

## 里程有效期 Mileage Validity

在连续24个月内, 会员帐户未有任何累积或兑换记录, 会员资格予以保留, 但是卡内里程将作废。

If no mile is accrued or redeemed in a member's account within 24 consecutive months, there will be no change in membership status however the kilometers will expire.

## 查询里程 Mileage Enquiry

- ◆ 网上查询: 登入ffp.hnair.com 进入“会员区”。

Online: Login to “Member” section at ffp.hnair.com

- ◆ 电话查询: (86-898) 950717。

Telephone: (86-898) 950717

- ◆ 金鹏通讯: 我们将把每月帐单以电子邮件形式发送给您。

Fortune Wings Club Newsletter: A Monthly Statement will be emailed to members.

- ◆ 短信查询: 会员可根据在金鹏俱乐部登记的手机号码发送短信查询会员卡号: 编辑短信“CXKH”发送到10669507; 查询里程积分: 编辑短信“CXJF”发送到10669507; 查询帮助信息: 编辑短信“HELP”发送到10669507。中国电信号码除外。

SMS Enquiry: Members can check the card number by sending message with their own phone number ; Edit message \*CXKH\* and send to 10669507; Query mileage: Edit message \*CXJF\* and send to 10669507; Help: Edit text \*HELP\* and send to 10669507. Except for number of China Telecom.

## 补登里程 Mileage Claims

- ◆ 登陆ffp.hnair.com进入“会员区”栏目, 点击“网上补登”进行操作。

Login to “Member” section at ffp.hnair.com and click “Mileage Inquiry”

- ◆ 您可以直接致电金鹏俱乐部服务热线 (86-898) 950717或到海航各地营业部, 提供会员卡号及乘机信息, 工作人员将及时为您补登。

Call Fortune Wings Club Service hotline directly at (86-898)950717 or Hainan Airlines sales offices, and provide your membership number and flight information, your mileage will be tracked and credited to your account.

- ◆ 若补录合作伙伴航空公司的飞行里程, 必须提供机票和登机牌复印件。(补登中华航空公司的飞行里程时, 需提供机票和登记牌原件。)

To claim kilometers from our partner airlines, copies of your ticket

and boarding pass are required.(To claim kilometers from China airlines, your original ticket and boarding pass are required.)

- ◆ 当您致电金鹏俱乐部服务热线 (86-898) 950717时, 请留意我们的工作时间: 周一至周日08:30-18:30。

Business hours at Fortune Wings Club Member Service Hotline (86-898)950717 are Monday through Sunday, 08:30-18:30.

- ◆ 补登里程的时限为6个月(从乘机或在合作伙伴处消费之日起计算)。如超过补录期限, 将视为您自动放弃。

Mileage claim is valid within six months (from flight date or service usage of our partners). Any claims not made during that period will be void.

## 密码管理 Password Management

- ◆ 通过网上入会的会员, 初始密码即为您网上入会时设置的密码, 您无须更改初始密码即可进行里程查询、网上补登、修改资料及兑换奖励品。

Members who signed up online may continue to use the original password at registration to manage their account, submit mileage a claim request, update personal profile and redeem awards.

- ◆ 会员可根据在金鹏俱乐部登记的手机号码发送短信修改帐户密码: 编辑短信“XGMM, 卡号, 旧密码, 新密码”发送到10669507。中国电信号码除外。

Members can amend the account password by sending message with their own phone number : Edit message \*XGMM, card number, old password, new password\* and sent to 10669507. Except for number of China Telecom.

- ◆ 通过填写纸质申请表入会的会员, 当您的入会资料审核通过后, 我们将会发送短信或电子邮件通知您卡号和初始密码, 您凭初始密码只能进行里程查询、网上补登。请您携带金鹏卡及您有效身份证件原件到大新华航空、海南航空、祥鹏航空、天津航空、西部航空、首都航空、香港航空、香港快运航空各地售票处或金鹏俱乐部机场服务专区更改会员卡的初始密码, 便可申请兑换奖励品及修改个人资料。

Members who did not sign up online will receive an SMS or email notification of your membership number and password once your application is approved. You can then manage your account and submit a mileage claim request. If you wish to redeem awards or update your personal profile, you will need to bring your membership card and personal identification to change your password at any of the offices of Grand China Air, Hainan Airlines, Lucky Air, Tianjin Airlines, West Air, Capital Airlines, Hong Kong Airlines, Hong Kong Express Airways or our Fortune Wings Club Airport Service offices.

\* 金鹏俱乐部保留随时更改所有标准及规则的权利, 请以金鹏俱乐部网站ffp.hnair.com 上的内容为准。

\* The Fortune Wings Club reserves the right to change all the policy and rules at any time. The latest information is available on the Fortune Wings Club's website ffp.hnair.com.

## 合作伙伴 Partners

### 航空类 Airlines



### 银行类 Bank



### 酒店类 Hotel



### 旅行与租车类 Travelling & Renting Cars



### 其它类 Others



更多合作伙伴详情及奖励品种类请登陆金鹏俱乐部网站ffp.hnair.com。

For more details of partners and awards please log onto the Fortune Wings Club website ffp.hnair.com.

金鹏俱乐部会员服务热线  
Fortune Wings Club Membership Hotline

86-898-950717

地址: 海南省海口市国兴大道新海航大厦 邮编: 570000

Address: New Haihang Bldg Guoxing Road, Haikou, Hainan, 570000, PR,China

### 联系方式 Contact Details

#### 网址 Website:

金鹏俱乐部网址Website of FFP: ffp.hnair.com  
海南航空官方网站Hainan Airlines Official Website: www.hnair.com  
海南航空海外网站Global Website: global.hnair.com  
祥鹏航空网站 Lucky Air: www.luckyair.net  
天津航空网站 Tianjin Airlines: www.tianjin-air.com  
西部航空网站West Air: www.chinawestair.com  
首都航空网站 Capital Airlines: www.capitalairlines.com.cn  
香港航空网站 Hongkong Airlines: www.hkairlines.com  
香港快运航空网站Hongkong Express Airways: www.hongkongexpress.com

#### 邮箱及电话 Email & Tel:

会员邮箱E-mail: ffp@hnair.com  
贵宾会员信箱 VIP E-mail: vip@hnair.com  
会员服务热线/传真 Member Service Hotline/Fax: 950717  
中国大陆以外地区会员服务热线/传真: 86-898-950717  
海航24小时订票热线Hainan Airlines Sales Hotline: 950718  
中国大陆以外地区海航订票热线: 86-898-950718

#### 境外联系方式 Overseas Contact Details

欧洲24小时订票热线Hainan Airlines Sales Hotline for Europe: 0080087689999  
(适用于匈牙利、比利时、德国、意大利、英国、法国、西班牙、瑞士It is available for Hungary, Belgium, Germany, Italy, Britain, France, Spain, Switzerland )  
布鲁塞尔 Brussels: 0032-2-7533030  
迪拜 Dubai: 00971-55-7545262  
圣彼得堡 St.Petersburg: 007-812-3349651  
西雅图 Seattle: 001-206-453-0272  
布达佩斯 Budapest: 0036-1-4294023  
新西伯利亚 Novosibirsk: 007-383-2034467  
柏林 Berlin: 0049-30-315189522  
莫斯科 Moscow: 007-926-6037816

更多境外营业部方式请参考海航官方网站 www.hnair.com  
More overseas contact details please log onto the website of Hainan Airlines www.hnair.com



## 金鹏俱乐部会员手册 Membership Manual

简易版  
General



## 欢迎辞 Welcome

欢迎您成为金鹏俱乐部会员! 金鹏俱乐部是大新华航空、海南航空、祥鹏航空、天津航空、西部航空、首都航空、香港航空、香港快运航空公司共享的全球性奖励计划。金鹏俱乐部汇集了众多的合作伙伴, 为您准备了精彩纷呈的礼品。您可以通过搭乘航班、入住酒店、信用卡消费、租赁汽车等途径累积源源不断的里程。当里程达到规定标准时, 您可以用帐户中的里程为您或您的亲朋好友免费兑换机票、升舱、酒店住宿、美食及数百种时尚生活用品。

Welcome to the Fortune Wings Club! The Fortune Wings Club is the global loyalty and awards program for Grand China Air, Hainan Airlines, Lucky Air, Tianjin Airlines, West Air, Capital Airlines, Hong Kong Airlines and Hong Kong Express Airways. The Fortune Wings Club has secured several partnerships to provide you with a wide array of wonderful gifts and benefits.You can easily earn kilometers when you fly with our airline partners, stay at hotels, shop using your credit card, rent cars and many other ways. You can redeem your kilometers for award tickets, seat upgrades, hotels, food and other hundreds of awards for you and your loved ones.



本手册2011年1月生效, 将取代以往发放的各种版本简易手册。  
This manual printed in Jan 2011 will replace the current versions.

## 累积里程 Earn Kilometers

### 搭乘航班 Fly With Us

搭乘航班 Fly With Us	舱位 Class	订座舱位 Booking Class	累积标准 Earning Standard
大新华航空 Grand China Air 海南航空 Hainan Airlines	头等舱 First Class	R/F/P	200%
	公务舱 Business Class	C	150%
		D/I/J	130%
		D/R	125%
	舒适A舱 Comfortable A Class	A	125%
	经济舱 Economy Class	Y	125%
	B/H/K/L/M	100%	
	Q/X/W/U/N/E/N/T	50%	
其他舱位 Other Class	P/Z/S/G/O/T/I/J/N/A	0	
祥鹏航空 Lucky Air	头等舱 First Class	F	200%
	公务舱 Business Class	C	150%
	经济舱 Economy Class	Y	125%
		B/H/K/L/M	100%
	Q/X/W/U/N/E	50%	
其他舱位 Other Class	A/Z/S/G/O/I/J/R/N/T/D/P	0	
天津航空 Tianjin Airlines	头等舱 First Class	F	200%
	公务舱 Business Class	C	150%
	超值头等舱 Super-value First Class	P	125%
	经济舱 Economy Class	Y	125%
		B/H/K/L/M	100%
	Q/X/W/U/N/E	50%	
其他舱位 Other Class	A/Z/S/G/O/I/J/R/N/T/D	0	
西部航空 West Air	头等舱 First Class	F	200%
	公务舱 Business Class	C	150%
	经济舱 Economy Class	Y	125%
		B/H/K/L/M	100%
	Q/X/W/U/N/E/D/R	50%	
其他舱位 Other Class	A/Z/S/G/O/I/J/N/T/P	0	
首都航空 Capital Airlines	头等舱 First Class	F	200%
	公务舱 Business Class	C/D	150%
	经济舱 Economy Class	Y/B/H/K/L/M	100%
		P/Q/S/U/E	50%
其他舱位 Other Class	W/V/R/G/O/I/J/N/T/Z	0	

搭乘航班 Fly With Us	舱位 Class	订座舱位 Booking Class	累积标准 Earning Standard
香港航空 Hong Kong Airlines 香港快运航空 Hong Kong Express Airways	公务舱 Business Class	C/D/J	130%
	经济舱 Economy Class	Y	100%
		B/H/K	80%
		L/M/N/Q	50%
		S/T	30%
		W/X	10%
其他舱位 Other Class	I/R/Z/E/N/G/U/O	0	
柏林航空 Air Berlin	公务舱 Business Class	J/C	150%
	经济舱 Economy Class	D/Y	125%
		H/L/M/N/T/A/Q	100%
		G/P/O/K/V/W/I	25%
其他舱位 Other Class	E/F	0	
中华航空 China Airlines	头等舱 First Class	F	150%
	公务舱 Business Class	A	130%
		J	130%
		C	125%
	D	100%	
	经济舱 Economy Class	Y/B/T/M	100%
	K/V/W	80%	
	R/Q/H/N/Z	50%	
	X/L/E/O/S/G	0	
匈牙利航空 Malev Hungarian Airlines	公务舱 Business Class	J/C/D/I	130%
	经济舱 Economy Class	Y	100%
		B/H/K/M/L/V/S/N/Z/Q/O/G/W/T	70%
其他舱位 Other Class	R/U/X/E	0	

### 说明 Notes:

- 国内会员乘机后，我们会短信通知您的里程已计入帐户中，若未收到短信，请核实金鹏帐户中的手机号码是否有误；境外会员乘机后，请您及时登陆金鹏俱乐部网站或致电境外营业部查询您的里程。 For domestic members, we will send you a Short Message Service (SMS) to notify that your kilometers earned have been credited into your Fortune Wings Club account. If you do not receive the SMS, please check that your mobile number is correct in your Fortune Wings Club membership profile. For overseas members, please visit the Fortune Wings Club website or contact overseas offices to check your account on kilometers earned after you have flown with us.
- 您请确保您订座时的证件类型及号码与金鹏账户中的保持一致，以便里程自动累积，若未自动累积，请及时进行里程补登。 To automatically earn Fortune Wings Club kilometers, book your tickets with the same identification information as your Fortune Wings Club membership. If mileages haven't been accumulated automatically, please retro-credit your mileages in time.
- 标准里程大于500公里的，累积标准为您所搭乘航班的飞行距离；标准里程小于或等于500公里的，累积标准统一以500公里计。 For distances above 500 kilometers, you will earn kilometers based on the actual mileage of the flight distance. For distances below or equal to 500 kilometers, you will earn kilometers based on a minimum of 500 kilometers.

- 当您搭乘大新华航空及海南航空公司的航班时，P,I,J,N,T舱位的可累积标准只适用于国际航线，A舱位的可累积标准只适用于国内航线，R舱在国内航班中按200%累积，在国际航班中按125%累积里程；D舱在国内航班中按125%累积，在国际航班中按150%累积里程；专机，国际包机及入会前乘机不可累积里程。 When flying with Grand China Air, Hainan Airlines, kilometers earned in P / I / J / N / T classes are applicable only to international flights. Kilometers earned in A class are applicable only to domestic flights. R classes for international flights, 125% of kilometers could be earned, for domestic flights, 200% of kilometers could be earned. D classes for international flights, 150% of kilometers could be earned, for domestic flights, 125% of kilometers could be earned. Special flights, international charter flights and flights flown prior to Fortune Wings Club membership are not eligible for kilometers accrual.
- 儿童搭乘大新华航空/海南航空/祥鹏航空/天津航空/西部航空/首都航空/香港航空/香港快运航空航班的R,F,C,Y舱按相应标准的50%累积。 Children can earn Fortune Wings Club kilometers when purchasing R / F / C / Y tickets of Grand China Air/Hainan Airlines/Lucky Air/Tianjin Airlines /West Air/Capital Airlines/Hong Kong Airlines/Hong Kong Express Airways, the mileage earning standard is 50% of corresponding class standard.
- 当您搭乘香港航空，香港快运航空所有实际承运且挂"HX"或"UO"航班号的定期航班时可累积里程，乘坐专机，国际包机航班及入会前乘机均不可累积里程。 You can earn kilometers when flying with all regular "HX" or "UO" flights operated by Hong Kong Airlines and Hong Kong Express Airways. However, special flights, international chartered flights and flights flown prior to Fortune Wings Club membership are not eligible for mileage accrual.
- 中华航空可累积里程的航班仅限华航实际承运的定期航班及台湾至大陆往返之包机，其余包机、专机及与其他航空公司联营代码共享的航班除外。 You can earn Fortune Wings Club kilometers when flying on all flights on China Airlines except for special flights, chartered flights and code-sharing flights, (with the exception of Taiwan–Mainland China chartered flights).
- 匈牙利航空航班累积里程的范围限于匈牙利航空实际承运且挂“MA”航班号的航班，不包括专机、入会前的乘机、代码共享航班（此类航班号的特点是以6开头的4位代码，例如：MA6070、6071）等。 Mileage accrual for Malev Hungarian Airlines is limited to “MA” flights operated by Mal é v Hungarian Airlines and excludes special flights, flights flown prior to Fortune Wings Club membership and code-sharing flights (The four digit flight code begins with “6” ,e.g. MA6070, 6071) and others.
- 当您选乘其他合作伙伴航空公司航班时，请在订座、购票、办理乘机手续时出示金鹏卡。 Please present your membership card when you book, purchase tickets and check-in when flying with other airline partners.
- 金鹏会员搭乘柏林航空可累积舱位的航班代码仅限：AB/LT/HE When flying with Air Berlin, Fortune Wings Club members can only earn kilometers on AB/LT/HE flights.
- 请保留登机证，机票副本和合作伙伴帐单，直至在里程通知单中显示记录无误。 Please retain your boarding pass, a copy of your ticket and receipts from program partners until they are recorded correctly in your mileage statement.
- 请您在合作伙伴处消费时出示金鹏卡或提供金鹏卡号。 Please present your Fortune Wings Club membership card or number when consuming at our program partners.
- 金鹿卡用户持卡购买的海南航空/大新华航空及及海航各成员航空公司航班机票的可累积里程舱位仅限于头等舱、公务舱和全价经济舱，累积标准为对应舱位标准的50%。 Golden deer card member can earn Fortune Wings Club kilometers when purchasing first class, business class and economy class full price tickets. The mileage earning standard is 50% of corresponding class standard.

## 里程兑换 Kilometers Redemption

### 首次兑换资格 Initial Redemption Qualification

当您金鹏帐户中的里程达到3000里程后即可开始申请兑换。

You may only start to redeem your kilometers once you have accumulated mileage above 3000 kilometers in your Fortune Wings Club account.

### 奖励品项目 Award Categories

#### ✦ 航空机票 Air Tickets

大新华航空/海南航空/祥鹏航空/天津航空/西部航空/首都航空/香港航空/香港快运航空

- 致电会员热线（86–898）950717；
- 或前往以上航空公司各地营业部或到金鹏俱乐部机场服务专区兑换免费机票及升舱，并请出示金鹏会员卡及有效身份证件。

To redeem air tickets for flights on Grand China Air/Hainan Airlines/Lucky Air/Tianjin Airlines /West Air/Capital Airlines/Hong Kong Airlines/Hong Kong Express Airways, you can simply:

- Call the hotline（86–898）950717;
- Visit the Hainan Airlines offices or the Fortune Wings Club at the Airport for air ticket redemption and class upgrade. Please present your Fortune Wings Club membership card and personal identification.

### 奖励机票兑换标准 Redemption for award Tickets （单位 Unit: 公里 km）

兑换区域 Sectors	兑换标准 Redemption Standard									
	1–800	801–1200	1201–1600	1601–2000	2001–3000	3001–5000	5001–7000	7001–9000	9001–11000	11001+
经济舱单程 Economy Class (one way)	8000	11000	13000	15000	18000	28000	38000	48000	65000	80000
经济舱来回程 Economy Class (round trip)	14000	20000	23000	26000	32000	50000	68000	88000	120000	135000
公务舱单程 Business Class (one way)	9000	12000	14000	18000	21000	33000	45000	55000	75000	90000
公务舱来回程 Business Class(round trip)	16000	22000	26000	34000	40000	58000	85000	100000	125000	150000
头等舱单程 First Class (one way)	11000	14000	17000	21000	26000	40000	55000	65000	80000	100000
头等舱来回程 First Class (round trip)	20000	26000	32000	37000	42000	60000	95000	105000	135000	160000

### 奖励升舱兑换标准 Redemption for Upgrades （单位 Unit: 公里 km）

升舱类型 Upgrades Type	兑换标准 Redemption Standard									
	1–800	801–1200	1201–1600	1601–2000	2001–3000	3001–5000	5001–7000	7001–11000	11001+	
全价经济舱升头等舱 Full Economy Class(Y) Upgrade to First Class(P)	4000	5000	8000	9000	11000	15000	30000	35000	50000	
折扣经济舱升头等舱 Discount Economy Class(BHKLMO) Upgrade to First Class(P)	8000	10000	13000	16000	18000	25000	48000	56000	80000	
全价经济舱升公务舱 Full Economy Class(Y) Upgrade to Business Class(Z)	4000	5000	8000	9000	11000	15000	30000	35000	50000	
折扣经济舱升公务舱 Discount Economy Class(BHKLMO) Upgrade to Business Class(Z)	7000	9000	12000	15000	17000	25000	45000	50000	80000	
公务舱升头等舱 Business Class(Z) Upgrade to First Class(P)	4000	6000	8000	10000	12000	15000	40000	50000	70000	

### 备注: Notes

- 兑奖区域是根据国际航空运输协会(IATA)公布的航段实际里程(TPM)划分的，以公里为单位。城市间距离请登陆 ffp.hnair.com查询。

The sectors are determined by IATA (International Air Transport Association) and according to the TPM (Ticketed Point Mileages) based on distance using kilometers as the unit measurement. Please visit ffp.hnair.com to check the distance between destinations.

- 兑换免票标准适用于：大新华航空(CN)、海南航空(HU)、祥鹏航空(8L)、天津航空(GS)、西部航空(PN)、首都航空(JD)、香港航空(HX)、香港快运航空(UO)航班，不包括专机、国际包机及其它航空公司的代码共享。

Redemption for air tickets are strictly for: Grand China Air (CN), Hainan Airlines (HU), Lucky Air (8L), Tianjin Airlines (GS), West Air (PN), Capital Airlines(JD), Hong Kong Airlines (HX), Hong Kong Express Airways (UO) flights, excluding special flights, international chartered flights or other code-sharing airlines.

- 航距在800公里以上的航段可使用“现金+里程”方式，补差标准调整为：每差100里程，须补足人民币10元；不足100里程，按100里程计。国际升舱、香港航空及香港快运航空除外。

"Cash + Kilometers" are available for a flight distance of more than 800 kilometers. You may purchase additional kilometers required at RMB10 per block of 100 kilometers. The same fee of RMB 10 will be charged for distance less than 100 kilometers. International upgrades, Hong Kong Airlines and Hong Kong Express Airways are not eligible for this.

- 儿童与婴儿兑换标准与成人兑换标准相同。

Children and infants need the same redemption amount required as adults.

- 大新华航空、海南航空、祥鹏航空、天津航空、西部航空、首都航空国内航班升舱仅限Y/B/H/K/L/M/Q舱位，国际航班升舱仅限Y/B/H/K/L/M舱位。

Redemption for upgrades is available only for domestic Y/B/H/K/L/M/Q class and international Y/B/H/K/L/M class when flying Grand China Air, Hainan Airlines, Lucky Air, Tianjin Airlines, West Air and Capital Airlines.

- 香港航空及香港快运航空升舱限：Y/B/H/K舱位。

Redemption for class upgrades is available only for Y/B/H/K class when flying Hong Kong Airlines and Hong Kong Express Airways.

#### ✦ 伙伴航空公司 Airline Partners

您也可以申请兑换中华航空、柏林航空、匈牙利航空奖励机票。

Members are also able to redeem for awards tickets for China Airlines, Air Berlin and Malev Hungarian Airlines.

#### ✦ 其它奖励品 Other awards

除兑换奖励免票、升舱外，我们还为您精心搜罗了丰富多彩的生活奖励品，包括酒店住宿、时尚化妆品、流行配饰、数码产品、旅行产品、商务礼品、飞机模型等，应有尽有，希望得到您的青睐！

In addition to award air tickets and upgrades, we also offer a variety of lifestyle awards including hotel accommodations, fashion &cosmetics, fashion wear, IT products, travel products, corporate gifts as well as airplane models.

## 贵宾会员 VIP Members

### 升级标准 For Upgrades

级别 Status	定级标准(连续12个月内) Qualification (within 12 month continuously)	保级标准 (连续24个月内) Maintenance (within 24 month continuously)
金鹏金卡 Fortune Wings Golden Card	5万里程或40航段 50,000 kilometers or 40 flights	10万里程或60航段 100,000 kilometers or 60 flights
金鹏银卡 Fortune Wings Silver Card	3万里程或20航段 30,000 kilometers or 20 flights	6万里程或40航段 60,000 kilometers or 40 flights

- 会员的定级或保级里程仅指会员购买大新华航空、海南航空、祥鹏航空、天津航空、西部航空、首都航空、香港航空、香港快运航空航班可累积里程舱位的机票所获取的基础里程，不包括额外奖励里程、会员在合作伙伴处获取的里程和其他任何促销里程。

Mileage to be calculated towards membership qualification or maintenance is based only on basic kilometers earned from eligible flights operated by Grand China Air, Hainan Airlines, Lucky Air, Tianjin Airlines, West Air, Capital Airlines, Hong Kong Airlines and Hong Kong Express Airways, excluding extra bonus kilometers, kilometers earned from partners or from other promotions.

- 会员的定级或保级标准中的乘机次数仅限可累积里程的有效乘机次数。其中，贵宾会员乘坐钻石头等舱、头等舱、公务舱升级次数按2次计算，舒适A舱、全价经济舱升级次数按1.5次计算。

Flights to be calculated for membership qualification or maintenance are subject to qualifying flights for kilometers accrual. One Diamond First Class ticket or First Class or Business Class ticket is calculated as 2 flights and one one Comfortable A Class or full price economy class ticket is calculated as 1.5 flights.

### 贵宾会员的专享优惠和服务

#### Exclusive Benefits for VIP Members

优惠待遇 Benefits	金卡 Golden Card	银卡 Silver Card
额外里程奖励 Extra Bonus Kilometers	50%	25%
优先订票与候补 Priority Booking and Wait List	是Yes	是Yes
保证经济舱全价票座位 Guaranteed Full Price Economy Class Ticket	是Yes*	—
免费退票 Free Refund	是（航班载数前，含有国际航段的客票除外） Yes (before check-in has closed, tickets with international segment are not included)	是（航班载数前，含有国际航段的客票除外） Yes (before check-in has closed, tickets with international segment are not included)
值机 Check-in	头等舱柜台办理值机并托运行李，可携带一名同行人员 Check-in at First Class Counter For member and one companion	公务舱柜台办理值机并托运行李 Check-in at Business Class Counter
额外免费行李额 Extra Baggage Allowance	20KG或**1件 20kg or 1 piece**	10KG或**1件 10kg or 1 piece**
休息室候机 Lounge	头等舱休息室休息，可携带一名同行人员 For member and one companion	公务舱休息室休息 Business Class Lounge
不正常航班服务 Irregular Flight Service	航班不正常享受头等舱待遇，可携带一名同行人员。 First Class Benefits For member and one companion	航班不正常享受公务舱待遇 Business Class Benefits
专用卡号 Exclusive Card Number	是Yes	是Yes
专用电子邮箱 Exclusive Email	是Yes	是Yes

\*在航班起飞前48小时（含）订票，将尽量优先保障座位,但黄金周期间需提前72小时。 \*\*Your seats will be guaranteed with preferential rights if you reserve at least 48 hours before scheduled departure time. But need to reserve at least 72 hours in advance during the golden week.

\*\*头等舱/公务舱32KG，经济舱23KG，三边之和不得超过62英寸。 \*\*Baggage limit for extra 1 piece: First Class / Business Class: 32kg, Economy Class: 23kg. Sum of height, width and depth may not exceed62 inches.

备注：由于各机场的服务条件不同，请以当地机场硬件条件为准。 Notes: Airport services may vary according to local airport facilities.