



Member's Handbook

Table of Contents

Earning Miles	1-2
Travel Partners	3-4
Mileage Validity	5
Mileage Credit	5
Tracking Interruptions	5
Mileage Claims	6
Keeping in Touch	7
THAI Contact Centre	7
On-Line Service Locations	8
Benefits and Recognition	9
Benefits with THAI	10
Benefits with THAI and Star Alliance Airlines	11
Redeeming Miles	11
Award Eligibility	12
Service Fees	12
Mileage Purchase	13
Air Awards	14
Air Awards on THAI	14
THAI Award Travel	15-17
THAI One-Way Awards Chart	18
THAI Round-Trip Awards Chart	19
Royal Orchid Plus Mileage Chart	20
THAI Upgrade Awards	21
Mileage Upgrade Awards on THAI Chart	22
Star Alliance Award Travel	23
Star Alliance Awards Chart	24-25
Star Alliance Awards Zone Definitions	26
Star Alliance Upgrade Awards	27
Hotel Awards	28
Excess Baggage Awards	29
Promotional Awards	29
Mileage Accumulation Rules	30-31
Programme Terms and Conditions	32-33

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 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% / No Miles

*On international THAI flights G Class - 50%, V/W Classes - no miles.

On THAI flights less than 500 miles in distance a minimum of 500 miles is earned, except for international travel in V/W classes that are not eligible for mileage accrual. A minimum of 500 miles is earned on G, V, W booking classes for THAI domestic travel.

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 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 at Earning Miles for current Travel Partner information.

Hotel Partners



Car Rental Partners



Communication Partners



Credit Card Partners



Mileage Validity

Miles accrued in 1 calendar year remain valid until the end of the 3rd calendar year thereafter. Expiring miles appear on print and on-line statements, and must be redeemed by stipulated dates each year or are deleted from accounts.

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

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 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 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: ropsvc@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
Krabi, Thailand	66 (0) 75 701 591-3
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
Osaka, Japan	81 3 3503 3311
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

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. Platinum status is by invitation only.

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

There are 3 evaluation methods, based on a calendar year and from the month you enroll or attain and retain each successive membership level. For example, if you enrolled as a Royal Orchid Plus member in the month of March 2011, you would need to meet this Qualifying Mile criteria to attain Silver or Gold status.

Evaluation Period	Silver	Gold
March 2011 - 31 December 2011	10,000 Qualifying Miles	50,000 Qualifying Miles 40 international sectors on THAI*
01 January 2012 - 31 December 2012	10,000 Qualifying Miles	50,000 Qualifying Miles 40 international sectors on THAI*
March 2011 - 31 December 2012	15,000 Qualifying Miles	80,000 Qualifying Miles

*Excluding G, V, W classes.

To retain Silver or Gold status, accounts are evaluated again each month using the 3 evaluation criteria. If you attained Silver or Gold status in October 2010 you would need to meet this Qualifying Mile criteria to renew your status for a further 2 years.

Please note that the remaining months in the year that Silver or Gold status is attained are not included in renewal evaluations.

Evaluation Period	Silver	Gold
01 January 2011 - 31 December 2011	10,000 Qualifying Miles	50,000 Qualifying Miles 40 international sectors on THAI*
01 January 2011 - 31 October 2012	15,000 Qualifying Miles	80,000 Qualifying Miles
01 January 2012 - 31 October 2012	10,000 Qualifying Miles	50,000 Qualifying Miles 40 international sectors on THAI*

*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 at your convenience.
- 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 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 <ul style="list-style-type: none"> • Within Thailand • International Star Alliance Awards	500 / 16 1,200 / 40 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 Intercontinental Hotel Award Certificates	3,750 / 125 / 10,000 miles 5,700 / 190 / 15,000 miles 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.thaairways.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.thaairways.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 OWET1	N/A	12,000 OWBT1	N/A
1	Destinations up to 1,000 miles: Dhaka, Hanoi, Ho Chi Minh City, Kuala Lumpur, Kunming, Penang, Phnom Penh, Singapore, Vientiane, Yangon	17,500 OWTG1E	21,000 OWTG1L	28,000 OWTG1B	N/A
2	Destinations from 1,001 - 2,000 miles: Bengaluru, Chengdu, Chennai, Colombo, Denpasar, Guangzhou, Hong Kong, Hyderabad, Jakarta, Kathmandu, Kolkata, Manila, Mumbai, New Delhi, Shanghai, Taipei, Xiamen	24,500 OWTG2E	31,500 OWTG2L	38,500 OWTG2B	49,000 OWTG2F
3	Destinations from 2,001 - 3,600 miles: Beijing, Busan, Dubai, Fukuoka, Islamabad, Karachi, Lahore, Muscat, Nagoya, Osaka, Perth, Seoul, Tokyo	31,500 OWTG3E	42,000 OWTG3L	52,500 OWTG3B	77,000 OWTG3F
4	Destinations from 3,601 - 4,800 miles: Brisbane, Melbourne, Moscow, Sydney	38,500 OWTG4E	49,000 OWTG4L	68,500 OWTG4BA	105,000 OWTG4FA
5	Destinations from 4,801 - 8,000 miles: Auckland, Brussels, Copenhagen, Frankfurt, Johannesburg, London, Madrid, Milan, Munich, Paris, Rome, Stockholm, Zurich	49,000 OWTG5E	63,000 OWTG5L	89,000 OWTG5BA	129,000 OWTG5FA
	Between Thailand and Copenhagen or Stockholm*	49,000 OWTG5EAA	63,000 OWTG5LAA	77,000 OWTG5BAA	112,000 OWTG5FAA
6	Destinations from 8,001 - 12,500 miles: Los Angeles; between Europe or South Africa and Australia or New Zealand via Bangkok	63,000 OWTG6E	77,000 OWTG6L	118,000 OWTG6BA	160,000 OWTG6FA
7	Destinations from 12,501 - 15,000 miles: Between USA and Australia, New Zealand, Europe, South Africa	84,000 OWTG7E	N/A	143,000 OWTG7BA	185,000 OWTG7FA

*If onward travel between Thailand and Copenhagen or Stockholm is

THAI Round-Trip Awards Chart

Zone	Description (Round-Trip)	Economy Class	Premium Economy Class	Royal Silk Class	Royal First Class
	Within Thailand	15,000 ET1	N/A	20,000 BT1	N/A
1	Destinations up to 1,000 miles: Dhaka, Hanoi, Ho Chi Minh City, Kuala Lumpur, Kunming, Penang, Phnom Penh, Singapore, Vientiane, Yangon	25,000 TG1E	30,000 TG1L	40,000 TG1B	N/A
2	Destinations from 1,001 - 2,000 miles: Bengaluru, Chengdu, Chennai, Colombo, Denpasar, Guangzhou, Hong Kong, Hyderabad, Jakarta, Kathmandu, Kolkata, Manila, Mumbai, New Delhi, Shanghai, Taipei, Xiamen	35,000 TG2E	45,000 TG2L	55,000 TG2B	70,000 TG2F
3	Destinations from 2,001 - 3,600 miles: Beijing, Busan, Dubai, Fukuoka, Islamabad, Karachi, Lahore, Muscat, Nagoya, Osaka, Perth, Seoul, Tokyo	45,000 TG3E	60,000 TG3L	75,000 TG3B	110,000 TG3F
4	Destinations from 3,601 - 4,800 miles: Brisbane, Melbourne, Moscow, Sydney	55,000 TG4E	70,000 TG4L	98,000 TG4BA	150,000 TG4FA
5	Destinations from 4,801 - 8,000 miles: Auckland, Brussels, Copenhagen, Frankfurt, Johannesburg, London, Madrid, Milan, Munich, Paris, Rome, Stockholm, Zurich	70,000 TG5E	90,000 TG5L	130,000 TG5BA	185,000 TG5FA
	Between Thailand and Copenhagen or Stockholm*	70,000 TG5EAA	90,000 TG5LAA	110,000 TG5BAA	160,000 TG5FAA
6	Destinations from 8,001 - 12,500 miles: Los Angeles; between Europe or South Africa and Australia or New Zealand via Bangkok	90,000 TG6E	110,000 TG6L	170,000 TG6BA	230,000 TG6FA
7	Destinations from 12,501 - 15,000 miles: Between USA and Australia, New Zealand, Europe, South Africa	120,000 TG7E	N/A	205,000 TG7BA	265,000 TG7FA

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

Royal Orchid Plus Mileage Chart

Bangkok to / from:			
Auckland	5,944	Mumbai	1,864
Bengaluru	1,539	Munich	5,456
Beijing	2,062	Muscat	2,833
Brisbane	4,522	Nagoya	2,701
Brussels	5,738	New Delhi	1,814
Busan	2,305	Osaka	2,593
Chengdu	1,188	Paris	5,853
Chennai	1,357	Penang	583
Colombo	1,470	Phnom Penh	329
Copenhagen	5,350	Perth	3,315
Denpasar	1,847	Rome	5,496
Dhaka	960	Seoul	2,304
Dubai	3,028	Shanghai	1,788
Frankfurt	5,574	Singapore	886
Fukuoka	2,322	Stockholm	5,139
Guangzhou	1,060	Sydney	4,679
Hanoi	617	Taipei	1,556
Ho Chi Minh City	461	Tokyo	2,897
Hong Kong	1,076	Vientiane	323
Hyderabad	1,486	Xiamen	1,363
Islamabad	2,197	Yangon	363
Jakarta	1,439	Zurich	5,608
Johannesburg	5,574	Chiang Mai to / from:	
Karachi	2,298	Kunming	489
Kathmandu	1,370	Phuket to / from:	
Kolkata	1,003	Chiang Mai	740
Kuala Lumpur	735	Perth	2,999
Kunming	790	Taipei	1,909
Kuwait	3,509	Hong Kong to / from:	
Lahore	2,057	Phuket	1,440
London	5,934	Seoul	1,291
Los Angeles	8,260	Dubai to / from:	
Madrid	6,314	Chennai	1,825
Manila	1,374	Karachi to / from:	
Melbourne	4,566	Muscat	565
Milan	5,624	Seoul to / from:	
Moscow	4,371	Taipei	921

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	Destinations up to 1,000 miles: 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 UI11	N / A
2	Destinations from 1,001 - 2,000 miles: 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 UI12	UC02
3	Destinations from 2,001 - 3,600 miles: Between Bangkok and: Beijing, Busan, Dubai, Fukuoka, Islamabad, Karachi, Lahore, Muscat, Nagoya, Osaka, Perth, Seoul, Tokyo	24,000 UY13	30,000 UE13	35,000 UG13	20,000 UEL3	28,000 UGL3	22,000 UI13	UC03
4	Destinations from 3,601 - 4,800 miles: Between Bangkok and: Brisbane, Melbourne, Moscow, Sydney	34,000 UY14A	44,000 UE14A	56,000 UG14A	23,000 UEL4	32,000 UGL4	25,000 UI14	UC04A
5	Destinations from 4,801 - 8,000 miles: 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 UI15	UC05A
6	Destinations from 8,001 - 12,500 miles: Between Bangkok and: Los Angeles	46,000 UY16A	58,000 UE16A	81,000 UG16A	30,000 UEL6	52,000 UGL6	35,000 UI16	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.

	A	B	C	D	E	F	G	H	I	J	K
Zone	Asia 1	Asia 2	Asia 3	Central Asia/ Middle East	Australia	New Zealand/ Oceania	Hawaii	Europe/ North Africa	South/ Central Africa	North America	Central/ South America
A Asia 1	35,000	50,000	60,000	65,000	70,000	80,000	80,000	80,000	95,000	110,000	120,000
	SEAA	SEAB	SEAC	SEAD	SEAE	SEAF	SEAG	SEAH	SEAI	SEAJ	SEAK
	55,000	75,000	90,000	100,000	127,000	138,000	161,000	144,000	155,000	192,000	207,000
	SBAA	SBAB	SBAC	SBAD	SBAE1	SBAF1	SBAG1	SBAH1	SBAI1	SBAJ1	SBAK1
70,000	100,000	120,000	130,000	173,000	196,000	196,000	207,000	207,000	264,000	276,000	
SFAA	SFAB	SFAC	SFAD	SFAE1	SFAF1	SFAG1	SFAH1	SFAI1	SFAJ1	SFAK1	
B Asia 2	50,000	50,000	60,000	70,000	70,000	80,000	80,000	80,000	95,000	110,000	120,000
	SEBA	SEBB	SEBC	SEBD	SEBE	SEBF	SEBG	SEBH	SEBI	SEBJ	SEBK
	75,000	75,000	90,000	105,000	127,000	138,000	161,000	144,000	155,000	192,000	207,000
	SBBA	SBBB	SBBC	SBBD	SBBE1	SBBF1	SBBG1	SBBH1	SBBI1	SBBJ1	SBBK1
100,000	100,000	120,000	140,000	173,000	196,000	196,000	207,000	207,000	264,000	276,000	
SFBA	SFBB	SFBC	SFBD	SFBE1	SBF1	SFBG1	SFBH1	SFBI1	SFBJ1	SFBK1	
C Asia 3	60,000	60,000	40,000	80,000	90,000	110,000	50,000	100,000	120,000	80,000	110,000
	SECA	SECB	SECC	SECD	SECE	SECF	SECG	SECH	SECI	SE CJ	SECK
	90,000	90,000	55,000	120,000	150,000	173,000	86,000	173,000	184,000	144,000	190,000
	SBCA	SB CB	SBCC	SB CD	SBC E1	SBC F1	SBC G1	SBC H1	SBC I1	SBC J1	SBC K1
120,000	120,000	70,000	160,000	196,000	219,000	115,000	219,000	242,000	192,000	207,000	
SFCA	SFCB	SFCC	SFCD	SFCE1	SFCF1	SFCG1	SFCH1	SFCI1	SFCJ1	SFK1	
D Central Asia/ Middle East	65,000	70,000	80,000	35,000	85,000	110,000	120,000	40,000	120,000	120,000	120,000
	SEDA	SEDB	SEDC	SEDD	SEDE	SEDF	SEDG	SEDH	SEDI	SEDJ	SEDK
	100,000	105,000	120,000	50,000	140,000	160,000	180,000	60,000	150,000	180,000	180,000
	SBDA	SBDB	SBDC	SBDD	SBDE	SBDF	SB DG	SB DH	SB DI	SB DJ	SB DK
130,000	140,000	160,000	70,000	190,000	210,000	240,000	80,000	170,000	210,000	240,000	
SFDA	SFDB	SFDC	SFDD	SFDE	SDFE	SFDG	SFDH	SFDI	SFDJ	SFDK	
E Australia	70,000	70,000	90,000	85,000	30,000	35,000	50,000	130,000	110,000	100,000	110,000
	SEEA	SEEB	SEEC	SEED	SEEE	SEEF	SEEG	SEEH	SEEI	SE EJ	SE EK
	127,000	127,000	150,000	140,000	45,000	50,000	75,000	170,000	180,000	150,000	175,000
	SBEA1	SBE B1	SBE C1	SBE D	SBE E	SBE F	SBE G	SBE H	SBE I	SBE J	SBE K
173,000	173,000	196,000	190,000	70,000	75,000	100,000	210,000	220,000	180,000	200,000	
SFEA1	SFE B1	SFE C1	SFE D	SFE E	SFE F	SFE G	SFE H	SFE I	SFE J	SFE K	
F New Zealand/ Oceania	80,000	80,000	110,000	110,000	35,000	30,000	40,000	140,000	120,000	80,000	110,000
	SEFA	SEFB	SEFC	SEFD	SEFE	SEFF	SEFG	SEFH	SEFI	SE FJ	SE FK
	138,000	138,000	173,000	160,000	50,000	45,000	60,000	190,000	200,000	130,000	165,000
	SBFA1	SBFB1	SBFC1	SBFD	SBFE	SBFF	SBFG	SBFH	SBFI	SBFJ	SBFK
196,000	196,000	219,000	210,000	75,000	70,000	80,000	220,000	280,000	140,000	180,000	
SFFA1	SFFB1	SFFC1	SFFD	SFFE	SFFF	SFFG	SFFH	SFFI	SFFJ	SFFK	
G Hawaii	80,000	80,000	50,000	120,000	50,000	40,000	N/A	120,000	120,000	50,000	110,000
	SEGA	SEGB	SEGC	SEGD	SEGE	SEGF	N/A	SEGH	SEGI	SE GJ	SE GK
	161,000	161,000	86,000	180,000	75,000	60,000	N/A	220,000	260,000	90,000	150,000
	SBGA1	SBGB1	SBGC1	SBGD	SBGE	SBGF	N/A	SBGH	SBGI	SBGJ	SBGK
196,000	196,000	115,000	240,000	100,000	80,000	N/A	260,000	280,000	150,000	200,000	
SFGA1	SFGB1	SFGC1	SFGD	SFGE	SFGF	N/A	SFGH	SFGI	SFGJ	SFGK	
H Europe/ North Africa	80,000	80,000	100,000	40,000	130,000	140,000	120,000	40,000	100,000	70,000	110,000
	SEHA	SEHB	SEHC	SEHD	SEHE	SEHF	SEHG	SEHH	SEHI	SE HJ	SE HK
	144,000	144,000	173,000	60,000	170,000	190,000	220,000	55,000	145,000	125,000	165,000
	SBHA1	SBHB1	SBHC1	SBHD	SBHE	SBHF	SBHG	SBHH	SBHI	SBHJ	SBHK
207,000	207,000	219,000	80,000	210,000	220,000	260,000	70,000	220,000	160,000	180,000	
SFHA1	SFHB1	SFHC1	SFHD	SFHE	SFHF	SFHG	SFHH	SFHI	SFHJ	SFHK	
I South/ Central Africa	95,000	95,000	120,000	120,000	110,000	120,000	120,000	100,000	35,000	120,000	120,000
	SEIA	SEIB	SEIC	SEID	SEIE	SEIF	SEIG	SEIH	SEII	SE IJ	SE IK
	155,000	155,000	184,000	150,000	180,000	200,000	260,000	145,000	55,000	200,000	200,000
	SBIA1	SBIB1	SBIC1	SBID	SBIE	SBIF	SBIG	SBIH	SBII	SBIJ	SBIK
207,000	207,000	242,000	170,000	220,000	280,000	280,000	220,000	70,000	240,000	240,000	
SFIA1	SFIB1	SFIC1	SFID	SFIE	SFIF	SFIG	SFIH	SFII	SFIJ	SFIK	
J North America	110,000	110,000	80,000	120,000	100,000	80,000	50,000	70,000	120,000	40,000	60,000
	SEJA	SEJB	SEJC	SEJD	SEJE	SEJF	SEJG	SEJH	SEJI	SE JI	SE JK
	192,000	192,000	144,000	180,000	150,000	130,000	90,000	125,000	200,000	55,000	105,000
	SBJA1	SBJB1	SBJC1	SBJD	SBJE	SBJF	SBJG	SBJH	SBJI	SBJJ	SBJK
264,000	264,000	192,000	210,000	180,000	140,000	150,000	160,000	240,000	70,000	140,000	
SFJA1	SFJB1	SFJC1	SFJD	SFJE	SFJF	SFJG	SFJH	SFJI	SFJJ	SFJK	
K Central/ South America	120,000	120,000	110,000	120,000	110,000	110,000	110,000	110,000	120,000	60,000	40,000
	SEKA	SEKB	SEKC	SEKD	SEKE	SEKF	SEKG	SEKH	SEKI	SE KJ	SE KK
	207,000	207,000	190,000	180,000	175,000	165,000	150,000	165,000	200,000	105,000	60,000
	SBKA1	SBKB1	SBKC1	SBKD	SBKE	SBKF	SBKG	SBKH	SBKI	SBKJ	SBKK
276,000	276,000	207,000	240,000	200,000	180,000	200,000	180,000	240,000	140,000	80,000	
SFKA1	SFKB1	SFKC1	SFKD	SFKE	SFKF	SFKG	SFKH	SFKI	SFKJ	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, Caymen 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 selected 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 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 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 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 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 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%, (excluding V, W booking classes on international THAI flights that are not eligible to earn miles), Premium Economy Class - 110%, Business Class - 125%, First Class - 150%. 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 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 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 qualify for Silver membership in the Programme you must earn 10,000 or 15,000 qualifying miles within three specified evaluation periods as determined by THAI. Gold membership is attained when you accumulate 50,000 qualifying miles or 80,000 qualifying miles within three specified evaluation periods as determined by THAI, or by completing 40 paid international sectors on THAI within 1 calendar year, excluding travel in G, V, W classes. 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 membership you will receive your Royal Orchid Plus Member's Silver card and related materials. Please allow 3 weeks for delivery.
10. 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.
11. 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.
12. 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.
13. Miles will remain in member's account for 3 calendar years after the year in which they are accrued and expire on December 31st of the 3rd year. Expiring miles in each calendar year must be redeemed for an Award by dates stipulated by THAI. Expiring miles that are not redeemed by these stipulated dates are void and deleted from accounts. Accounts in which there is no activity for 2 consecutive 12 month periods will be designated as dormant. Account owners are required to contact THAI to reactivate dormant accounts.
14. 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.
15. The selling, purchasing, bartering, auctioning or exchanging of all Royal Orchid Plus Awards, 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 Award documents.
16. 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.
17. THAI reserves the right to terminate the Royal Orchid Plus Programme at any time.

February 2012
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