

## **1. SPECIAL CONDITIONS**

The Le Club AccorHotels and Flying Blue general terms and conditions apply to the Miles+Points offer. In the event of any conflict, the present terms and conditions shall prevail.

## **2. MILES+POINTS CHARACTERISTICS**

You must be a Member of the Le Club AccorHotels programme and the Flying Blue programme in order to take advantage of this offer.

Miles+Points entitles Le Club AccorHotels and Flying Blue Members, regardless of their membership status, to earn Rewards points and Flying Blue Miles on stays at any hotel that has enrolled to participate in the Le Club AccorHotels loyalty programme and on flights with Air France, KLM and Hop Air France that are eligible for the Flying Blue Programme.

## **3. REGISTERING FOR MILES+POINTS**

You can register for Miles+Points via either [www.accorhotels.com](http://www.accorhotels.com) or [www.flyingblue.com](http://www.flyingblue.com). If you register via [www.accorhotels.com](http://www.accorhotels.com), you must log onto your Le Club AccorHotels online account and then log onto your Flying Blue online account or subscribe to the Flying Blue programme using the connection module offered before linking your Le Club AccorHotels account with your Flying Blue account. If you are not yet a Member of the Le Club AccorHotels programme, you must subscribe to the programme via [www.accorhotels.com](http://www.accorhotels.com). If you register via [www.flyingblue.com](http://www.flyingblue.com), you must log onto your Flying Blue online account and then log onto your Le Club AccorHotels online account or subscribe to the Le Club AccorHotels programme using the connection module offered before linking your Le Club AccorHotels account with your Flying Blue account. If you are not yet a Flying Blue Member, you must subscribe to the programme via [www.flyingblue.com](http://www.flyingblue.com). Your Miles+Points subscription will only be approved for use with the Le Club AccorHotels and Flying Blue accounts in your name. Your Le Club AccorHotels account and your Flying Blue account must be registered with the same first name and surname.

## **4. POINT AND MILE EARNING SCALES AND PROCEDURES**

When staying at a hotel that has enrolled to participate in the Le Club AccorHotels programme, Le Club AccorHotels Members who have subscribed to the Miles+Points offer earn the Rewards points and Status points that are usually earned by Members on completing an eligible stay in accordance with the general terms and conditions of the Le Club AccorHotels programme. On completing the aforementioned eligible stay, Le Club AccorHotels Members who are also Members of the Flying Blue programme and have subscribed to the Miles+Points offer will earn Flying Blue miles that will be credited to their Flying Blue account as per the following scale:

Le Club AccorHotels Status	Flying Blue miles earned on stays completed at all AccorHotels participating brands, excluding Adagio, Adagio Access, ibis, ibis Styles and Mama Shelter	Flying Blue miles earned on stays completed at ibis, ibis Styles and Mama Shelter	Flying Blue miles earned on stays completed at Adagio	Flying Blue miles earned on stays completed at Adagio Access
Classic	10	5	4	2
Silver	10	5	4	2
Gold	10	5	4	2
Platinum	10	5	4	2

When taking a flight that is both operated and commercialized by Air France, KLM or Hop Air France and that is eligible for the Flying Blue Programme, Flying Blue Members who have subscribed to the Miles+Points offer earn the Flying Blue miles and XPs that are usually earned by Members on completing an eligible flight in accordance with the general terms and conditions of the Flying Blue programme. On completing the aforementioned eligible flight, Flying Blue Members who are also Members of the Le Club AccorHotels programme and have subscribed to the Miles+Points offer will earn Rewards points that will be credited to their Le Club AccorHotels account as per the following scale:

Flying Blue Status	Le Club AccorHotels Rewards points earned on flights commercialized and operated by AF-KL-A5	Le Club AccorHotels Rewards points earned on payable add-on services (upgrades, seat, meals and luggage) on flights commercialized and operated by AF-KL-A5
Explorer	5	5
Silver	5	5
Gold	5	5
Platinum	5	5

In order for your Rewards points to be credited to your Le Club AccorHotels account and your miles to be credited to your Flying Blue account when staying at hotels that have enrolled to participate in the Le Club AccorHotels programme, you must provide your Le Club AccorHotels loyalty card number when booking and show your loyalty card to hotel reception when checking into the hotel.

In order for your miles to be credited to your Flying Blue account and your Rewards points to be credited to your Le Club AccorHotels account when completing a Miles+Points-eligible flight, you must provide your Flying Blue loyalty card number when booking your flight or at check-in.

Activities that are eligible to earn both miles and points are those completed after subscribing to the Miles+Points offer, irrespective of the date on which the flight or stay was purchased. Requests to be awarded the benefit linked to the Miles+Points offer must be made whilst the subscription to the offer is still active. Requests made for points to be retrospectively awarded once a Member has unsubscribed from the Miles+Points offer will not be eligible to earn both miles and points (even if the stay or flight was completed whilst the subscription was still active).

Your Le Club AccorHotels Rewards points and your Flying Blue miles will be credited to your account within 10 days of the end of your stay or flight.

The Miles+Points offer is subject to availability. Terms and Conditions of Sale apply to the public booking rates specific to each hotel and each flight.

The Miles+Points offer does not apply to stays at hotels that are partners of the Le Club AccorHotels programme and the Flying Blue programme, nor to flights on airlines that are partners of the Le Club AccorHotels programme and the Flying Blue programme.

## **5. EARNING STATUS NIGHTS AND XP**

Members who have subscribed to the Miles+Points offer will have a welcome benefit of 1 Status Night credited to their Le Club AccorHotels account and 5 XP credited to their Flying Blue account on completing their first eligible stay.

Members who have subscribed to the Miles+Points offer will have a welcome benefit of 5 XP credited to their Flying Blue account and 1 Status Night credited to their Le Club AccorHotels account on completing their first eligible flight.

These two welcome benefits are cumulative and will be credited to the Member's account on the date of the activity.

These benefits can only be credited to each account once (a total of 10 XP per Flying Blue account, and a total of 2 Status Nights per Le Club AccorHotels account), even in the event of multiple subscriptions.

## **6. YOUBOOX LAUNCH OFFER**

A maximum of 150,000 Miles+Points subscribers each year and 50,000 active users each month (Miles+Points subscriber who logs onto their Youboox account at least once per month) will be awarded a free 6-month subscription to our partner Youboox following their first eligible stay or flight. This subscription will give Miles+Points subscribers access to a reading list compiled by Youboox, Flying Blue and Le Club AccorHotels. Youboox, Le Club AccorHotels and Flying Blue reserve the right to amend this reading list by mutual agreement or to refrain

from offering this benefit to Miles+Points Members. When a Member registers with Youboox and uses the Youboox service, the Youboox general terms and conditions apply. Members who have subscribed to Miles+Points and are eligible for the Youboox launch offer will receive an email invitation from Flying Blue or Le Club AccorHotels within a maximum of 3 months. This invitation will enable eligible Members to complete their Youboox registration and use the service free of charge for 6 months. At the end of the 6-month subscription period, Members who opted in to receive marketing emails from Youboox when registering may be contacted by Youboox, offering them a 50% discount if they wish to prolong their subscription.

## **7. AD HOC CONVERSION OF REWARDS POINTS INTO FLYING BLUE MILES**

The Le Club AccorHotels Member must be a Member of the Flying Blue programme towards which he wishes to transfer his Rewards points prior to requesting a transfer. Points can only be transferred to the Flying Blue account held in the Member's name, and transfers can only be made between Le Club AccorHotels accounts and Flying Blue accounts that have been declared and linked within the framework of the Miles+Points offer.

There is a minimum threshold of 2,000 Rewards points per conversion, based on the following scale:

2,000 Rewards points = 1,000 Flying Blue miles

Transfers will be completed within 10 days and are irreversible.

## **8. AD HOC CONVERSION OF FLYING BLUE MILES INTO LE CLUB ACCORHOTELS POINTS**

The Flying Blue Member must be a Member of the Le Club AccorHotels programme towards which he wishes to transfer his Flying Blue miles prior to requesting a transfer. Miles can only be transferred from the Flying Blue account held in the Member's name, and transfers can only be made between Le Club AccorHotels accounts and Flying Blue accounts that have been declared and linked within the framework of the Miles+Points offer.

There is a minimum threshold of 4,000 Flying Blue Miles per conversion, based on the following scale:

4,000 Flying Blue miles = 1,000 Rewards points.

Transfers are instantaneous and irreversible

## **9. MEMBER RESPONSIBILITIES**

Any breach by a Member of these Miles+Points General Conditions of Use, any abusive or fraudulent use of cards, Miles or Rewards points, any communication of falsified information and/or detrimental or objectionable behaviour from the Member or from one of the people with him (in particular regrettable, malicious or insulting behaviour towards hotel staff, airline staff or customers), including during an event organised by one of the two Programmes, may result - at the sole discretion of the loyalty Programme Administrators - in the temporary suspension of the Member's Miles+Points subscription and/or his membership of the Programmes, or in the termination of his Miles+Points subscription and/or his membership of the associated

loyalty Programmes without notice or compensation. The termination of a Member's membership and subscription will result in the cancellation of all Points and Miles earned by the Member with his card. This suspension or termination shall be without prejudice to the loyalty Programme Administrators' right to take action with respect to the Member.

## 10. PERSONAL DATA PROTECTION

Subscribing to the Miles+Points offer implies that the firm Accor SA, 82 rue Henri Farman 92130 Issy-les-Moulineaux, FRANCE (for Le Club AccorHotels) and the firms Air France and KLM, 45 rue de Paris, 95747 Roissy CDG Cedex, FRANCE (for Flying Blue) obtain personal data related to the Member's stays and flights from each other, in other words:

- Le Club AccorHotels loyalty card number, Flying Blue loyalty card number, surname, first name, email, date of birth and number of points or miles to be credited;
- Data collected by Flying Blue via Le Club AccorHotels for each eligible expense:
  - o Name, brand, town/city and country of the hotel in which the Member stayed
  - o Dates of stay
  - o Reservation date
  - o Reason for stay: business or leisure
- Data collected by Le Club AccorHotels via Flying Blue for each eligible expense:
  - o Commercial flight number (number printed on the client's ticket)
  - o Origin and destination of the flight
  - o Booking class
  - o Dates of the outward and return flight
  - o Whether the flight is multi-destination or inbound different to outbound
  - o Reservation date
  - o Reason for flight: business or leisure

This data is required for Accor SA and Air France / KLM to implement the Miles+Points offer and guarantee its smooth operation (crediting points and miles, monitoring Members' activities within the framework of the offer, handling any claims that may arise, etc.).

"Data processing managers at Accor and Air France/KLM each individually process Members' data during their participation in the Miles+Points offer. The measures each partner takes to protect Members' personal data remain wholly applicable to the processing of their data within the framework of this offer, notably as regards who receives that data, the data storage timeframes and possible data transfers outside the European Union.

For Le Club AccorHotels, the measures in question are those detailed in article 14 of the Le Club AccorHotels General Conditions of Use.

For Air France, the measures in question are those detailed in article 15 of the Flying Blue General Conditions of Use.

Members can exercise their rights (to access, amend or delete their data, restrict or oppose the processing of that data, exercise their data portability rights, provide instructions on how their data should be processed following their death) by sending an email to each of the data processing managers at the following addresses: <data.privacy@accor.com> for Le Club AccorHotels, and <mail.data.protection@airfrance.fr> or <KLMPrivacyOffice@klm.com> for Flying Blue.

Members can also contact each partner's data protection officer by sending an email to <accorhotels.dpo@accor.com> for Le Club AccorHotels, and <mail.data.protection@airfrance.fr> or <KLMPrivacyOffice@klm.com> for Flying Blue, and can also lodge an appeal with a data protection authority."

## **11. ACCEPTANCE OF THE MILES+POINTS GENERAL CONDITIONS OF USE, SETTLEMENT OF LITIGATION AND APPLICABLE LAW**

Subscribing to Miles+Points implies acceptance without reserve by Members of the General Conditions of Use. These General Conditions of Use shall prevail over any previous text.

In case of dispute arising between a Member, Air France KLM and PRO-FID SAS concerning the Miles+Points General Conditions of Use, the Member is hereby informed that they may opt for a conventional arbitration procedure or any other dispute resolution method. In the absence of an amicable resolution within 60 days of the Customer Care team referral date, the Member may appeal to the Travel and Tourism Mediator, no later than 12 months after making the initial complaint. Contact details for the Travel and Tourism Mediator and information regarding claims are available in the "Help" section.

These General Conditions of Use are governed by French law, without obstructing the mandatory protective provisions that may apply in the customer's home country.

## **12. TERMINATION OF THE MILES+POINTS SUBSCRIPTION BY THE MEMBER**

Members may decide to withdraw from the Miles+Points offer at any time. In order to do so, they must send an email detailing their request via the "Help" section of the AccorHotels.com website or via the website's "Contact Us" page.

If the Member withdraws from the Miles+Points offer, their Le Club AccorHotels and Flying Blue accounts will nonetheless be maintained.

The Member may re-subscribe to the offer at a later date, but will not be eligible for a further subscription bonus.

Withdrawing from the offer will result in the termination of the ability to earn both miles and points for all activities for which they have not already been credited.

### **13. ACCOUNT CLOSURE**

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Closure of either the Le Club AccorHotels account or the Flying Blue account will result in automatic withdrawal from the Miles+Points programme.

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