



## Terms and Conditions

### 1.1 Definitions

Terms or expressions used in these terms and conditions are defined as follows, unless the context specifies otherwise:

"Air France" is defined as Société Air France, a limited liability company, incorporated under the laws of France and having its registered office at 45, rue de Paris, F-95747 Roissy CDG Cedex, France, and registered with the Registry of Commerce and Companies of Bobigny under number B 420 495 178.

"Airline Partner" is defined as any airline, member of SkyTeam or not, for which services XP (Experience Points) can be gained and, or Miles can be earned and, or Miles can be spent as specified in the regularly published Flying Blue Communication.

"Airline Reward" is defined as any Reward available on Air France, KLM, and Airline Partners. Airline Rewards may include, but are not limited to, Reward Tickets, Reward Upgrades, and, or other options.

"Company" is defined as Air France and KLM, who own the Programme and are operating the Programme.

"Customer Service Centre" is defined as any service unit fully authorised by the Company to provide the range of services under the Programme.

"Earn Activity" is defined as an activity by the Member that entitles the Member to Miles and/or XP under the Programme as specified in the Flying Blue Communication.

"Eligible Flight" is defined as the flight being made on Air France, KLM, SkyTeam Partners and any Airline Partner designated as such in Flying Blue Communication, for which both XP can be gained and Miles can be earned.

"Enrolment Date" is defined as the date the enrolment form of the eligible applicant is signed, or, in the event of an online or e-mail enrolment, the date that the application is submitted to the Company via the Programme's online or e-mail applications.

"First Activity Date" is defined as the date the Member makes the First Earn Activity in the Programme after enrolment.

"Flying Blue Communication" is defined as the collective name for communication used in the Programme, including but not limited to, the following: Programme brochures, news, letters, direct mailings, website and enrolment forms.

"Flying Blue Family" is defined as a service offered to the Members to collectively share and pool their Miles together with designated family Members.

"General Terms and Conditions" is defined as these terms and conditions governing the Programme.

"KLM" is defined as Koninklijke Luchtvaart Maatschappij N.V. (KLM Royal Dutch Airlines), limited company incorporated under the laws of The Netherlands, trade register Amsterdam 33014286, with its principal corporate office at Amsterdamseweg 55, 1182 GP Amstelveen, The Netherlands.

“Member” is defined as a member of the Programme, whose name is on the Card and who has been assigned a Programme registration number. Only Members are entitled to benefit from the services and benefits of the Programme.

“Membership Card” and, or “Card” are defined as the Programme’s membership card (including digital cards), issued and distributed by the Company after acceptance by the Company of the application for the Programme.

“Miles” is defined as Miles earned on Air France, KLM, Airline Partners and Non-Airline Partners in accordance with the procedures set forth in the Flying Blue Communication. Miles can be used to obtain Rewards.

“Non-Airline Partner” is defined as a partner other than Airline Partners for whose services Miles can be earned or spent as specified in any regularly issued Flying Blue Communication.

“Overall Extending Activity” is defined as an activity that rewards the Member with XP (Eligible Flights) or any other Earn Activity designated as an Overall Extending Activity in the Flying Blue Communication, and therefore extends the validity of all Miles, such as flights on Transavia that earn Miles and payment with the co-branded credit cards listed in the Flying Blue Communication.

“Partner” is defined as Airline and Non-Airline Partners.

“Partial Extending Activity” is defined as every other Earn Activity that does not qualify as an Overall Extension Activity, and therefore extends the validity of some of the Miles only.

“Password” is defined as a personal authentication code that provides access to a Member’s personal account.

“Personal Data” is defined in the Flying Blue privacy policy (<https://www.flyingblue.com/en/privacy-policy>).

“Programme” is defined as the Flying Blue loyalty programme offered by the Company as introduced in 2005, and developed to reward Members who frequently travel with Air France, KLM, or their Airline Partners, and, or Members who use eligible services provided by Non-Airline Partners.

“Promotional Offers” is defined as special temporary offers that allows a Member the opportunity to gain extra XP and, or Miles, and, or to obtain Airline Rewards and, or Rewards against a reduced number of Miles.

“Qualification Date” is defined as the First Activity Date or subsequently the first date of the new Qualification Period.

“Qualification Period” is defined as the period starting on Qualification Date and lasting for a maximum period of twelve (12) full calendar months or the moment the Member gained enough XP for the next level, whichever occurs first. Once the next level has been reached, a new Qualification Period will start. In the event that the next level has not been reached within 12 calendar months, a new Qualification Period will start.

“Reward” is defined as the reward obtained with Miles, in accordance with the procedures and conditions set forth in the Flying Blue Communication.

“Reward Ticket” is defined as an airline ticket for travel which is acquired by principally utilising Miles.

“Reward Upgrade” is defined as a reward that upgrades the class of travel to a higher level than the class booked with the paid ticket.

“SkyTeam” is defined as the alliance of airlines whose members are available on [www.skyteam.com](http://www.skyteam.com).

“SkyTeam Partner” is defined as any airline member of SkyTeam other than Air France and KLM.

“XP” is defined as the Flying Blue Experience Points which count towards the Member’s level in the Programme. A Member’s level depends on the number of XP gained within a specified time period. The qualification criteria and the services and benefits attached to each level are specified in the Flying Blue Communication. XP are gained on flights with Air France, KLM and other SkyTeam Partners and any Airline Partner designated as such in the Flying Blue Communication and on any other activity specified as eligible for gaining XP in the Flying Blue Communication.

## **1.2 General**

- 1.2.1 The General Terms and Conditions define the contractual relationship between the Company and each individual Member. The Company, acting in good faith, reserves the right to cancel or replace the Programme or transfer the ownership of the Programme and the right to amend the Programme, the General Terms and Conditions, Flying Blue Communication, the XP, and, or Miles accumulation structure, Reward structure, Miles redemption structure, the participation of any Partner in the Programme, or Programme procedures as described in Programme documents at any time. Notification of amendments to these General Terms and Conditions will be issued through the Flying Blue Communication. If a Member does not accept the amended version of the General Terms and Conditions, the Member may terminate their membership as per article 1.2.2.
- 1.2.2 Each party may terminate the contractual agreement at any time in accordance with the General Terms and Conditions. The General Terms and Conditions shall continue to govern even after termination of the contractual relationship. Upon receipt of the termination request, the Company shall terminate the membership, upon which a Member has either six (6) months from the date of receipt of the termination request or up to the applicable Miles' validity date to use any accrued Miles, whichever occurs earlier. After such date any unused Miles shall expire. If the Member makes material misrepresentations, or violates these General Terms and Conditions (article 1.4.8. in particular), rules as set forth in the Flying Blue Communication, all XP and, or Miles shall expire as soon as the Company issues the notice of termination.
- 1.2.3 The Company will make reasonable efforts to give Members prior notice of termination of the Programme.
- 1.2.4 The Company will make reasonable efforts to ensure that the Rewards, benefits and opportunities to gain XP, and, or earn Miles presented as being available to Members will actually be available. However, the Company or their Partners may unilaterally restrict the amount of available Rewards and cannot guarantee or warrant that such facilities shall necessarily be available. A Member may therefore find that there is no availability on a given flight or that a particular Reward is not available.
- 1.2.5 All Rewards and benefits are subject to change and availability, including blackout dates indicated in the Flying Blue Communication. Local restrictions and, or amendments may apply.
- 1.2.6 Rewards, benefits and opportunities to gain XP and, or to earn Miles and, or spend Miles will be subject to the general terms and conditions of the Partner providing the services. The Member is deemed to have accepted the general terms and conditions of the Partner at the time that the Member requests any services or spends Miles. These general terms and conditions shall be made available by the Member upon request to such a Partner. All Air France flights will be subject to Air France’s conditions of carriage which are available on [www.airfrance.com](http://www.airfrance.com). All KLM flights will be subject to KLM’s conditions of carriage which are available on [www.klm.com](http://www.klm.com). All Airline Partners flights will be subject to the relevant conditions of carriage of the Airline Partner.
- 1.2.7 The Company and its Partners reserve the right to make Promotional Offers available to groups of Members based on their Programme activity, including but not limited to, flight activity, hotel stay activity and car rental activity. Promotional Offers are not valid in

combination with other Promotional Offers. The Promotional Offer which ultimately benefits the Member most will be applied.

- 1.2.8 The level in the Programme to which a Member qualifies will be determined by the number of XP gained during the Qualification Period. In the event that a Member upgrades to the next level within the Qualification Period, the relevant number of XP will be deducted from the Member's XP counter and the Member shall be upgraded to the next level. In the event that a Member does not gain the necessary number of XP for a level upgrade but enough XP to remain in its current level, the relevant number of XP shall be deducted at the end of the Qualification Period. In the event that a Member does not gain enough XP to remain at their current level, the Member shall be downgraded to the next lower level and the relevant number of XP shall be deducted at the end of the Qualification Period. In case an Explorer Member does not upgrade to the next level within the Qualification Period, the Member's XP counter will be set to zero at the end of the Qualification Period.
- 1.2.9 For Explorer Members aged 18 years and older, Miles are valid for two (2) years, after such time the Company shall cancel the Miles in case no registered Earn Activity extends the validity of the Miles. The validity of all Miles shall be extended by two (2) years after an Overall Extending Activity, therefore Miles will expire two (2) years after the last Overall Extending Activity date. Only Miles earned after the last Overall Extending Activity shall be extended by a Partial Extending Activity. Detailed information of the validity date(s) of Miles is available online in the Member's account.
- 1.2.10 In the event that a Member fails to accrue any XP and or Miles for a period of five (5) years, or there is no Earn Activity within 2 years after membership enrolment, the Company reserves the right to unilaterally terminate the membership.
- 1.2.11 Activity overview, Miles counter and, or XP counter shall be available in the online account of the Member.
- 1.2.12 In the event of the death of a Member, the Company shall close that Member's account and cancel all Miles and, or XP earned by the concerned Member upon receipt of the death certificate.

### **1.3 Enrolment**

- 1.3.1 Subject to local laws and parental or guardian approval, where applicable, the Programme is open to persons aged two (2) years or older, whose mailing address is in a country where the Programme is open to membership. Corporations, non-corporate bodies or other legal entities are strictly excluded from participation in the Programme.
- 1.3.2 A Member may only submit one application for membership and the Member may have only one (1) account in the Member's legal name. In the case of duplicate accounts, the account with the lowest amount of XP and, or Miles will be terminated and all XP and, or Miles accumulated on that account will be transferred to the other account.
- 1.3.3 When joining the Programme, the Member accepts to receive the Flying Blue Communication which is an integral part of the Programme. The Member is responsible for providing the Company with a correct mailing and e-mail address for where the Card and Flying Blue Communication can be received. If a Member changes his or her mailing and, or e-mail address, the Member shall notify the Company in writing or by means of the Programme's website without any undue delay. This change of address shall be confirmed with the Member's signature or Password, whichever is applicable.
- 1.3.4 Any eligible person wishing to join the Programme, or the legal guardian or representative if the applicant is a minor, must complete an individual Programme membership online application to create a Flying Blue account. All persons applying for membership of the Programme shall be deemed to have read and accepted the General Terms and Conditions.

- 1.3.5 The Company reserves the right to refuse membership to any person who does not meet the requirements for participation in the Programme.
- 1.3.6 Any person whose membership application has been accepted by the Company shall obtain an individual account, membership number and Password allowing access to online Flying Blue services and any other services described in the Flying Blue Communication. The membership number and password will be required for any inquiry concerning the account. The Password will be provided to the Member, and only to the Member. The Member is responsible for the usage of the Password and undertakes not to disclose the Password to any third party. The Member is solely responsible for maintaining the confidentiality of the Password, for restricting access to the account and, more generally, for the equipment via which the Member connects to the account. In this respect, any operation carried out from the Member's account is deemed to have been carried out by the Member.

#### **1.4 Compliance with the Programme**

- 1.4.1 The Member guarantees the correctness of all information given, including but not limited to a mailing address and an e-mail address, and shall be solely responsible for any erroneous, incomplete or out-of-date information. All data, including Personal Data shall be used and exchanged by Air France, KLM and the Partners as required by the Programme.
- 1.4.2 Upon the request of the Company, the Member shall supply valid proof of identity, failure to do so within thirty (30) days will automatically lead to suspension or termination of the relevant membership and forfeiture of all XP and Miles accrued.
- 1.4.3 All XP and Miles and subsequent Rewards must be gained, earned and used in accordance with to the rules and guidelines in these General Terms and Conditions. The Company has the final authority to decide whether an Earn Activity qualifies for XP and, or Miles.
- 1.4.4 XP and, or Miles will not be awarded on unused, forfeited, fraudulent, lost, out-of-date or refunded tickets or transactions. XP and Miles will not be awarded when a person attempts to utilise tickets by fraudulently identifying themselves using the name and details of a Member.
- 1.4.5 Loss, theft or damage of a Membership Card, including the digital card, must be reported immediately to the Customer Service Centre. Upon the Member's notification of a lost, stolen or damaged Card, the Card will be replaced. The Company is not liable for any fraudulent use of the Card or failure of the Member to comply with the contents of this provision.
- 1.4.6 All claims for retroactive XP and, or Miles credit should be made within six (6) months after the relevant flight or transaction. Retroactive claims for Partners should be sent to the Customer Service Centre by regular mail or made on Partners' websites and should be supported by the relevant documents, in accordance with the procedures as set forth in the Flying Blue Communication. Furthermore, the Company reserves the right to, at any time, demand all documentary evidence of the Miles and XP accrual. Documents submitted to the Customer Service Centre cannot be returned, therefore the Member is advised to keep copies of such documents.
- 1.4.7 The Flying Blue account, the XP, Rewards, the status level and the Miles earned by the concerned Member cannot under any circumstances be transferred, bequeathed, assigned, sold or combined, whether or not for valuable consideration, with the account of the Miles of any other person whether that person is a Member of the Programme or not, or with any other account belonging to the Member, except if it concerns a Flying Blue Family as described in Section 4 hereafter and, or as otherwise provided by the Company and specified in the Flying Blue Communication. Violators, including any passenger who uses a purchased or bartered Rewards, shall be liable to the Company for damages and litigation costs. XP, Miles and Rewards have no cash value and can never be exchanged for cash.
- 1.4.8 Violation of the general conditions of carriage or tariffs of Air France, KLM, or any Airline Partners, including SkyTeam, the general terms and conditions of Non-Airline Partners,

material violation of the General Terms and Conditions, abuse of the Programme including the failure to follow Programme policies and procedures, the sale or barter of Rewards or tickets or any misrepresentation of facts pertaining thereto, improper conduct including any untoward behaviour or harassment with reference to any Air France, KLM or their Partners' employee, unruly behaviour on board or in lounges, or any refusal to honour employee instructions, or if the Member is duly registered on the list of persons restricted from boarding Company's aircrafts may result in termination of the Member's account and future disqualification from the Programme, forfeiture of all XP and Miles accrued, cancellation of previously issued but unused Rewards and payment by the Member or passenger of the full applicable fare for any segment travelled on Rewards that have been misused.

- 1.4.9 In connection with the enforcement of any of the General Terms and Conditions governing the Programme, the Company reserves the right to take appropriate legal action as it deems necessary against the Member, and may recover damages, legal fees and court costs.
- 1.4.10 Employees or managers, or their heirs or assigns, of any airline, travel agency or person or entity trading as or on behalf of a tour operator cannot take advantage of the present General Terms and Conditions by earning Miles or obtaining Rewards, if their status in the Programme for services offered by Air France, KLM or any of the Partners are at special prices, employee-reduced rates or travel industry reduced rates.

## **1.5 Personal Data**

- 1.5.1 All Personal Data relating to the participation of Members in the Programme will be processed and used for the purposes of serving Programme implementation, in accordance with applicable data protection regulations such as the Dutch and French Personal Data Protection Acts (Wet Bescherming Persoonsgegevens and the French Law of 6 January 1978, as modified by the law of 6 August 2004 and any subsequent modification, and the General Data Protection Regulation (GDPR) (Regulation EU 2016/679).
- 1.5.2 Personal Data shall be used and exchanged by Air France, KLM and the Partners as required for the operation of the Programme (including auditing purposes, as detailed in article 1.6 below). Furthermore, in order to enable Air France, KLM or the Partners to offer products and services as well as for the purposes of direct marketing or communication, to the extent that the Member has consented to such direct marketing or communication, information concerning the Member and the Member's Programme participation may be shared between Air France, KLM and the Partners for their exclusive usage. For further details we refer to the KLM privacy policy at [www.klm.com](http://www.klm.com) and the Air France security policy and data confidentiality policy at [www.airfrance.com](http://www.airfrance.com).

## **1.6 Auditing**

- 1.6.1 The Company reserves the right to audit any and all accounts in the Programme at any time and without notice to the Member to ensure compliance with the Programme rules and applicable conditions of carriage and, or tariffs.
- 1.6.2 In the event that an audit reveals discrepancies or violations, the processing and, or use of Rewards, XP and Miles accrual may be delayed by the Company until the discrepancies or violations are resolved to the sole satisfaction of the Company. Pending such resolution, Members may be prohibited from spending Miles, accessing lounges, and using Rewards, services or benefits associated with the Programme as determined solely by the Company.
- 1.6.3 The Company reserves the right to inform the security officers of Air France, KLM, SkyTeam Partners or any other Partner about any misbehaviour of a Member or discrepancies in a Member's account.
- 1.6.4 The Company reserves the right to exchange information with Partners or their agents for auditing purposes.

## **1.7 Liability**

- 1.7.1 The Company is not liable for any damage, death, delay, injury or loss arising out of or in connection with services, Rewards or benefits provided by the Airline or Non-Airline Partners under the Programme, save to the extent in which such damage or loss arises out of gross negligence by the Company, or was caused by the Company with wilful misconduct, except as otherwise provided by the Warsaw Convention (as amended) or the Montreal Convention, whichever is applicable. Any claim must be submitted directly with the relevant Partner. No damage claims may be lodged against the Company by Members as a result of legally required country-specific amendments.
- 1.7.2 Except as otherwise provided in articles 1.2 and 1.7.1 above, the Company shall not be liable for any loss or damage resulting from the termination of, or the change in the Programme or for any withdrawal from the Programme by Air France, KLM or one of the Partners. The Company shall make reasonable efforts to inform the Members about any such changes or withdrawals as soon as possible.
- 1.7.3 If the Company or any Partner improperly denies a Member XP and, or Miles accrual, Rewards, or some other benefit, the Member's exclusive remedy shall be the issuance of the improperly denied XP and, or Miles accrual, Reward or benefit from the Company, if available, alternatively the Miles spent can be re-credited, at the Member's option. Lastly, to be determined at the Company's discretion any other reasonable, alternative and comparable benefits may be made available to the Member in such instances.
- 1.7.4 Laws applicable in certain countries may impose restrictions on the conditions governing Programme implementation or membership to the Programme. Due to local laws and regulations, the Company may not be able to make available the Programme or parts thereof in certain countries or to certain individuals. The Company will not be liable when complying with such local laws and accordingly reserves the right to terminate a Member's participation in the Programme and cancel whichever XP and or Miles such Member may have accumulated.
- 1.7.5 The Member shall be solely and exclusively liable, for the full indemnification of the Company, for any claims from third parties including Partners and relevant tax authorities, arising out of or in connection with their participating membership in the Programme. The Member acknowledges that some Rewards, benefits and opportunities to gain XP and earn Miles are offered by Partners, for which the Company accepts no responsibility or liability whatsoever.

## **2 Earning Miles and XP**

- 2.1 Miles and, or XP earned by the Member shall be credited to the Member's account irrespective of the identity of the person or entity paying for the tickets or services, provided the Member's membership number is provided when booking the flight, at the time of issuing the ticket, when checking in for the flight, and, or when signing the contract for provision of services by a Partner. Members are solely responsible for informing any third party or legal entity paying for the tickets, transaction or services, including but not limited to the Member's employer, with respect to the Miles, XP and, or advantages obtained under the Programme.
- 2.2 Each Member should verify that Miles and, or XP have been duly credited to the Member's account.
- 2.3 The Company reserves the right to debit the account of any Member who has unduly credited Miles and, or XP.
- 2.4 Flights qualify for Miles and, or XP accrual in accordance with the conditions indicated in the Flying Blue Communication. XP and, or Miles accrual may be reduced or excluded on certain booking classes or fare types or flight numbers on Air France, KLM, or Airline Partner operated flights as specified in the Flying Blue Communication. In particular, Reward Tickets, travel industry reduced rates, free or non-revenue tickets are excluded from Miles and, or XP accrual. All services provided by Non-Airline Partners qualify for Miles and, or XP accrual under the conditions indicated in the Flying Blue Communication. Any services provided by Non-Airline Partners at employee-reduced rates do not qualify for Miles and, or XP accrual.
- 2.5 In case of flight cancellations, by Air France, KLM, other SkyTeam Partners and, or other Airline Partners, caused by, including but not limited to, weather conditions, labour disputes, government directives, schedules changes or security reasons, the Member will not earn Miles and, or gain XP.
- 2.6 All XP and Miles and subsequent Rewards must be gained, earned and used according to the rules and guidelines in these Terms and Conditions.
- 2.7 The Member must actually travel to gain XP and earn Miles. XP and Miles will not be awarded on unused, forfeited, fraudulent, lost, out-of-date or refunded tickets. The Member can gain XP and earn Miles only for the flight flown, even if the Member purchases tickets for other people or purchases several seats on the same flight. On Air France and KLM operated flights a Member can earn Miles when booking an extra (paid) seat, including but not limited to a stretcher or transportation of fragile oversize baggage in cabin, provided the extra seat is booked under the same name as the Member and in the same booking class as the Member's own seat. In the event of a transfer onto an alternative flight due to circumstances unforeseen (and not caused by the Member) the Member will gain XP and earn Miles for the flight originally purchased, and not for the route flown. Miles are earned on services and, or extra options only if personally utilised by the Member. The Member's account can be credited only once for each flight flown and can be credited only once for each service used. The amount of Miles assigned will be based on the Member's level at the time of each flight flown.
- 2.8 In case of upgrades, XP and, or Miles will be awarded based on the initial purchased fare and not on the actual class of service flown.
- 2.9 While the Company makes every attempt to provide accurate credit or mileage, it is the Member's responsibility to retain necessary documents such as boarding passes and passenger receipts that may be required for retroactive credit.
- 2.10 Unless otherwise stated by the Company or its Airline and Non-Airline Partners, including SkyTeam Partners, Members who are also members of other loyalty programmes may only utilise one loyalty programme per booking per member for the accrual and, or redemption of Miles, including but not limited to the use of services and benefits connected with the loyalty programme. In such cases, Members should choose the programme for each flight or service. Once a booking is credited to the Flying Blue account (even with zero Miles / zero XP), it cannot be withdrawn upon Member's request.



### **3 Spend Miles for Rewards**

#### **3.1 General**

- 3.1.1 When a Member has earned a sufficient number of Miles, the Member may request a Reward online or by telephone naming the beneficiary, in accordance with the procedures governing the issuance of Rewards as set forth in the Flying Blue Communication. Reward booking and application procedures may be modified by the Company.
- 3.1.2 Only the Member is entitled to request a Reward, either for themselves or for any other person designated by the Member at the time the Reward is requested, subject to the General Terms and Conditions of the Programme. In the event the Member is legally incompetent (of major or minor age for any reason whatsoever) the Reward must be requested by the Member's legal guardian or representative.
- 3.1.3 Lost, stolen or expired Rewards will not be refunded, replaced or extended.
- 3.1.4 The Member or beneficiary of any Reward is responsible for paying all applicable taxes, sale and after-sale fees, levies and, or surcharges associated with the issue, change, cancellation or use of a Reward (including carrier surcharges when applicable) and obtaining necessary travel documents for the Airline Reward, including (as applicable) visas, vaccination certificates and insurance cards. Furthermore, the Member or the beneficiary will adhere to any applicable legal or otherwise required country-specific regulations and comply with the customs formalities in force.
- 3.1.5 Once the Reward application has been processed, the Miles required for the Reward are debited from the Member's account in accordance with the scale in force on the application date.

#### **3.2 Airline Rewards**

- 3.2.1 All Airline Rewards must be taken on routes operated by Air France, KLM and Airline Partners. Airline Rewards may be limited to selected Air France or KLM code-share flights.
- 3.2.2 Airline Rewards are non-endorsable and cannot be used on an airline other than the airline whose designated airline code is indicated on the ticket, unless otherwise decided by the applicable airline at its reasonable discretion. All Reward Tickets are subject to changes in air traffic rights, or decisions taken by the applicable airlines at their reasonable discretion.
- 3.2.3 Airline Rewards shall be issued in accordance with the schemes and conditions specified in the Flying Blue Communication.
- 3.2.4 Airline Rewards for Air France first class cabin are reserved for selected member levels as specified in the Flying Blue Communication.

##### Reward Tickets Issuance

- 3.2.5 Depending on the Reward involved, Airline Rewards will either be sent via e-mail to the Member or may be physically collected at selected airports or city ticket offices authorised to issue Reward Tickets.
- 3.2.6 If Reward Tickets are issued by Air France or KLM offices, Members must present their Card. If the person collecting the Reward Ticket is not the Member, that person must submit for each ticket collection, in addition to the Card of the Member (or a copy thereof), proof of identity of the Member and a signed affidavit from the Member, bearing their original signature, authorising such collection. This procedure may be modified or suspended at any time by the Company.

- 3.2.7 Reward Tickets are valid for a period of twelve (12) months from the date of issuance of the Reward Ticket, with some exceptions such as special Promotional Offers or tickets offered exclusively in specific regions (information provided locally).

#### Reward Tickets cancellation and modification

- 3.2.8 Voluntary travel modification results in the cancellation of the original ticket and the resale of a new ticket.
- 3.2.9 Once the ticket has been issued, a Member may, subject to applicable conditions, cancel their Reward Ticket in full prior to departure of the first flight segment and in accordance with the procedures as set forth in the Flying Blue Communication. Once the trip has commenced, only the unused flights in the future may be cancelled and subject to a refund of the ticket. These provisions do not apply in case of no-show and Promotional Offers.
- 3.2.10 If a Reward Ticket has not been used and has since expired, the Member or beneficiary has a right to reimbursement of taxes and airport charges, payment of which is connected to actual boarding of the passenger in accordance with the applicable regulations. The refund request of these amounts can be submitted by contacting the Flying Blue Customer Service.
- 3.2.11 In case of a no show, the rules of the Company or Partner shall apply as applicable.

#### Ad-hoc

- 3.2.12 To travel with a child younger than two (2) years of age, an adult travelling with a Reward Ticket must make a reservation for the infant with the airline on which the Reward Ticket is issued, according to the applicable tariff rates of the applicable airline.
- 3.2.13 A beneficiary entitled to a child reduction will be granted a discount in the number of Miles required for the Reward Tickets, as specified in the Flying Blue Communication. A beneficiary entitled to a travel-category reduction (i.e. student, senior citizen, etc.) will not be granted a reduction in the number of Miles required for the Reward Ticket, unless otherwise stated in the Flying Blue Communication.
- 3.2.14 A change of beneficiary is not possible.

#### Reward Upgrades

- 3.2.15 A Member can request a Reward upgrade for an eligible flight on an airline offering this Reward as defined in the Flying Blue Communication subject to the condition that the Member has a confirmed (not waitlisted) and issued ticket.
- 3.2.16 Only a single Reward (one cabin) upgrade is possible per flight per passenger by a Member redeeming Miles.

#### Extra options

- 3.2.17 Selected extra options, such as extra baggage allowance and other services, can be obtained with Miles and are always subject to the conditions of the relevant airline, as described in the Flying Blue communication. Access to these services may vary depending on the route, the airline, the operating aircraft configuration and the availability.

### **3.3 Non-Airline Rewards**

- 3.3.1 Any beneficiary of a Reward must meet the legal requirements for the use of the desired service as applicable (e.g. age, driving license) and must abide by the conditions as determined by the Partner concerned, notably in regard to deposit payments for reservations with Partners.

3.3.2 Modification and cancellation conditions for Non-Airline Rewards are set forth in the Flying Blue Communication.

#### **4 Flying Blue Family**

4.1 General: It agreed that the terms and conditions of the Flying Blue Family described below derogate from certain general provisions of the Programme described above.

4.2 Flying Blue Family account: A Flying Blue Family account can be opened by a Member of the Programme aged 18 years or older, who will be designated as the "Flying Blue Family Leader". A Flying Blue Family account is deemed to be created once, at least, one (1) Member of the Programme accepts to join as a Flying Blue Family Member.

4.3 Flying Blue Family Members: The Flying Blue Family may compose a maximum of eight (8) people including the Flying Blue Family Leader, with a maximum of two (2) adults (aged 18 years or older) and six (6) children (younger than 18 years of age). Neither the Flying Blue Family Leader nor a Flying Blue Family Member can be part of another Flying Blue Family.

4.4 Flying Blue Family Leader's invitation: The Flying Blue Family Leader can subsequently invite only people who are already Members of the Programme, the Flying Blue Family Members. If an invited Member does not accept the Flying Blue Family invitation within a period of fourteen (14) days following the aforementioned invitation, the invitation is void. The Flying Blue Family Leader can withdraw the invitation at any time, if it has not already been accepted, and instead opt to send an invitation to another Member.

#### **4.5 Duration**

4.5.1 The Flying Blue Family account will be created for a minimum period of six (6) months. The Flying Blue Family Members join a Flying Blue Family for a minimum period of six (6) months. The Flying Blue Family Leader can remove any Flying Blue Family Member after six (6) months of the member joining the Flying Blue Family. The Flying Blue Family Leader can close the Flying Blue Family after six (6) months following its creation. In case a minor Flying Blue Family Member turns eighteen (18) years old, and in the particular Flying Blue Family there is already the allotted 2 (two) adults (including the Flying Blue Family Leader), the minor Flying Blue Family Member who just turned eighteen (18) years old will automatically be removed from the Flying Blue Family account at the date of their birthday.

4.5.2 In the event of the death of the Flying Blue Family Leader, in accordance with article 1.2.12 above, the Company will close the Flying Blue Family Leader's membership account and cancel all its Miles earned upon receipt of the death certificate. Thus, the Flying Blue Family account, including all Miles transferred from Flying Blue Family Member(s), will subsequently be cancelled.

4.5.3 In the event of the death of a Flying Blue Family Member and following the closure of their account by the Company, pursuant article 1.2.12 above, the Flying Blue Family Member will automatically be removed from the Flying Blue Family account.

4.6 Miles of the Flying Blue Family: Once the Flying Blue Family account is created, the Miles earned by each Flying Blue Family Member will be displayed in the Flying Blue Family Leader's account. At the sole discretion of the Flying Blue Family Leader, they may utilise part or all of the Miles of one (or more) Flying Blue Family Member and transfer them to the Flying Blue Family Leader's personal account. The number of transferred Miles will then no longer be available in the relevant Flying Blue Family Member's account. The Flying Blue Family Member will receive a notification each time the Flying Blue Family Leader transfers Miles to their personal account.

## **5 Miscellaneous**

- 5.1 The present General Terms and Conditions supersede all previous versions and document copies containing such terms and conditions and apply from 28 March 2022 onwards.