



## *Member's Handbook*



A STAR ALLIANCE MEMBER 



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## The World's Best with Royal Orchid Plus



In the air, on the ground, when traveling or at home, you can almost always earn Royal Orchid Plus miles with the world's best airlines and travel partners.

Your Royal Orchid Plus card, membership number, and Personal Identification Number (PIN) are the keys to your account.

Quoting your membership number at reservations and presenting your card at check-in will help ensure mileage is accurately tracked and credited to your account.

Your PIN enables you to Manage Your Account at [www.thaiairways.com/rop](http://www.thaiairways.com/rop) and access other on-line or automated services.

The best of the world is yours, with Royal Orchid Plus.

### Earning Miles

Miles in the air with THAI and Star Alliance airlines are earned according to the fare you pay, the class of service of your purchased ticket, and the distance flown.

THAI and Star Alliance	Actual Miles
First Class	150%
Business Class	125%
Premium Economy Class	110% (on THAI only)
Economy Class	100%
Discounted Economy Class*	50% / 25%

\*On international THAI flights G Class - 50%, V/W Classes - 25%.

On THAI flights less than 500 miles in distance a minimum of 500 miles is earned.



Paid fares on all THAI and Star Alliance flights are matched with booking class codes, with full fares earning miles.

On Star Alliance airlines designated fares and/or routes may accrue at reduced mileage or do not earn miles.

Reduced or no miles may also occur on code share flights if the ticket is purchased from the Marketing Carrier.

Short haul flights may or may not earn minimum miles.

Before purchasing a ticket, check for current mileage accrual information at [www.thaiairways.com/rop](http://www.thaiairways.com/rop) at Earning Miles.

## Star Alliance Airlines



## Travel Partners



With Travel Partners, miles can be earned around the world. Up to 750 miles can be earned for qualifying stays with Hotel Partners, or points earned in hotel programmes can be converted to miles. Up to 500 miles can be earned with Car Rental Partners when paying qualifying rates.

Discounted rates with travel agents and tour packages often do not qualify for mileage accrual. When making reservations with Travel Partners, ask if your paid rate will earn Royal Orchid Plus miles.

With Communications Partners miles can be earned when using telephone call services.

Spending using Partner Cards, credit, charge or debit, can also earn miles with point to mile transfers. Members residing in Thailand, Asia Pacific and many other countries have a variety of partner card issuers to choose from.

Visit [www.thaiairways.com/rop](http://www.thaiairways.com/rop) at Earning Miles for current Travel Partner information.



## Hotel Partners



## Car Rental Partners

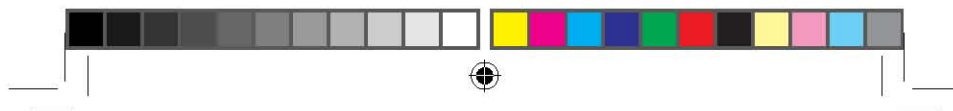


## Communication Partners



## Credit Card Partners





## Mileage Validity

Miles accrued remain valid for a full 3 years. Miles not redeemed within the 3 year validity expire on a quarterly basis. For example miles earned within the first quarter of 2011, (January - March) and not redeemed will expire at the end of the first quarter of 2014 (31 March). Within each calendar year there are 4 dates on which miles may expire. Expiring miles, if any, can always be viewed online by accessing your account.

## Mileage Credit

There are many reservations systems in use, and your travel agent can always include your Royal Orchid Plus membership number in your booking.

When booking on-line directly, be sure to include your membership number.

At ticketing, or when reviewing an on-line booking confirmation, check that your name is exactly the same as on your membership card.

At check-in, present your card and check that your name and membership number correctly appears on your boarding pass.

By ensuring your name and number have been correctly included in your booking, miles will be automatically credited to your account.

## Tracking Interruptions

If you change a flight date or time, or miss your scheduled flight, mileage may not automatically track for that flight, or remaining flights in your original reservation.

Present your card at each check-in and inform the check-in agent of flight changes and the need for your membership number to be included once again in your booking.

Always retain original boarding passes and e-ticket print-outs until mileage appears on your statement.



## Mileage Claims



Errors do occur and if mileage is not automatically credited, documents are required. All mileage claims must be submitted within 6 months of the activity date.

Flight claims on THAI can be made on-line at [www.thaiairways.com/rop](http://www.thaiairways.com/rop)

Enter the required information and if the claim is verified, miles are credited instantly. THAI mileage claims that cannot be verified on-line, and all Star Alliance mileage claims, must include original boarding passes and a copy of the e-ticket or itinerary print-out. Faxed, scanned or copies of boarding passes cannot be processed for mileage credit. Claims can be submitted to your local THAI office or sent by post to the Members Service Centre in Bangkok.

Many Hotel and Car Rental Partners offer an on-line claim service at their website. Visit [www.thaiairways.com/rop](http://www.thaiairways.com/rop) at Earning Miles for website addresses.

Hotel stay and car rental claims can also be sent by email, fax or post to the Members Service Centre in Bangkok.

Claims must include a copy of the detailed hotel receipt or rental contract, and be sure to include your Royal Orchid Plus membership number.

Allow 4 - 6 weeks for all claims to be processed and credited to your account.

All mileage claim documents will not be returned to senders.

Each accrual activity can be credited to only one frequent flyer programme.

Claims for miles that have been credited to another Star Alliance airlines are not eligible for credit with Royal Orchid Plus.

Miles also cannot be transferred from one programme to another.





## Keeping in Touch

[www.thaiairways.com/rop](http://www.thaiairways.com/rop) is the most convenient and easiest way to keep in touch with Royal Orchid Plus.

Complete information is at your fingertips and at Manage Your Account you can:



- Monitor your account and submit mileage claims on THAI
- Redeem many Awards instantly
- Update your profile
- Change your PIN / PIN request
- Add names or make changes to your personal Award Nominee List

You can also opt-in to receive eNews and eOffers that keep you up to date on the latest programme news and offers. Take advantage of special Award savings and boost your account balance with bonus miles, all conveniently on-line.



## THAI Contact Centre



This is the main contact point for Royal Orchid Plus where you can redeem Awards not yet available on-line, inquire about your account activities or about the programme in general.

**Telephone:** 66 (0) 2356 1111

To submit mileage claims, or for written inquiries, these can be sent to the Members Service Centre in Bangkok.

**Email:** [ropsvo@thaiairways.com](mailto:ropsvo@thaiairways.com)  
**Fax:** 66 (0) 2545 3300  
**Post:** Royal Orchid Plus  
Thai Airways International  
P.O. Box 567  
Samsen Nai Post Office  
Bangkok 10400 Thailand

The THAI Contact Centre provides 24 hour service and the Members Service Centre hours are Monday to Friday from 08:00 - 17:00 (excluding public holidays).

## On-Line Service Locations

Many THAI offices around the world are on-line equipped, providing programme and account information and instant Award ticketing on THAI.

On-Line Service	Telephone
Bangkok, Thailand	66 (0) 2356 1111
Chiang Mai, Thailand	66 (0) 53 920 952-3
<b>Bengaluru, India</b>	<b>91-80-4098 0396-7</b>
Phuket, Thailand	66 (0) 76 360 444
Hat Yai, Thailand	66 (0) 74 230 445
Australia-Wide	1 300 651960
Beijing, China	86 10 851 50088
Brussels, Belgium	32 2 502 47 44
Copenhagen, Denmark	45 33 750 190
Frankfurt, Germany	49 69 9287 4445
Hong Kong, China	852 2179 7700
Jakarta, Indonesia	62 21 230 2552
Kuala Lumpur, Malaysia	60 3 2034 6999
London, United Kingdom	44 207 907 9532
Los Angeles, USA	1 800 426 5204
Madrid, Spain	34 91 782 0520-2
Manila, Philippines	63 2 812 4744
New Delhi, India	91 11 5149 6100
<b>Auckland, New Zealand</b>	<b>(09) 377 3886</b>
Paris, France	33 1 556 88076
Penang, Malaysia	60 (0) 4 226 6000
Rome, Italy	39 06 4781 3302
Seoul, South Korea	82 2 3707 0199
Shanghai, China	86 21 3366 4000
Singapore	65 6210 5027
Stockholm, Sweden	46 8 5988 3615
Taipei, Taiwan	886 2 8772 5222
Tokyo, Japan	81 3 3503 3311
Zurich, Switzerland	41 44 215 65 06
Guangzhou, China	8365 2333 ext 5
Dhaka, Bangladesh	01962 788 900
Denpasar, Indonesia	62 361 288141
Dubai, United Arab Emirates	00971 4 2681702
Chennai, India	91 (0)44 4206 3311

## Benefits and Recognition



There are 4 tiers of Royal Orchid Plus membership, and the more you fly the more benefits and recognition you'll enjoy with THAI and across the Star Alliance network.

Qualifying Miles determine your Royal Orchid Plus Silver and Gold status, and these are miles flown with THAI and Star Alliance airlines. Like miles earned in the air, Qualifying Miles are subject to your paid fare and class of service flown (see Earning Miles).

Promotional and Bonus Miles, and miles earned with Travel Partners are excluded from membership status evaluations.

Platinum status is reserved for those who fly very frequently and exclusively in Royal First Class and Royal Silk Class. Details on attaining and retaining this elite status with THAI can be viewed at [www.thaiairways.com/rop](http://www.thaiairways.com/rop)

All member accounts are evaluated daily, which means that as soon as sufficient Qualifying Miles are accumulated, you enjoy the benefits of Silver, Gold or Platinum status immediately, and for a full 2 year period.

To attain Silver or Gold status, evaluations are on two rolling month periods, 12 months and 24 months. On the most recent activity all eligible flights are evaluated for the past 12 and 24 month periods. With each new activity, status is again evaluated during the past 12 and 24 months, ensuring that all eligible flights are counted for attaining Silver or Gold status.

Evaluation Period	Silver	Gold
12 rolling months	10,000 Qualifying Miles	50,000 Qualifying Miles 40 international sectors on THAI*
24 rolling months	15,000 Qualifying Miles	80,000 Qualifying Miles

\*Excluding G, V, W classes.

Silver or Gold status are both valid for 2 years or 24 months from the date status is attained. To retain Silver or Gold status you must earn specified Qualifying Miles within your current 24 month validity of status. For Silver status, 10,000 Qualifying Miles within either 12 month period, or 15,000 Qualifying Miles within the entire 24 month period. For Gold status, 50,000 Qualifying Miles within either 12 month period, complete 40 international sectors on THAI, excluding travel in G,V,W, booking classes, or 80,000 miles within the entire 24 month period.

Evaluation Period	Silver	Gold
Either 12 month period	10,000 Qualifying Miles	50,000 Qualifying Miles 40 international sectors on THAI*
Full 24 month period	15,000 Qualifying Miles	80,000 Qualifying Miles

\*Excluding G, V, W, classes.

## Benefits with THAI

### Silver Status

- 3,000 threshold Bonus Miles each time this status is attained or retained.
- Priority baggage handling and an additional baggage allowance of 10 kgs. (except when the piece concept applies).

### Gold Status

- 5,000 threshold Bonus Miles each time this status is attained or retained.
- Up to 2 complimentary round-trip upgrades during the 2 year validity of Gold status (upgrades are non-transferable and full details are included in Gold Packs).
- Guaranteed confirmed seating in Economy Class.
  - After ticket purchase contact THAI no less than 72 hours prior to scheduled departure.
  - In Economy Class valid on booking class codes Y, B, M with waitlist availability.
  - In Premium Economy Class, Royal Silk Class and Royal First Class valid on booking class codes U, C, D, J, F, A, P.
  - Confirmed seating is given top priority when traveling in Premium classes, with seating guaranteed in Economy Class.
  - Without prior confirmation, guaranteed seating is not possible at check-in.
- Access to THAI Royal Silk Class lounges world-wide.

## Benefits with THAI and Star Alliance Airlines



### Silver Status

- Priority reservation waitlisting and airport standby on fully booked flights.\*

### Gold Status

- Top priority reservation waitlisting and airport standby on fully booked flights.\*
- Priority check-in at counters displaying the Star Alliance Gold symbol.
- Priority boarding.
- Priority baggage handling and an additional baggage allowance of 20 kgs. or 1 additional piece of luggage when the piece concept applies. The latter primarily on flights to/from North or South America.
- Complimentary access for Gold members and one guest to Star Alliance lounges world-wide displaying the Star Alliance Gold symbol. A paid ticket, Gold card, and boarding passes for both the Gold member and guest for same-day departing Star Alliance flights are required for lounge access.

\*Airport standby where permitted by law.

## Redeeming Miles

Royal Orchid Plus miles can be redeemed for a continuously expanding array of Awards. Visit [www.thaiairways.com/rop](http://www.thaiairways.com/rop) for complete information on all Awards and promotional Awards that may be available for a limited time only.



## Award Eligibility



Award Nominees gives you the freedom to redeem Awards for family, friends or anyone you choose.

Only your designated Nominees and yourself are eligible for Awards redeemed from your account, and as the account holder, you must request all Awards yourself.

- ◆ Your Award Nominee List may contain up to 5 names.
- ◆ Those for who you redeem Awards on a regular basis should be included as Nominees.
- ◆ Others who are one time or special Award recipients should be included just before you request the Award.
- ◆ Each new Nominee, or changing an existing Nominee, is counted as one entry to your list.
- ◆ The name of each Nominee should be entered as it appears in their passport. This is very important for international travel. Any changes due to wrong spelling will also be counted as one entry.
- ◆ The birth date and passport or identification number is also required for each Nominee.
- ◆ Once your List contains 5 entries, you may change the names of up to 5 Nominees each calendar year.
- ◆ Fees can be paid in miles on-line or in currency/miles at any THAI city office.

Location	Per each name change
In Thailand	Thai Baht 3,750
In other countries	US \$125 or equivalent in local currency
On-Line	7,500 miles
At THAI city offices	10,000 miles

- ◆ Fees for Nominee name changes, up to 5 changes per calendar year, are waived for Royal Orchid Plus Gold members.

## Service Fees

Royal Orchid Plus service fees can be paid in two currencies through THAI city ticketing offices world-wide. In Thailand service fees are payable in Thai Baht (THB) and in all other countries in United States Dollars (USD), or the equivalent amount in local currency. Some service fees can be paid in miles.

Changes to Awards that have not been ticketed are not subject to service fees.

Award Changes	Type of Award	Fees in THB / \$ USD / Miles
Flight number or date changes to ticketed Awards (each change)	THAI Awards	
	• Within Thailand	500 / 16
	• International	1,200 / 40
	Star Alliance Awards	2,850 / 95
Re-routing of travel	THAI - within Thailand only	1,800 / 60
Stopovers (each)	THAI - international only	2,850 / 95
Award Ticket Replacement	Lost or stolen international tickets only	3,750 / 125
Award Re-credit (per ticket)	Regional	3,750 / 125 / 10,000 miles
	Intercontinental	5,700 / 190 / 15,000 miles
	Hotel Award Certificates	2,850 / 95 / 7,500 miles
Award Nominee Changes (per name)		3,750 / 125 / 7,500 (on-line) or 10,000 miles

## Mileage Purchase

If your account does not contain sufficient mileage for the Award you intend to request, up to a maximum of 30,000 miles per Award can be purchased.

Beginning at 1,000 miles, and in increments of 1,000 miles, your account can be topped-up to redeem an Award for yourself or one of your Award Nominees.

Miles	THB	\$ USD	Miles	THB	\$ USD
1,000	1,200	40	16,000	19,200	640
2,000	2,400	80	17,000	20,400	680
3,000	3,600	120	18,000	21,600	720
4,000	4,800	160	19,000	22,800	760
5,000	6,000	200	20,000	24,000	800
6,000	7,200	240	21,000	25,200	840
7,000	8,400	280	22,000	26,400	880
8,000	9,600	320	23,000	27,600	920
9,000	10,800	360	24,000	28,800	960
10,000	12,000	400	25,000	30,000	1,000
11,000	13,200	440	26,000	31,200	1,040
12,000	14,400	480	27,000	32,400	1,080
13,000	15,600	520	28,000	33,600	1,120
14,000	16,800	560	29,000	34,800	1,160
15,000	18,000	600	30,000	36,000	1,200

Miles can be purchased instantly on-line at [www.thaiairways.com/rop](http://www.thaiairways.com/rop) and logging onto your account. Or contact THAI world-wide and request the amount of miles you wish to purchase, with payment by credit card or cash.

Payment for miles must be made in Thai Baht in Thailand. Payment in other countries is in USD, or the equivalent in local currency in other countries.

At On-Line Service locations, mileage purchases can be credited to accounts instantly.

At THAI offices not yet on-line equipped, 3 working days are required for purchased miles to be credited to accounts.

Purchased miles are nonrefundable.

## Air Awards

THAI and Star Alliance airlines can take you, or Award Nominees, on Award travel to almost any destination on the planet.

With THAI you can redeem upgrades to Royal First Class, Royal Silk Class and Premium Economy Class. Upgrades can also be redeemed with selected Star Alliance airlines.

## Air Awards on THAI



Choose from one-way or round-trip Award travel, or one-way Mileage Upgrades across the THAI network.

Plan ahead, especially during peak travel periods. Award seating is subject to availability.

Air Awards on THAI departing from Bangkok and selected international destinations can be conveniently redeemed, booked and ticketed electronically on-line at [www.thaiairways.com/rop](http://www.thaiairways.com/rop)

THAI reservations world-wide are pleased to assist members in redeeming and booking all THAI Awards not yet available on-line.

## THAI Award Travel



### Reservation and Ticketing Tips and Conditions

- Whenever possible, try and book on-line with instant ticketing.
- You must have enough miles in your account before redeeming.  
If not, there is the option of Mileage Purchase, or with a partner credit card you can request a point to mile transfer.
- If an international Air Award is not directly between Thailand and a destination stated in the THAI Awards Chart, use the Mileage Chart to calculate the miles needed for the Award.
  - For example: New Delhi - Bangkok - Hong Kong  
 $1,814 + 1,076 = 2,890$  miles Zone 3
- All Award travel sectors must be confirmed prior to ticketing.
- On confirmation, miles will be deducted from your account.
- When booking with THAI reservations Awards must be ticketed prior to the deadline provided by the reservations agent.
- Applicable taxes and surcharges can be paid by credit card on-line or with the reservations agent. Your Award redemption is then completed.
- If your ticket is not issued within the allotted time period, your reservation will be cancelled and miles re-credited to your account. Any expired miles in the Award will not be re-credited.
- THAI city ticketing offices with On-Line Service can issue THAI Award tickets instantly, while those THAI offices not yet on-line equipped require 3 working days for ticket issue.
- At a THAI city ticketing office the ticket holder must present a Royal Orchid Plus card or photo identification for ticket pick-up.

## Award Changes and Validity



- ♦ Award travel, both international and domestic, must be completed within 1 year of the ticket issue date.
- ♦ Prior to ticket issue, flight dates or routing, provided Award travel remains in the same zone, and the ticket holder name, member or Nominee, can be changed.
- ♦ All other changes require mileage to be re-credited and a new Award requested. Allow 3 working days for mileage re-credit.
- ♦ After ticketing, travel dates, flight numbers or re-routing for Thailand domestic travel can be changed with a fee.
- ♦ No mileage re-credit is permitted for domestic Award tickets.
- ♦ For international travel, only flight dates or numbers can be changed, with a fee. No other changes are permitted, but mileage can be re-credited, excluding any expired miles and subject to a fee. A new Award can then be requested. Routing changes or mileage re-credit after travel has commenced is not permitted.
- ♦ Totally unused and valid international Award tickets can be returned for mileage re-credit, subject to a fee.
- ♦ Lost or stolen international Award tickets can be reissued, subject to a fee. Mileage re-credit for these tickets in part or full is not permitted.
- ♦ Any expired miles contained in an Award will not be re-credited.



## Award Travel Conditions



- ♦ THAI only may issue Award tickets, on-line or at THAI city ticketing offices.
- ♦ No stopovers or connecting flights are permitted for Award travel within Thailand.
- ♦ International Award travel within zones 1 - 6 allows one stopover in each direction between origin and destination without fees.
- ♦ One open jaw at point of turnaround or origin, within the same country, is also allowed without fees. Backtracking is not permitted.
- ♦ International Award to/from a destination in Thailand that requires a flight connection must continue on the first available flight, for example: London - Chiang Mai via Bangkok. However one stopover during the Award journey is permitted subject to a fee.
- ♦ Backtracking, for example: Kuala Lumpur - Bangkok - Sydney, is only permitted on intercontinental Award travel without stopovers or with one stopover at connecting points in each direction, each stopover subject to fees.
- ♦ Backtracking on regional Award travel, for example: Hong Kong - Bangkok - Vientiane, is not allowed a stopover and must continue on the first available flight.
- ♦ An onward connecting flight within 24 hours is not considered a stopover.
- ♦ All taxes and surcharges associated with Award travel are the responsibility of the member or ticket holder and may be collected at ticket issue or during the Award journey.

## THAI One-Way Awards Chart

Zone	Description (One-Way)	Economy Class	Premium Economy Class	Royal Silk Class	Royal First Class
	Within Thailand	9,000	11,000	12,000	N/A
	Between Phuket and Chiang Mai	17,500	21,000	28,000	N/A
1	<b>Destinations up to 1,000 miles:</b> Dhaka, Hanoi, Ho Chi Minh City, Kuala Lumpur, Kunming, Penang, Phnom Penh, Singapore, Vientiane, Yangon	17,500	21,000	28,000	N/A
2	<b>Destinations from 1,001 - 2,000 miles:</b> Bengaluru, Chengdu, Chennai, Colombo, Denpasar, Guangzhou, Hong Kong, Hyderabad, Jakarta, Kathmandu, Kolkata, Manila, Mumbai, New Delhi, Shanghai, Taipei, Xiamen	24,500	31,500	38,500	49,000
3	<b>Destinations from 2,001 - 3,600 miles:</b> Beijing, Busan, Dubai, Fukuoka, Haneda, Islamabad, Karachi, Lahore, Muscat, Nagoya, Narita, Osaka, Perth, Sapporo, Seoul,	31,500	42,000	52,500	77,000
4	<b>Destinations from 3,601 - 4,800 miles:</b> Brisbane, Melbourne, Moscow, Sydney	38,500	49,000	68,500	105,000
5	<b>Destinations from 4,801 - 8,000 miles:</b> Auckland, Brussels, Copenhagen, Frankfurt, Johannesburg, London, Madrid, Milan, Munich, Paris,	49,000	77,000	89,000	129,000
6	<b>Destinations from 8,001 - 12,500 miles:</b> Los Angeles; between Europe or South Africa and Australia or New Zealand via Bangkok	63,000	89,000	118,000	160,000
7	<b>Destinations from 12,501 - 15,000 miles:</b> Between USA and Australia, New Zealand, Europe, South Africa	84,000	N/A	143,000	185,000

## THAI Round-Trip Awards Chart

Zone	Description (Round-Trip)	Economy Class	Premium Economy Class	Royal Silk Class	Royal First Class
	Within Thailand	15,000	17,500	20,000	N/A
	Between Phuket and Chiang Mai	25,000	30,000	40,000	N/A
1	<b>Destinations up to 1,000 miles:</b> Dhaka, Hanoi, Ho Chi Minh City, Kuala Lumpur, Kunming, Penang, Phnom Penh, Singapore, Vientiane, Yangon	25,000	30,000	40,000	N/A
2	<b>Destinations from 1,001 - 2,000 miles:</b> Bengaluru, Chengdu, Chennai, Colombo, Denpasar, Guangzhou, Hong Kong, Hyderabad, Jakarta, Kathmandu, Kolkata, Manila, Mumbai, New Delhi, Shanghai, Taipei, Xiamen	35,000	45,000	55,000	70,000
3	<b>Destinations from 2,001 - 3,600 miles:</b> Beijing, Busan, Dubai, Fukuoka, Haneda, Islamabad, Karachi, Lahore, Muscat, Nagoya, Narita, Osaka, Perth, Sapporo, Seoul	45,000	60,000	75,000	110,000
4	<b>Destinations from 3,601 - 4,800 miles:</b> Brisbane, Melbourne, Moscow, Sydney	55,000	70,000	98,000	150,000
5	<b>Destinations from 4,801 - 8,000 miles:</b> Auckland, Brussels, Copenhagen, Frankfurt, Johannesburg, London, Madrid, Milan, Munich, Paris, Rome, Stockholm, Zurich	70,000	110,000	130,000	185,000
6	<b>Destinations from 8,001 - 12,500 miles:</b> Los Angeles; between Europe or South Africa and Australia or New Zealand via Bangkok	90,000	89,000	170,000	230,000
7	<b>Destinations from 12,501 - 15,000 miles:</b> Between USA and Australia, New Zealand, Europe, South Africa	120,000	N/A	205,000	265,000

required in Royal First Class or Royal Silk Class, higher Zone 5 mileage is applied.

## Royal Orchid Plus Mileage Chart

### Bangkok to / from:

Auckland	5,974	Munich	5,459
Bengaluru	1,549	Muscat	2,830
Beijing	2,057	Nagoya	2,677
Brisbane	4,520	New Delhi	1,824
Brussels	5,747	Osaka	2,592
Busan	2,304	Oslo	5,380
Chengdu	1,186	Paris	5,858
Chennai	1,379	Penang	589
Colombo	1,485	Phnom Penh	322
Copenhagen	5,358	Perth	3,319
Denpasar	1,848	Rome	5,499
Dhaka	963	Seoul	2,286
Dubai	3,046	Shanghai	1,787
Frankfurt	5,584	Singapore	889
Fukuoka	2,313	Stockholm	5,167
Guangzhou	1,047	Sydney	4,679
Hanoi	606	Taipei	1,555
Ho Chi Minh City	453	Tokyo	2,869
Hong Kong	1,049	Vientiane	323
Hyderabad	1,500	Xiamen	1,354
Islamabad	2,206	Yangon	372
Jakarta	1,444	Zurich	5,618
Johannesburg	5,599	<b>Chiang Mai to / from:</b>	
Karachi	2,310	Kunming	491
Kathmandu	1,378	<b>Phuket to / from:</b>	
Kolkata	1,003	Chiang Mai	740
Kuala Lumpur	754	Perth	3,004
Kunming	784	Taipei	1,919
Kuwait	3,521	<b>Hong Kong to / from:</b>	
Lahore	2,067	Phuket	1,427
London	5,928	Seoul	1,295
Los Angeles	8,256	<b>Dubai to / from:</b>	
Madrid	6,326	Chennai	1,826
Manila	1,363	<b>Karachi to / from:</b>	
Melbourne	4,568	Muscat	550
Milan	5,610	<b>Seoul to / from:</b>	
Moscow	4,391	Taipei	921
Mumbai	1,878	Los Angeles	5,973

## THAI Upgrade Awards



Upgrade Awards are in conjunction with international paid tickets, and the paid fare with stipulated booking class codes determines the miles required.

When paying a discounted Economy Class fare you can choose between upgrading to Premium Economy Class or Royal Silk Class, with applicable miles (subject to aircraft configuration).

With any published Royal Silk Class fare, an upgrade takes you to the pure luxury of Royal First Class.

Treat yourself, or one of your Nominees, and enjoy upgraded travel on THAI.

### Reservation and Ticketing Tips and Conditions

- Upgrades are valid for international one-way, one sector confirmed travel.
- After the paid ticket has been issued contact THAI reservations not less than 24 hours prior to scheduled departure to request your upgrade. Award tickets, airline industry or non-revenue tickets are not eligible for upgrading.
- After upgraded travel is confirmed miles are deducted from your account and upgrading is completed in your reservation.
- Should you need to change your flight date, contact THAI reservations and upgraded travel will be applied to your new flight date, subject to availability.
- Should you need to cancel your upgraded travel, again contact THAI reservations and miles will be re-credited, less any expiring miles.
- Mileage earned is based on the original paid fare.
- Upgrades are subject to aircraft configuration.
- Any applicable taxes are the responsibility of the ticket holder.
- Upgrades are not valid on STA, SATA, Award, Barter, ID, AD, or other promotional or discounted tickets designated as ineligible by THAI.



## Mileage Upgrade Awards on THAI Chart

Zone	Mileage Upgrades One way One sector	Economy Class (Y, B, M) to Royal Silk Class	Economy Class (H, Q, S, T, K) to Royal Silk Class	Economy Class (G, V, W) to Royal Silk Class	Economy Class (Y, B, M, H, Q, S, T, K) to Premium Economy Class	Economy Class (G, V, W) to Premium Economy Class	Premium Economy Class (U) to Royal Silk Class	Royal Silk Class (C, D, J) to Royal First Class
1	<b>Destinations up to 1,000 miles:</b> Between Bangkok and: Dhaka, Hanoi, Ho Chi Minh City, Kuala Lumpur, Kunming, Penang, Phnom Penh, Singapore, Vientiane, Yangon	16,000 UY11	20,000 UE11	22,000 UG11	12,000 UEL1	14,000 UGL1	15,000 UUI1	N / A
2	<b>Destinations from 1,001 - 2,000 miles:</b> Between Bangkok and: Bengaluru, Chennai, Chengdu, Colombo, Denpasar, Guangzhou, Hong Kong, Hyderabad, Jakarta, Kathmandu, Kolkata, Manila, Mumbai, New Delhi, Shanghai, Taipei, Xiamen	20,000 UY12	25,000 UE12	27,000 UG12	17,000 UEL2	22,000 UGL2	19,000 UUI2	35,000 UC02
3	<b>Destinations from 2,001 - 3,600 miles:</b> Between Bangkok and: Beijing, Busan, Dubai, Fukuoka, Haneda, Islamabad, Karachi, Lahore, Muscat, Nagoya, Narita, Osaka, Perth, Sapporo Seoul,	24,000 UY13	30,000 UE13	35,000 UG13	20,000 UEL3	28,000 UGL3	22,000 UUI3	40,000 UC03
4	<b>Destinations from 3,601 - 4,800 miles:</b> Between Bangkok and: Brisbane, Melbourne, Moscow, Sydney	34,000 UY14A	44,000 UE14A	56,000 UG14A	23,000 UEL4	32,000 UGL4	25,000 UUI4	52,000 UC04A
5	<b>Destinations from 4,801 - 8,000 miles:</b> Between Bangkok and: Auckland, Brussels, Copenhagen, Frankfurt, Johannesburg, London, Madrid, Milan, Munich, Paris, Rome, Stockholm, Zurich	38,000 UY15A	50,000 UE15A	70,000 UG15A	25,000 UEL5	42,000 UGL5	28,000 UUI5	58,000 UC05A
6	<b>Destinations from 8,001 - 12,500 miles:</b> Between Bangkok and: Los Angeles	46,000 UY16A	58,000 UE16A	81,000 UG16A	30,000 UEL6	52,000 UGL6	35,000 UUI6	69,000 UC06A

## Star Alliance Award Travel



The ever-expanding Star Alliance network covers 6 continents, from the world's capitals to secluded islands. Star Alliance Awards are for round-trip travel and can be redeemed on a single Star Alliance airline, or on two or more airlines that may include THAI.

- ◆ Travel must be on the most direct route possible and return to the country of origin.
- ◆ One enroute stopover in each direction is allowed per Award journey. One open jaw at point of turnaround or origin in the same country is allowed.
- ◆ Stopovers are not permitted in the country of origin or when traveling within a single country.
- ◆ Backtracking is allowed when required by the Star Alliance network for connecting flights only, and stopovers are not allowed when backtracking.
- ◆ Mixing of classes is not permitted. When redeeming First Class Award travel, mileage required is applied even if First Class is not operated on some sectors.
- ◆ All taxes and surcharges associated with Award travel are the responsibility of the member or ticket holder and may be collected at ticket issue or during the Award journey.
- ◆ For Around the World travel the following conditions apply:
  - Travel must be in continuous westbound/eastbound direction and return to the country where travel originated.
  - Award travel is valid for a minimum of 10 days and maximum of 1 year from the date of ticket issue.
  - Maximum 10 stopovers and minimum 3 stopovers, with one single open jaw permitted during the Award journey.
  - One stopover is allowed in any one city with two stopovers in any one country. No stopovers are allowed in the country of origin.
  - Side trips require an additional Award, or a separate paid ticket.
- ◆ Star Alliance Award ticket validity and conditions are as per THAI Award travel.



## Royal Orchid Plus Sta

	A	B	C	D	E	N
Zone	Asia 1	Asia 2	Asia 3	Central Asia/ Middle East	Australia	
A Asia 1	35,000	50,000	60,000	65,000	70,000	
	SEAA	SEAB	SEAC	SEAD	SEAE	
	55,000	75,000	90,000	100,000	127,000	
	SBAA	SBAB	SBAC	SBAD	SBAE1	
	70,000	100,000	120,000	130,000	173,000	
B Asia 2	SFAA	SFAB	SFAC	SFAD	SFAE1	
	50,000	50,000	60,000	70,000	70,000	
	SEBA	SEBB	SEBC	SEBD	SEBE	
	75,000	75,000	90,000	105,000	127,000	
	SBBA	SBBB	SBBC	SBBD	SBBE1	
C Asia 3	100,000	100,000	120,000	140,000	173,000	
	SFBA	SFBB	SFBC	SFBD	SFBE1	
	60,000	60,000	40,000	80,000	90,000	
	SECA	SECB	SECC	SECD	SECE	
	90,000	90,000	55,000	120,000	150,000	
D Central Asia/ Middle East	SBCA	SBCB	SBCC	SBCD	SBCE1	
	120,000	120,000	70,000	160,000	196,000	
	SFCA	SFCB	SFCC	SFCD	SFCE1	
	65,000	70,000	80,000	35,000	85,000	
	SEDA	SEDB	SEDC	SEDD	SEDE	
E Australia	100,000	105,000	120,000	50,000	140,000	
	SBDA	SDBB	SDBC	SBD	SBD	
	130,000	140,000	160,000	70,000	190,000	
	SFDA	SFDB	SFDC	SFDD	SFDE	
	70,000	70,000	90,000	85,000	30,000	
F New Zealand/ Oceania	SEEA	SEEB	SEEC	SEED	SEEE	
	127,000	127,000	150,000	140,000	45,000	
	SBEA1	SBE1	SBE1	SBE1	SBE1	
	173,000	173,000	196,000	190,000	70,000	
	SFEA1	SFE1	SFE1	SFE1	SFE1	
G Hawaii	80,000	80,000	110,000	110,000	35,000	
	SEFA	SEFB	SEFC	SEFD	SEFE	
	138,000	138,000	173,000	160,000	50,000	
	SBFA1	SBFB1	SBFC1	SBFD	SBFE	
	196,000	196,000	219,000	210,000	75,000	
H Europe/ North Africa	SFFA1	SFFB1	SFFC1	SFFD	SFFE	
	80,000	80,000	50,000	120,000	50,000	
	SEGA	SEGB	SEGC	SEGD	SEGE	
	161,000	161,000	86,000	180,000	75,000	
	SBGA1	SBGB1	SBGC1	SBGD	SBGE	
I South/ Central Africa	196,000	196,000	115,000	240,000	100,000	
	SFGA1	SFGB1	SFGC1	SFGD	SFGE	
	80,000	80,000	100,000	40,000	130,000	
	SEHA	SEHB	SEHC	SEHD	SEHE	
	144,000	144,000	173,000	60,000	170,000	
J North America	SBHA1	SBHB1	SBHC1	SBHD	SBHE	
	207,000	207,000	219,000	80,000	210,000	
	SFHA1	SFHB1	SFHC1	SFHD	SFHE	
	95,000	95,000	120,000	120,000	110,000	
	SEIA	SEIB	SEIC	SEID	SEIE	
K Central/ South America	155,000	155,000	184,000	150,000	180,000	
	SBIA1	SBIB1	SBIC1	SBID	SBIE	
	207,000	207,000	242,000	170,000	220,000	
	SFIA1	SFIB1	SFIC1	SFID	SFIE	
	110,000	110,000	80,000	120,000	100,000	
	SEJA	SEJB	SEJC	SEJD	SEJE	
	192,000	192,000	144,000	180,000	150,000	
	SBJA1	SBJB1	SBJC1	SBJD	SBJE	
	264,000	264,000	192,000	210,000	180,000	
	SFJA1	SFJB1	SFJC1	SFJD	SFJE	
	120,000	120,000	110,000	120,000	110,000	
	SEKA	SEKB	SEKC	SEKD	SEKE	
	207,000	207,000	190,000	180,000	175,000	
	SBKA1	SBKB1	SBKC1	SBKD	SBKE	
	276,000	276,000	207,000	240,000	200,000	
	SFKA1	SFKB1	SFKC1	SFKD	SFKE	



## Star Alliance Awards Chart

	F	G	H	I	J	K
	New Zealand/ Oceania	Hawaii	Europe/ North Africa	South/ Central Africa	North America	Central/ South America
	80,000 SEAF	80,000 SEAG	80,000 SEAH	95,000 SEAI	110,000 SEAJ	120,000 SEAK
	138,000 SBAF1	161,000 SBAG1	144,000 SBAH1	155,000 SBAI1	192,000 SBAJ1	207,000 SBAK1
	196,000 SFAF1	196,000 SFAG1	207,000 SFAH1	207,000 SFAI1	264,000 SFAJ1	276,000 SFAK1
	80,000 SEBF	80,000 SEBG	80,000 SEBH	95,000 SEBI	110,000 SEBJ	120,000 SEBK
	138,000 SBBF1	161,000 SBBG1	144,000 SBBH1	155,000 SBBI1	192,000 SBBJ1	207,000 SBBK1
	196,000 SFBF1	196,000 SFBG1	207,000 SFBH1	207,000 SFBH1	264,000 SFBJ1	276,000 SFBK1
	110,000 SECF	50,000 SECG	100,000 SECH	120,000 SECI	80,000 SECI	110,000 SECK
	173,000 SBCF1	86,000 SBCG1	173,000 SBCH1	184,000 SBCI1	144,000 SBCJ1	190,000 SBCK1
	219,000 SFCF1	115,000 SFCG1	219,000 SFCH1	242,000 SFCI1	192,000 SFCJ1	207,000 SFCK1
	110,000 SEDF	120,000 SEDG	40,000 SEDH	120,000 SEDI	120,000 SEDJ	120,000 SEDK
	160,000 SBDG	180,000 SBDG	60,000 SBDH	150,000 SBDI	180,000 SBDJ	180,000 SBDK
	210,000 SDFD	240,000 SFDG	80,000 SFDH	170,000 SFDI	210,000 SFDJ	240,000 SFDK
	35,000 SEEF	50,000 SEEG	130,000 SEEH	110,000 SEEI	100,000 SEEE	110,000 SEEK
	50,000 SBEF	75,000 SBEG	170,000 SBEH	180,000 SBEI	150,000 SBEJ	175,000 SBEK
	75,000 SFEF	100,000 SFEH	210,000 SFEH	220,000 SFEI	180,000 SFEJ	200,000 SFEK
	30,000 SEFF	40,000 SEFG	140,000 SEFH	120,000 SEFI	80,000 SEFJ	110,000 SEFK
	45,000 SBFF	60,000 SBFG	190,000 SBFH	200,000 SBFI	130,000 SBFJ	165,000 SBFK
	70,000 SFFF	80,000 SFFG	220,000 SFFH	280,000 SFFI	140,000 SFFJ	180,000 SFFK
	40,000 SEGF	N/A	120,000 SEGH	120,000 SEGI	50,000 SEGJ	110,000 SEKK
	60,000 SBGF	N/A	220,000 SBGH	260,000 SBGI	90,000 SBGJ	150,000 SBGK
	80,000 SFGF	N/A	260,000 SFGH	280,000 SFGI	150,000 SFGJ	200,000 SFGK
	140,000 SEHF	120,000 SEHG	40,000 SEHH	100,000 SEHI	70,000 SEHJ	110,000 SEHK
	190,000 SBHF	220,000 SBHG	55,000 SBHH	145,000 SBHI	125,000 SBHJ	165,000 SBHK
	220,000 SFHF	260,000 SFHG	70,000 SFHH	220,000 SFHI	160,000 SFHJ	180,000 SFHK
	120,000 SEIF	120,000 SEIG	100,000 SEIH	35,000 SEII	120,000 SEIJ	120,000 SEIK
	200,000 SBIF	260,000 SBIG	145,000 SBIH	55,000 SBII	200,000 SBIJ	200,000 SBIK
	280,000 SFIF	280,000 SFIG	220,000 SFIH	70,000 SFII	240,000 SFIJ	240,000 SFIK
	80,000 SEJF	50,000 SEJG	70,000 SEJH	120,000 SEJI	40,000 SEJJ	60,000 SEJK
	130,000 SBJF	90,000 SBJG	125,000 SBJH	200,000 SBJI	55,000 SBJJ	105,000 SBJK
	140,000 SFJF	150,000 SFJG	160,000 SFJH	240,000 SFJI	70,000 SFJJ	140,000 SFJK
	110,000 SEKF	110,000 SEKG	110,000 SEKH	120,000 SEKI	60,000 SEKJ	40,000 SEKK
	165,000 SBKF	150,000 SBKG	165,000 SBKH	200,000 SBKI	105,000 SBKJ	60,000 SBKK
	180,000 SFKF	200,000 SFKG	180,000 SFKH	240,000 SFKI	140,000 SFKJ	80,000 SFKK
	Round the World (First Class)	480,000 SRTWO	Round the World (Business Class)	340,000 SRTWI	Round the World (Economy Class)	220,000 SRTWX

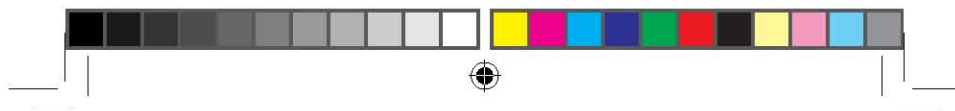


#### Star Alliance Awards Zone Definitions

Asia 1:	Bangladesh, Cambodia, Laos, Malaysia, Myanmar, Singapore, Thailand, Vietnam
Asia 2:	Bhutan, Brunei, China South (Cities south of Shanghai), India, Indonesia, Maldives, Nepal, Sri Lanka, Taiwan, Philippines
Asia 3:	China North (Cities north of and including Shanghai), Japan, Korea, Mongolia
Australia:	Australia, Palau, Papua New Guinea
New Zealand and Oceania:	New Zealand, Cook Islands, Fiji, New Caledonia, Norfolk Island, Samoa, Tahiti, Tonga, Vanuatu
Hawaii:	Guam, Hawaiian Islands, Saipan
Central Asia and Middle East:	Armenia, Azerbaijan, Bahrain, Egypt, Georgia, Iran, Iraq, Israel, Jordan, Kazakhstan, Kuwait, Kyrgyzstan, Lebanon, Oman, Pakistan, Qatar, Saudi Arabia, Syria, Tajikistan, Turkmenistan, United Arab Emirates, Uzbekistan, Yemen
Europe and North Africa:	Albania, Algeria, Andorra, Austria, Belarus, Belgium, Bosnia, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark (incl. Greenland), Estonia, France, Finland, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Libya, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Morocco, Poland, Portugal, Norway, Romania, Russia, Slovenia, Spain, Sweden, Switzerland, The Netherlands, Tunisia, Turkey, Ukraine, United Kingdom
North America and (the Caribbean):	USA (excl. Hawaii), Canada, Cayman Islands, Curacao, Bahamas, Anguilla, Antigua, Aruba, Barbados, Bermuda, Cuba, Dominica, Dominican Republic, Grenada, Haiti, Jamaica, Martinique, Nevis, St. Kitts, St. Lucia, St. Martin, Trinidad and Tobago, Turks and Caicos, Virgin Islands (UK&US)
Central and South America:	Argentina, Belize, Bolivia, Brazil, Chile, Columbia, Costa Rica, Ecuador, El Salvador, French Guinea, Guatemala, Guyana, Honduras, Mexico, Nicaragua, Panama, Paraguay, Peru, Suriname, Uruguay, Venezuela
South and Central Africa:	Angola, Benin, Botswana, Burkina Faso, Burundi, Cameroon, Cape Verde, Central African Republic, Chad, Congo, Djibouti, Equatorial Guinea, Eritrea, Ethiopia, Gabon, Gambia, Ghana, Guinea-Bissau, Ivory Coast, Kenya, Lesotho, Liberia, Malawi, Mali, Mauritania, Mauritius, Madagascar, Mozambique, Namibia, Niger, Nigeria, Rwanda, Senegal, Seychelles, Sierra Leone, Somalia, South Africa, Sudan, Tanzania, Togo, Uganda, Zaire, Zambia, Zimbabwe

Note: All destinations may not be available on the Star Alliance network.





## Star Alliance Upgrade Awards

Royal Orchid Plus miles can be redeemed for upgrades with Star Alliance airlines. Enjoy more comfort to more destinations across the world's largest network.

Upgrades are one-way, one sector travel and are subject to paid fares in specific booking classes currently with:\*

Zone Distance	Economy Class (Y, B Booking Classes only) to Business Class	Business Class (D, C Booking Classes only) to First Class
Up to 1,000 miles	25,000 miles	30,000 miles
1,001 - 2,000 miles	30,000 miles	40,000 miles
2,001 - 3,000 miles	35,000 miles	45,000 miles
3,001 - 4,500 miles	48,000 miles	60,000 miles
4,501 - 6,000 miles	60,000 miles	72,000 miles
6,001 miles and up	70,000 miles	80,000 miles



To redeem a Star Alliance Upgrade Award for yourself, or an Award Nominee, ensure that a valid ticket has been issued, then contact THAI reservations world-wide.



Unlike Star Alliance Awards that are based on geographical zones, Star Alliance Upgrade Awards are based on distance flown. When contacting THAI reservations, state the sector on which you wish to upgrade and staff will determine the number of miles required and request your upgraded travel.

Upgrades are subject to availability, and on confirmation your upgrade is stored electronically and accepted at check-in.

\*Star Alliance Upgrade Awards are valid on participating carriers, can be used in conjunction with stipulated paid fares, and are subject to availability. Updates on participating carriers can be viewed at [www.thaiairways.com/rop](http://www.thaiairways.com/rop) at Redeeming Awards.



## Hotel Awards



At a wide selection of partner hotels in Thailand and abroad, redeeming a free hotel stay is at your fingertips. A complete list of participating hotels is available at [www.thaiairways.com/rop](http://www.thaiairways.com/rop) at Redeeming Awards. Please ensure the correct Certificate is redeemed for your preferred hotel.

### Collection 1

Hotel Award Stay	Miles
1 Night	12,000
2 Consecutive Nights	22,000
3 Consecutive Nights	32,000

### Collection 2

Hotel Award Stay	Level 1	Level 2	Level 3
1 Night	14,000	24,000	43,000
2 Consecutive Nights	28,000	48,000	86,000
3 Consecutive Nights	42,000	72,000	129,000

## Redemption Tips and Conditions

- Hotel Awards can be redeemed on-line in the name of the member, or for an Award Nominee. Awards are in the form of a Certificate and are delivered by post. Please allow 4 - 6 weeks for delivery.
- Participating hotels can be viewed at [www.thaiairways.com/rop](http://www.thaiairways.com/rop) and go to Redeeming Awards.
- Be sure to redeem the correct Certificate for your Award stay. Hotels can refuse to honor a booking if an incorrect Certificate is presented at check-in.
- Plan ahead for Hotel Award stays as rooms are based on availability and blackout dates may apply.
- Request a reservation using the contact information available at [www.thaiairways.com/rop](http://www.thaiairways.com/rop) or the hotel directly stating that payment will be in the form of a Royal Orchid Plus Certificate.
- Certificates are accepted for room payments only. All applicable taxes, service charges and expenses incurred during Award stays are the responsibility of the Certificate holder.
- Certificates are valid for one year from the date of issue, and the Award stay must be completed before the Certificate expiry date. Expired Certificates cannot be re-credited or reissued.
- Royal Orchid Plus is not responsible in the event of Certificate postal delivery failure.

## Excess Baggage Awards



When departing from Bangkok only, miles can be used as payment for excess baggage beginning at 10 kgs. over your allotted weight, or using the piece concept to the USA, and for additional increments of 5 kgs. up to a maximum of 30 kgs.

At Bangkok airport check-in, at least 2 hours prior to flight departure, determine the amount of excess baggage and go to the THAI ticketing office where miles are instantly deducted from your account, then present the receipt at check-in. Members can also redeem miles for an Award Nominee, however you must also be present at check-in to authorize mileage deduction from your account.

Zone	Country	Up to 10 Excess Kgs.	Each 5 Kgs. More
1	Cambodia, Laos, Malaysia, Myanmar, Singapore, Vietnam	4,000 miles	2,000 miles
2	Bangladesh, China (south - excluding Shanghai, Beijing), India, Indonesia, Philippines, Sri Lanka, Taiwan	6,000 miles	3,000 miles
3	China (north - Shanghai, Beijing), Dubai, Japan, Korea, Oman, Pakistan	10,000 miles	5,000 miles
4	Australia, New Zealand	15,000 miles	7,500 miles
5	Denmark, France, Germany, Italy, Russia, Spain, Switzerland, UK	20,000 miles	10,000 miles
6	USA	25,000 miles (per piece)	N/A

Note: Available departing from Bangkok to THAI destinations in listed countries.

## Promotional Awards

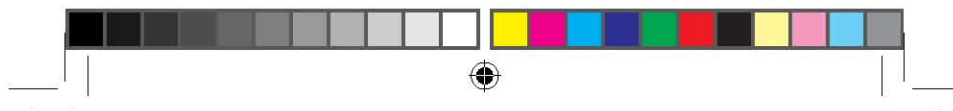


Additional Promotional Awards, that may include subscriptions to lifestyle magazines, spa treatments and more, can be redeemed on-line at [www.thaiairways.com/rop](http://www.thaiairways.com/rop) at Redeeming Awards. Be sure to browse from time to time for these promotional Award redemptions.



## Mileage Accumulation Rules

1. Miles can be earned on all scheduled THAI, Star Alliance flights except on code share flights with aircraft not operated by THAI or a Star Alliance airline. On airlines which have a joint agreement with THAI, mileage may be accrued on certain flights only.
2. It is the responsibility of each member to state or enter their membership number at the point of reservation, and present their membership card at check-in to help ensure automatic mileage tracking. THAI reserves the right to deny mileage claims when membership information has not been included or presented as required.
3. Members receive mileage credit based on distance between origin and destination, as determined by THAI and/or Star Alliance airlines. When travel is via connecting flights that requires a change of flight number, mileage credit is for each segment. Connecting flights without a change of flight number, including an aircraft change, will receive mileage credit for travel from origin to the final destination.
4. Mileage accumulated on THAI and Star Alliance airlines is determined by the fare paid and the class of service flown. Actual miles flown are earned in: Economy Class\* - 100%, Premium Economy Class - 110%, Business Class - 125%, First Class - 150%. On international THAI flights on discounted Economy Class fares in G booking class earns 50% miles, and V, W, booking classes earns 25% of actual miles flown. For THAI domestic flights of less than 500 miles in distance a minimum of 500 miles are earned in all paid booking classes. On Star Alliance airlines, discounted fares with designated booking class codes, or designated routes, may be eligible for reduced mileage accrual or may not earn miles. On all upgraded travel, mileage is earned based on the original paid fare. Current information on mileage accrual is available at [www.thaiairways.com/rop](http://www.thaiairways.com/rop) at Earning Miles and THAI reserves the right to change, reduce or alter mileage accrual on THAI, or Star Alliance airlines without prior notice.
5. Mileage is accrued only by the member who travels, regardless of who pays for the ticket. Mileage will not be accrued on unused, forfeited, refunded, Award, free, no value, agency/industry, denied boarding, barter, infant fares, unpublished fares and on all non-revenue tickets.



6. Mileage is accumulated solely by the enrolled member and cannot be combined with or transferred to the accounts of other members, or combined with or transferred to other Star Alliance or partner loyalty programme accounts. Miles cannot be willed as part of an estate or transferred from a deceased member's account. THAI reserves the right to cancel membership, void all mileage credit and cancel previously issued Awards or tickets under any account which is used by more than one person or used fraudulently, with or without prior notice.
7. All travel documentation, including tickets, boarding passes, electronic ticket payment and other payment receipts should be retained until mileage has been credited to accounts.
8. For mileage that is not automatically credited to members accounts, documentation is required: flight ticket copies or electronic ticket payment receipts and original boarding passes for eligible flights, payment receipts and/or rental contracts with Travel Partners. When possible, claims can be submitted on-line with THAI or with Travel Partners that offer an on-line claim service within 6 months of the activity date. Mileage claims can also be submitted to the Members Service Centre or to any THAI ticketing office world-wide within 6 months after the activity date. Successful delivery of all documentation is the sole responsibility of the member.
9. If travel is re-routed or members are transferred to another carrier due to operational reasons on the day of scheduled travel, a claim with required supporting document can be submitted for consideration.
10. Mileage will not be earned for flight cancellations due to conditions that THAI cannot control, and THAI is the final authority for all mileage accrual and credit in the Royal Orchid Plus Programme.

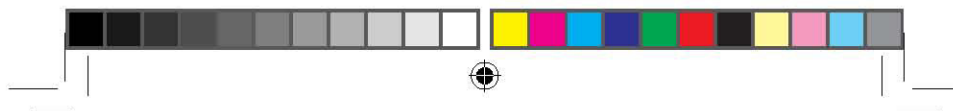




## Programme Terms and Conditions

Membership in the Royal Orchid Plus Programme is subject to the following Terms and Conditions. These Terms and Conditions may be revised by THAI at anytime.

1. The Royal Orchid Plus Programme is open to any person 2 years of age or older who has a mailing address in Thailand or any country which has not prohibited participation in frequent flyer programme.
2. Corporations or other legal entities cannot be enrolled as members.
3. Only one person can be enrolled per Royal Orchid Plus account. Membership will be listed under the participant's full name in English including title (Mr. Mrs. etc.). The individual's signature or electronic acceptance of Terms and Conditions is required for enrolment and/or name or address changes. (Documentation of legal name change must be attached).
4. To participate in the Royal Orchid Plus Programme, the applicant must submit a completed and signed enrolment form to THAI, or enrol on-line at [www.thaiairways.com/rop](http://www.thaiairways.com/rop) indicating acceptance of the Terms and Conditions of Royal Orchid Plus. THAI has the sole right to interpret and apply Programme Rules.
5. Membership numbers and accrued mileage are non-transferable from one programme to another or one member to another under any circumstance. Retroactive credit on THAI or participating airline partners will not be given for flights taken prior to enrolment.
6. THAI reserves the right to cease delivery of Royal Orchid Plus Programme printed or electronic updates and related materials to any member who does not meet active criteria as determined by THAI.
7. THAI takes no responsibility for any disruption or loss of Programme updates or literature when delivering by surface mail or by electronic channels.
8. To attain Silver or Gold membership in the Programme members must earn specified Qualifying Miles within either a 12 rolling month period or a 24 rolling month period. Silver status requires 10,000 Qualifying Miles within 12 rolling months or 15,000 Qualifying Miles within 24 rolling months. Gold status requires 50,000 Qualifying Miles within 12 rolling months or 80,000 Qualifying Miles in 24 rolling months. Gold status may also be attained by completing 40 international sectors on THAI, excluding travel in G, V, W booking classes within a 12 rolling month period. Qualifying miles are defined as actual miles flown, subject to paid fare, on THAI and Star Alliance operated flights, and include applicable class of service Bonus Miles. All bonus and promotional miles as well as all other partner miles are excluded from membership evaluation.
9. On attaining Silver or Gold membership you will receive your Royal Orchid Plus Member's Silver card and related materials. Please allow 3 weeks for delivery.
10. To retain Silver or Gold status members must earn specified Qualifying Miles within the current 24 month validity of status.



For Silver status, 10,000 Qualifying Miles within either 12 month period, or 15,000 Qualifying Miles within the entire 24 month period. For Gold status, 50,000 Qualifying Miles within either 12 month period, complete 40 international sectors on THAI, excluding travel in G,V,W, booking classes, or 80,000 miles within the entire 24 month period.

11. After enrolment any stored information relating to membership can be used for THAI, partner and third party marketing or communications purposes to the extent to which the member has consented in their enrolment with Royal Orchid Plus.
12. The Terms and Conditions shall be governed by and construed in accordance with the laws of Thailand. However, some local laws may prohibit participation in frequent flyer Programmes or require alterations to the rules applicable to the Programme. THAI will not be liable when complying with such local laws.
13. Any tax liability arising from the redemption of Awards is the sole responsibility of the member and THAI makes no warranty or representation in relation to such tax liability.
14. Miles are valid for 3 calendar years. Miles accrued in each quarter of any given year, and not redeemed, expire at the end of the corresponding quarter 3 years thereafter. Expiring miles that are not redeemed by the last day in each quarter are void and deleted from accounts.
15. THAI may change the Royal Orchid Plus Programme rules, regulations, benefits, conditions of participation or mileage levels, in whole or in part at any time with or without notice, even though change may affect the value of the mileage or Awards already issued. THAI may change or terminate Programme partners, withdraw, limit, modify or cancel any Award, increase the mileage required for, or fees associated with any Award, modify or regulate the transferability of Awards or benefits, add unlimited number of blackout dates, or limit the number of seats available to any or all destinations.
16. The selling, purchasing, bartering, auctioning or exchanging of all Royal Orchid Plus Awards or Miles, or any Royal Orchid Plus product or services including Award tickets, for compensation is strictly prohibited. THAI reserves the right to withhold or confiscate Award documents, void remaining miles close accounts, terminate membership, with or without notice, and take legal action in the event of any member found to be conducting a commercial transaction with third parties involving Awards or Miles, or any Royal Orchid Plus product or services.
17. Thai Airways International and Royal Orchid Plus will not be held responsible for any unauthorized changes of Nominees or be held liable when issuing Awards for designated Nominees.
18. THAI reserves the right to terminate the Royal Orchid Plus Programme at any time.

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