Any notices that are given under these Terms and Conditions will be given in English or Chinese, unless otherwise required by applicable law.

Law and Jurisdiction

1. These terms and conditions are governed and construed in accordance with Hong Kong law. By participating in the Cathay Membership Programme and using any of the services provided under these Terms and Conditions, each Member submits to the non-exclusive jurisdiction of the courts of Hong Kong in connection with any legal action or dispute that may arise in relation to such participation in the Cathay Membership Programme.