



JUNEYAO AIR CLUB

MEMBER HANDBOOK







JUNEYAO AIR
吉祥航空



Content

Earn Points	02
Use Points	11
Premier Membership	13
Platinum Benefits	15
Gold Benefits	16
Silver Benefits	17
Benefits on Code-share Flights	18
Family Points Adding-up Program	20
Child Member	20
Contact Us	21
Legal Clauses	22

 Follow Juneyao Air Official WeChat 

 Download Juneyao Air APP 

 Follow Juneyao Air Sina Weibo 

Scan the code and follow Juneyao Air Official WeChat Account or download Juneyao Air APP, then you can get the digital member card after log in.



Kindly Reminder

Account Management

1. Member Account Setup
"Juneyao Air Club" will set up a member account based on the real and detailed personal information provided by the applicant. The account information includes name, valid certificates number, date of birth, nationality, address, postal code, email, and phone number.
2. Account Information Modification
Please conduct modification as soon as possible should there be any change in your account information, so that "Juneyao Air Club" can send letters or emails to you smoothly. You may either conduct self-services modification through our website or go to our direct offices or contact the Call Center and provide your valid certificate and member account for modification. **If an agent is authorized, such agent shall present its valid certificate and the Letter of Authorization.**
3. Physical Member Card
Physical member card is a plastic card corresponding to a card sample of the tier level and printed with information such as account number, English name, and etc. After obtaining Platinum or Gold, you will receive a physical card, and may enjoy the relevant benefits and services .
4. Digital Member Card
Digital member card is a member card picture displayed through digital equipment or software such as "Juneyao Air" app or official WeChat, corresponding to the tier level, which will provide such information as member card number, name, and etc.
5. Valid Certificates
Refer to any certificate used to prove the valid identity information of a natural person. Valid certificates for passenger boarding include: passport, P.R.C Foreign Permanent Resident ID card, Temporary Residence Permit, Mainland Travel Permit for Hong Kong

and Macao Residents, Home Return Certificate for Compatriots from Hong Kong and Macao, Mainland Travel Permit for Taiwan Residents, and other valid flight identity certificates approved by Civil Aviation Administration of China.

Account Security

1. Login Password
Login password is used for member login and member account enquiry only, made of numbers, and your mobile phone number provided at the time of registration will be set as the login password by default.
2. Points Payment Password
Points payment password is a necessary validation method for using points in your account, made of 6 numbers. You may use the login password for login to the member website to make custom settings and activate the points payment password.
3. Active Points Payment Password
Activating points payment password is to effectively validate the member identity and account authenticity also to guarantee the security of member account information and account points. You may visit the official website of Juneyao Air or use the official APP to pass the authentication for activating the password .
Please take good care of your login and points payment passwords. All the operations by using account password will be considered as your own actions, and any loss incurred by your password being lost, divulged or stolen shall be borne by yourself.

EarnPoints

Notes on Earn Points

- Status Point**
Status Points can be earned by purchasing designated classes on qualified flights as per points earning rules. It is one of standards for obtaining higher member level.
- Status Flight Segment**
Status Flight Segment means the frequency of purchasing designated classes on qualified flights. It is another standard for obtaining higher member level.
- Bonus Points**
Bonus Points available for consumption including points rewarded for taking valid flights of Juneyao Air or its partner airlines, and points earned from its partner merchants.
- Points Valid Period**
All the points are valid for a period of 24 months from the month member events were launched. You may use your points for rewards within the valid period, and all the unused points will be cleared automatically upon expiration.

Rules of Earning Points

General Provisions

- “Juneyao Air Club” points earning is based on point. At the time of settlement, 1 point is equivalent to 1 RMB, or 8 points are equivalent to 1 USD when you purchase a ticket.
- You may earn points by choosing designated class seats on flights operated by Juneyao Air.
- You may choose products and services provided by Juneyao Air partners and earn points.
- Points earning standards may vary among partners of “Juneyao Air Club” and be subject to changes from time to time. We will announce such changes on the official website of Juneyao Air in a timely manner for your information.
- For points earning on codeshare flights, please check the code of carrier displayed on the itinerary and the code of carrier actually operating the flight. Points earning rules and usages may vary with the carriers being different.

Points Type	Cooperation Relation	Marketing Carrier ①	Operating Carrier	Bonus Points for use	Status Points for Upgrade	Status Flight Segments for Upgrade	Earning Rules
Airline Points	—	Juneyao Air	Juneyao Air	✓	✓	✓	Points earning rules announced by the airline offering the membership shall apply.
	Frequent Flyer Program cooperation ②	Partner airlines	Partner airlines	✓	—	—	
	Codeshare cooperation ③	Partner airlines	Juneyao Air	✓	✓	✓	
Non-Airline Points	—	—	—	✓	—	—	
Promotional or Extra Points	Earn different points according to different activities you have participated in						

Remarks:

- Marketing carrier refers to the carrier airline displayed on the digital ticket itinerary. For code-sharing flights, the marketing carrier might be different from the operating carrier.
- Frequent Flyer Program cooperation refers to cooperation based on their loyalty programs between or among airlines.
 - Up to now, airlines that have started Frequent Flyer Program cooperation with Juneyao Air include: Air China, Eva Air, All Nippon Airways (ANA), Singapore Airlines, Air Canada, United Airlines, Shenzhen Airlines, and Finnair.
- Codeshare cooperation refers to a mode of cooperation that one airline sells tickets and another airline will operate

the flight. For members of airlines under codeshare cooperation, when taking codeshare flights and actually operated by Juneyao Air, Juneyao Air Club member card numbers shall be provided at the check-in counter for purpose of points earning.

- For codeshare flights between Juneyao Air and non-Frequent Flyer Program cooperation airlines and operated by Juneyao Air, points earning rules announced by the airline offering the membership shall apply.

- Taking codeshare flights operated by non-Frequent Flyer Program cooperation airlines may not be eligible for points earning for Juneyao Air members.**

④ “✓” means: can be earned; “—” means: cannot be earned.



Points Earning on Juneyao Air

1. Class code refers to the lettered code indicated in the class section of a ticket. Points earning is not applicable to any class code not setting out by the points earning table or any payment-free class seat.
2. For domestic flights, following classes are not eligible for points earning: O, I, X, Z, E, K, G, L, and N.
3. For international/regional flights, following classes shall not earn points: O, I, X, S (certain flights), T, Z, E, K, G, L, and N.
4. For any code indicated in the class section of a ticket, apart from those payment-free class seat codes, Economy Class will earn 1 status flight segment; Business Class will earn 2 status flight segments. Reward ticket from redeeming points will no longer be eligible for points earning.
5. For taking connecting flights (transfer via Shanghai or any other city), status flight segments are not eligible for earning, choosing Economy Class earn 1 status flight segment, choosing Business Class earn 2 status flight segments. Points cannot be earned on such flights.
6. Payment-free class seats are O, I, X, and N.
7. Please make sure the certificate type and number provided are consistent with the information of **your member account when you place the order so that** your points can be earned automatically please claim for missing points in a timely manner when the automatic earning fails.
8. Qualified flights are eligible for earning. Various free tickets, infant tickets and other designated tickets shall be excluded.
9. Reward ticket fully paid by points will no longer be eligible for points earning.
10. Using "Instant Upgrade" product in the cabin, or in the case of non-voluntary upgrade, points will be earned based on the original class code.

Points Earning Table for Domestic Routes

Class	Class Seat Code	Earning Standard
Business Class	J/C/D/A/R	10%*actual air fare
	Y	
Economy Class	B	8%*actual air fare
	M/U	6%*actual air fare
	H/Q/V	3%*actual air fare
	W/S/T	2%*actual air fare

13 Points Earning Table of International (Regional) Routes

Route	Business Class					Economy Class								
	J	C	D	A	R	Y	B	M	U	H	Q	V	W	S
Regional Routes														
Shanghai=Hong Kong	160	160	110	40	40	80	80	60	60	40	40	20	20	-
Shanghai=Macao	190	190	130	40	40	80	80	60	60	40	40	20	20	-
Shanghai =Taipei	130	130	80	30	30	80	60	60	60	60	30	20	20	-
Shanghai = Kaohsiung	130	130	80	30	30	80	60	60	60	60	30	20	20	-
Southeast Asia Routes														
Shanghai=Bangkok	420	420	260	140	140	260	260	260	260	260	140	70	70	-
Tianjin=Bangkok	350	350	300	150	150	200	150	150	150	150	150	90	90	-
Shanghai=Chiang Mai	350	350	300	150	150	200	150	150	150	150	150	90	90	-
Shanghai/Chengdu =Krabi	180	180	140	100	100	140	100	100	100	100	100	50	50	-
Shanghai/Nanjing =Phuket Island	185	185	145	100	100	145	100	100	100	100	100	50	50	-
Shanghai/Nanjing=Mandalay	300	250	210	140	140	165	150	135	115	110	90	85	75	-
Shanghai = Sihanoukville	140	140	105	90	90	80	75	70	65	60	55	50	40	-
Shanghai = Singapore	285	500	250	180	155	330	220	200	165	145	110	90	80	65
Shanghai/Nanjing = Kalibo	260	190	190	150	150	190	150	150	150	130	70	70	70	-
Shanghai/Nanjing = Cebu	260	190	190	150	150	190	150	150	150	130	70	70	70	-
Northeast Asia Routes														
Shanghai = Tokyo	320	145	105	100	95	180	160	145	130	105	95	85	75	-
Shanghai = Fukuoka	230	230	140	55	55	140	110	110	110	110	55	55	55	-
Shanghai/Nanjing = Sapporo	500	415	250	165	150	310	280	230	210	180	155	140	125	-
Shanghai/Nanjing=Nagoya	145	120	90	80	65	160	115	105	95	85	75	70	65	-
Shanghai/Nanjing = Okinawa	145	120	95	75	70	125	110	105	100	90	80	65	60	-
Shanghai/Nanjing = Osaka	225	180	120	80	85	150	140	130	120	105	95	80	60	-
Changsha = Osaka	185	325	145	100	100	200	120	110	100	90	85	70	60	-
Qingdao=Osaka	220	260	100	90	90	130	120	100	90	85	80	70	60	-
Yinchuan = Osaka	150	260	100	70	70	130	115	105	90	85	80	70	60	-
Shanghai=Tottori	155	105	95	80	60	125	115	105	90	85	70	65	60	-
Shanghai/Nanjing = Jeju	100	100	80	20	20	80	50	50	50	50	20	20	20	-
Shanghai = Cheongju	90	90	55	20	20	55	45	45	45	45	20	20	20	-
Shanghai = Irkutsk	360	290	290	240	240	290	240	240	240	120	120	120	120	-
Shanghai/Nanjing = Vladivostok	70	85	60	45	45	70	65	55	50	40	35	30	25	-
Europe Routes														
Shanghai = Helsinki	630	740	490	440	440	370	320	280	240	230	220	210	200	100

Earn Points on Partner Airlines

1. The range of points earning includes scheduled flights actually operated by partner airline of Juneyao Air with the code of Juneyao Air or the qualified partner airlines at designated class seats.
2. All the points earned from flying with partner airlines operated flights are Bonus Points, with no accumulation of Status Points or Status Flight Segments.
3. Any flight actually operated by a third-party airline with the code of any partner airline is not eligible for points earning.
4. The same flight record can only be earned in one airline's loyalty program. When purchasing a ticket or handling check-in procedures, please provide your member card number of the loyalty program you wish to earn to the staff.

List of Class Code that Support Points Earning When Taking Partner Flights

Partner Airlines	Class Code	Effective Dates
Air China	P/F/A/J/C/D/Z/R/G/E/Y/B/M/U/H/Q	From 23 May 2017 to 30 March 2019
	F/A/J/C/D/Z/R/G/E/Y/B/M/U/H/Q	Effective from 31 March 2019
Eva Air	C/J/D/K/L/T/P/Y/B/M/H/S/Q	Effective from 23 May 2017
Singapore Airlines	F/A/Z/C/J/U/D/S/T/P/R/Y/B/E/M/H/W	From 1 September 2018 to 30 April 2019
	F/A/Z/C/J/U/D/S/T/P/L/R/Y/B/E/M/H/W	Effective from 1 May 2019
Air Canada	J/C/D/Z/P/O/E/N/Y/B/M/U/H/Q/V/W/G (S/T/L/A/K Canadian domestic routes excluded)	Effective from 23 May 2017
United Airlines	F/A/J/C/D/Z/P/Y/B/M/E/U/H/Q/V/W/S/T/L/K	From 23 May 2017 to 31 July 2019
	J/C/D/Z/P/O/A/R/Y/B/M/E/U/H/Q/V/W/S/T/L/K	Effective from 1 August 2019
All Nippon Airways	F/A/J/C/D/Z/P/G/E/Y/B/M/U/H/Q/V/W	Effective from 25 March 2018
Shenzhen Airlines	F/P/A/C/D/G/Y/B/M/U/H/Q/V/R/W (Domestic routes)	From 15 November 2018 to 30 March 2019
	C/J/D/Z/R/G/Y/B/M/U/H/Q/V/W (International routes)	
	J/C/D/Z/R/G/Y/B/M/U/H/Q/V/W/S/E/T/L/P	Effective from 31 March 2019
Finnair	J/C/D/I/Y/B/H/K/M/L/V/S/N/Q/O	Effective from 24 June 2019






For points that can be earned by taking partner airlines operated flights, please visit the official website of Juneyao Air - Juneyao Air Club Partners, and check the calculator for points earning; class seats not indicated in the calculator are not eligible for points earning, please visit the website: <http://www.juneyaoair.com/pages/Club/club.aspx>.

Points Earning from Partner Merchants

1. When choosing any product or service offered by partners of Juneyao Air, you need to provide a Juneyao Air Club member card number so that your points can be earned accurately.
2. When spending at a partner merchant, the amount of points earned will be determined by the partner.
3. You are recommended to keep your bills of spending at any partner, until the accurate record of points is displayed in the statement.

Co-branded Credit Cards

Bank	Co-branded Card	Quick Registration
 兴业银行 INDUSTRIAL BANK CO.,LTD.	 Platinum Card (Standard) 130 credit card points = 1 Juneyao Air Club point	Please visit Industrial Bank branches for registration
	 Platinum Card (Elite) 220 credit card points = 1 Juneyao Air Club point	
	 Gold Card 350 credit card points = 1 Juneyao Air Club point	
 上海银行 Bank of Shanghai	 Premium Card 120 credit card points = 1 Juneyao Air Club point	
	 Platinum Card 200 credit card points = 1 Juneyao Air Club point	
	 Gold Card 360 credit card points = 1 Juneyao Air Club point	

Bank	Co-branded Card	Quick Registration
	 Platinum Card 220 credit card points = 1 Juneyao Air Club point	
	 Gold Card 350 credit card points = 1 Juneyao Air Club point	
	 Platinum Card 250 credit card points = 1 Juneyao Air Club point	
	 Gold Card 350 credit card points = 1 Juneyao Air Club point	

Partner Merchants

Category	Partner	Reward Standard	Consulting & Service number
Offline Shopping	 Gou Kai Xin	Members of Gou Kai Xin can exchange 22 points for 1 Juneyao Air Club point	4000218826
	 Grand Orient Department Store	Juneyao Air Points can be consumed via QJBian platform to pay for shopping, parking fee, and etc	0510-82766978

Category	Partner	Reward Standard	Consulting & Service number
Hotel Group	 New Century Hotels & Resorts	Juneyao Air Club points will be rewarded on all qualifying stay with New Century Hotels & Resorts, and 3,200 New Century points can be exchanged for 70 Juneyao Air Club points	10105050
	 Grand Skylight Hotels Management	Members may exchange Grand Skylight "Jia Shang Hui" points for Juneyao Air Club points, and 100 "Jia Shang Hui" points can be exchanged for 2 Juneyao Air Club points	4007001997
	 Shenzhenair Hotel Management Co., Ltd.	Members of Shenzhenair Hotel "Peng Zun Hui" may exchange 2,000 points for 40 Juneyao Air Club points	4008822202
Points Exchange	 CashBack	Members of CashBack may exchange 1,000 points for 10 Juneyao Air Club points	95558-9
	 QJBian	1 Juneyao Air Club point can be exchanged for 1 QJBian point; 1 QJBian point also can be exchanged for 1 Juneyao Air Club Point	0510-82765280
	 Jinjiang Travel	Jinjiang members may exchange every 3,000 points for 60 Juneyao Air Club points	10101666
	 JD Finance	1 JD coin exchange for 1 Juneyao Air Club point	95118
Commercial	 Industrial and Commercial Bank of China (ICBC)	Members may use every 80000 ICBC personal general points to exchange 100 Juneyao Air Club points	95588



Claiming Missing Points

1. You may provide your member card number and flight information for claiming missing points in any of the following ways.

Website: visit the official website of Juneyao Air: www.juneyaoair.com

Application: Juneyao Air App

Phone: Call the Member Service Hotline 4007006000

Fax: 021-22388819

Mailing Address: Customer Service Center, 1F, No. 80, Hongxiang Third Road, Minhang District, Shanghai, P.R.China 200336

2. For claiming missing points, you are required to provide necessary information after real name verification, such as your digital ticket itinerary, original or photocopy of your boarding pass, member card number, and etc.
3. Application for claiming missing points may be submitted 4 days after the flight departed, and the application shall be submitted within 6 months from the date of flight or the date of spending at a partner. It will be deemed as automatic waiver should the application submitted beyond such period.
4. A new member may claim points according to itinerary within one month before membership registration date. If beyond this time limit, no claim can be made.

5. Materials provided for registration are incomplete, unclear or beyond the time limit, Juneyao Air cannot handle missing points claim. If members submit materials for missing points claim via postal mail, Juneyao Air will not bear any liability incurred by delay or loss during the mailing process.

6. For claiming missing points earned by spending at a partner, please directly contact the partner in a timely manner. For claiming points earned from partner airlines, please contact Juneyao Air in a timely manner.

7. Members claiming missing points after taking flights of partner airlines shall provide the passenger name, flight segment, flight date, flight number and ticket number. Application for registration shall be submitted 10 days after the travel date and within six months after the flight departed. If beyond this time limit, no application will be accepted.

Points earned in your account may be exchanged for reward tickets of Juneyao Air or partner airlines for you or your relatives or friends; also, you may visit the website of Juneyao Mall (<http://mall.juneyaoair.com>) to exchange points for your favorite gifts.

Use Points

Points Using Notes

1. Members who have passed real-name authentication and successfully activated the consumption password may use points for rewards online through the official website of Juneyao Air.
2. Members who have not set a consumption password shall visit the official website of Juneyao Air to set and activate a consumption password.
3. You may call the Member Service Hotline: 4007006000 or go to the direct ticket office of Juneyao Air to use points for reward tickets.
4. When use points for reward tickets, please provide your valid identity certificate, member card number and related passenger information.
5. When use points for gifts at Juneyao Mall, please confirm your consumption password has been activated, and then visit the official website of Juneyao Air for consumption.

Award Ticket Redemption Rules

1. When redeem for award tickets, the actual carrier of the flight chosen and the flight code must be the same airline, and the specific flight information will be subject to the results of search in the system.
2. When redeem for award tickets of Juneyao Air, you may use points, or pay by points + cash. The amount of ticket price paid by points will not be invoiced. Award ticket shall be fully paid by points when the flight be operated by partner airlines.
3. Points required for a Juneyao Air award ticket shall be the actual price of designated class of the flight at juneyaoair.com, and ticket will be issued as the corresponding designated class.
4. "Juneyao Air Club" points earning is based on point. At the time of settlement, 1 point is equivalent to 1 RMB, or 8 points are equivalent to 1 USD when you purchase a ticket.

5. When refunding an award ticket of Juneyao Air obtained by way of redemption, the valid period of points returned to your points account will still be recorded as per the original valid period, and if points have expired at the time of application for return, they will no longer be credited to your points account.
6. When redeem award tickets of Star Alliance partner airlines, the number of seats available for redemption is limited, so for your convenience, please check the availability of award ticket seats first. If booking is issued 96 hours before the flight takes off, the ticket must be issued within 72 hours after booking; and if booking within 96 hours before the flight takes off, the ticket must be issued within 24 hours after booking.
7. When refunding an award ticket of Juneyao Air obtained by way of redemption, the valid period of points returned to your points account will still be recorded as per the original valid period, and if points have expired at the time of application for return, they will no longer be credited to your points account.
8. To redeem for award tickets of partner airlines, please visit the official website of Juneyao Air - Juneyao Air Club Partner, and use the points calculator for the redemption standard (<http://www.juneyaoair.com/pages/Club/club.aspx>).

Award Ticket Issuance & Refund

1. All the taxes involved in redemption for award tickets and the tax difference resulting from any ticket change shall be solely borne by members.
2. When a variety of preferential or promotional policies co-exist, members may only enjoy the highest discounts, rather than repeated or concurrent discounts.
3. When redeem award tickets for infants or children, points required will follow the discount standard for infants and children in general rules for air fares of domestic/international routes.
4. When redeem award tickets, you must confirm the



passenger name, origination and destination, flight info, travel date and award ticket class. You also need to confirm the seat has been booked.

5. Award tickets are not eligible for paid upgrade.
6. Unused award tickets will be valid within a year from the date of issuance; used award tickets will be valid within a year from the date of the first travel.
7. Canceling or rescheduling any award ticket of Juneyao Air redeemed by points shall comply with the terms

and conditions set out in transport rules for aviation passengers.

8. With regard to rules for canceling and rescheduling award tickets of partner airlines redeemed by points, please visit the official website of Juneyao Air - Juneyao Air Club Partner (<http://www.juneyaoair.com/pages/Club/club.aspx>).

Premier Membership

1. Elite Qualifications

Tier Level	Upgrade Standard	Continuation Standard
Silver	2,000 Status Points or 15 Status Flight Segments within 12 month	1,800 Status Points or 14 Status Flight Segments within 12 months (within card expiration date)
Gold	4,000 Status Points or 30 Status Flight Segments within 12 months	3,600 Status Points or 27 Status Flight Segments within 12 months (within card expiration date)
Platinum	8,000 Status Points or 60 Status Flight segments within 12 months	7,200 Status Points or 54 Status Flight segments within 12 months (within card expiration date)

Remarks:

- A member whose accumulation of Status Points or Status Flight Segments within a card check cycle of 12 consecutive months reaches the aforesaid standard can be upgraded or remained as a premier member.
- Status Points and Status Flight Segments refer to points and flight segments acquired by a member taking HO-coded flights operated by Juneyao Air and choosing designated class seats.
- For any code indicated in the class section of a ticket, apart from those payment-free class seat codes, Economy Class will earn 1 status flight segments ; Business Class will earn 2 status flight segments.
- The accumulation cycle of Status Points and Status Flight Segments is subject to the actual flight record.
- **The valid period of Elite membership is one year. When you reach the Elite member standard, the valid period of your Elite card will be calculated from that month to the end of the same month next year.**
- Example: If a member reaches the gold card standard on January 1, 2019, the valid period of the Gold will be January 2019 – January 2020.

2. Premier Member Benefits

Service	Platinum	Gold	Silver
Priority Wait-list	✓	✓	✓
	Members' spouse and children are also entitled to this benefit		
Extra Free Baggage Allowance	30 KG or 1 piece	20 KG or 1 piece	10 KG or 1 piece
Priority Check-in	Business Class counter (with one fellow traveller)	Business Class counter	Business Class counter

Service	Platinum	Gold	Silver
Priority Baggage Handling	✓	✓	✓
Lounge Access	Business Class lounge (with one fellow traveller)	Business Class lounge	——
Priority Boarding	✓	√ Boarding bridge	√ Boarding bridge
Exclusive VIP Shuttle	✓	——	——
	When the aircraft is waiting at apron, you will be entitled to enjoy exclusive VIP Shuttle; however, subject to the condition or service capability restriction of the departure airport, some sites may be unable to provide this benefit		
Irregular Flight	Business Class passenger standard	——	——
Extra Bonus Points	20%	15%	10%
Paid ticket seat guaranteed first	√ (Within 48 hours before take off)	√ (Within 48 hours before take off)	√ (Within 72 hours before take off)
	J and Y class seats guaranteed first, except for Spring Festival and Golden Week		
Complaint accepted first	✓	✓	✓
Exclusive Customer Service Hotline	✓	✓	✓

Remarks:

- As a premier member, please take good care of your card, and show it in each service process; alternatively, you can use Juneyao Air APP or follow Juneyao Air WeChat official account, link your member account thereto, and then show your digital member card, so as to ensure you can enjoy member benefits.
- Platinum and Gold members can use the lounge by showing your card and air ticket or boarding pass of Juneyao Air on that day. Flights not operated by Juneyao Air may not use the lounge. The fellow traveller can be invited to the lounge, however, the fellow traveller shall take the same flight of Juneyao Air or operated by Juneyao Air on the same day as the premier member.
- Lounge services will be adjusted depending on the actual service situation of each airport on that day.
- Domestic routes adopt the baggage weight standard, while international (regional) routes adopt the baggage piece standard.
- Subject to the condition or service capability restriction of the departure airport, some sites may be unable to provide the exclusive VIP Shuttle benefit.
- When the trip is consist of international flight segment (or Hong Kong, Macao and Taiwan route) and Mainland China flight segment, the extra baggage allowance will be adopted to the international (or Hong Kong, Macao, and Taiwan route) flight standard.

Platinum Benefits



Extra Bonus Points

After taking a flight of Juneyao Air at the designated classes, in addition to earning of Status Points, you can also get 20% extra Bonus Points as per the actual booking class. Extra Bonus Points, as non-Status Points, will be credited to your account with flight points at the same time.

Priority Guarantee on Paid Ticket Seats

If you buy a Business Class (J), Full-fare Economy Class (Y) on Juneyao Air within 48 hours before your flight takes off, just by calling Juneyao Air Member Service Hotline, we will have your seat guaranteed first so that you can travel as scheduled, except for Spring Festival and Golden Week.

Complaint Accepted First

If you encounter anything that makes you unsatisfied with the trip, we will accept your complaint prior to other member levels.

Priority Waitlist

Platinum members enjoy waitlist priority over other level members and non-members for available seats on fully booked flights. Platinum members also can invite your spouse and children to enjoy this privilege.

Extra Free Baggage Allowance

Flying with Juneyao Air operated flights with HO code, except for the tickets baggage allowance, Platinum can enjoy extra free baggage allowance as below:

Routes adopting the baggage weight standard: on the basis of free baggage allowance provided by the air ticket, you will have extra 30 kg free baggage allowance. The volume of each piece shall not exceed 100 cm x 60 cm x 40 cm, and a single piece shall not exceed 50 kg.

Routes adopting the baggage piece standard; on the basis of free baggage allowance provided by the air

ticket, you may add 1 more piece of free baggage. The maximum weight of each piece shall be limited to 23 kg, and the sum of three sides of each piece shall not exceed 158 cm.

Domestic routes adopt the baggage weight standard, while international (regional) routes adopt the baggage piece standard.

Priority Check-in

When taking a Juneyao Air operated flight, you and one of your fellow travellers may check-in at the Business Class check-in counter or the premier member check-in counter no matter which class your ticket is in.

Priority Boarding

If the condition or service capability of the depart airports allow, you may enjoy priority boarding over other level members and non-member.

Premier Member Hotline Service

Premier Member Hotline service: 4001195520

Priority Baggage Handling

If you are Platinum member your baggage will be given priority tagging so that you can pick up your baggage in a short time.

Lounge Access

Platinum members may access lounge prior to departure on a Juneyao Air operated flight no matter which class your ticket is in. As Platinum member you may invite 1 guest to join you. The guest should be travelling with you or flying with other Juneyao Air operated flights on the same day.

Exclusive VIP Car

VIP car or special shuttle bus will be provided to platinum members when the plane is waited at apron without boarding bridge. However, some airports are not available to provide such services due to capability restriction of the airports.

Irregular Service

You will be treated as Business Class passengers, when you encounter irregular flight.

Gold Benefits



Extra Bonus Points

After taking a flight of Juneyao Air at the designated classes, in addition to earning of Status Points, you can also get 15% extra Bonus Points as per the actual booking classes. Extra Bonus Points, as non-Status Points, will be credited to your account with flight points at the same time.

Priority Guarantee on Paid Ticket Seats

If you buy a Business Class (J), Full-fare Economy Class (Y) on Juneyao Air within 48 hours before your flight takes off, just by calling Juneyao Air Member Service Hotline, we will have your seat guaranteed first so that you can travel as scheduled, except for Spring Festival and Golden Week.

Complaint Accepted First

If you encounter anything that makes you unsatisfied with the trip, we will accept your complaint prior to Silver members and Basic members.

Priority Waitlist

Gold members enjoy waitlist priority over Silver members, Basic members and non-members for available seats on fully booked flights. Gold members also can invite your spouse and children to enjoy this privilege.

Extra Free Baggage Allowance

Flying with Juneyao Air operated flights with HO code, except for the tickets baggage allowance, Platinum can enjoy extra free baggage allowance as below:

Routes adopting the baggage weight standard: on the basis of free baggage allowance provided by the air ticket, you will have extra 20 kg free baggage allowance. The volume of each piece shall not exceed 100 cm x 60 cm x 40 cm, and a single piece shall not exceed 50 kg.

Routes adopting the baggage piece standard; on the basis of free baggage allowance provided by the air ticket, you may add 1 more piece of free baggage. The maximum weight of each piece shall be limited to 23 kg, and the sum of three sides of each piece shall not exceed 158 cm.

Domestic routes adopt the baggage weight standard, while international (regional) routes adopt the baggage piece standard.

Priority Check-in

When taking a Juneyao Air operated flight, you may check-in at the Business Class check-in counter or the Premier member check-in counter no matter which class your ticket is in.

Priority Boarding

If the condition or service capability of the depart airports allow, you may enjoy priority boarding over Silver members and non-members.

Premier Member Hotline Service

Premier Member Hotline service:4001195520

Priority Baggage Handling

If you are Gold member your baggage will be given priority tagging so that you can pick up your baggage in a short time.

Lounge Access

Gold members may access lounge prior to departure on a Juneyao Air operated flight no matter which class your ticket is in.

Silver Benefits



Extra Bonus Points

After taking a flight of Juneyao Air at the designated classes, in addition to earning of Status Points, you can also get 10% extra Bonus Points as per the actual booking classes. Extra Bonus Points, as non-Status Points, will be credited to your account with flight points at the same time.

Priority Guarantee on Paid Ticket Seats

If you buy a Business Class (J), Full-fare Economy Class (Y) on Juneyao Air within 72 hours before your flight takes off, just by calling Juneyao Air Member Service Hotline, we will have your seat guaranteed first so that you can travel as scheduled, except for Spring Festival and Golden Week.

Complaint Accepted First

If you encounter anything that makes you unsatisfied with the trip, we will accept your complaint prior to Basic members.

Priority Waitlist

Silver members enjoy waitlist priority over Basic members and non-member for available seats on fully booked flights. Silver members also can invite your spouse and children to enjoy this privilege.

Extra Free Baggage Allowance

Flying with Juneyao Air operated flights with HO code, except for the tickets baggage allowance, Platinum can enjoy extra free baggage allowance as below:

Routes adopting the baggage weight standard: on the basis of free baggage allowance provided by the air ticket, you will have extra 10 kg free baggage allowance. The volume of each piece shall not exceed 100 cm x 60 cm x 40 cm, and a single piece shall not exceed 50 kg.

Routes adopting the baggage piece standard; on the basis of free baggage allowance provided by the air ticket, you may add 1 more piece of free baggage. The maximum weight of each piece shall be limited to 23 kg, and the sum of three sides of each piece shall not exceed 158 cm.

Priority Check-in

When taking a Juneyao Air operated flight, you may check-in at the Business Class check-in counter or the Premier member check-in counter no matter which class your ticket is in.

Priority Boarding

If the condition or service capability of the depart airports allow, you may enjoy priority boarding over Basic members and non-members.

Premier Member Hotline Service

Premier Member Hotline service:4001195520

Priority Baggage Handling

If you are Silver member your baggage will be given priority tagging so that you can pick up your baggage in a short time.

Member Benefits on Codeshare Flights

Juneyao Air Club Platinum and Gold members can enjoy following benefits when traveling on codeshare flights of Juneyao Air and All Nippon Airways.

Services	Platinum	Gold
Priority Check-in	√(with one fellow traveller)	√
Extra Free Baggage Allowance	20 KG or 1 piece	20 KG or 1 piece
Priority Baggage Handling	√	√
Priority Boarding	√	√
Lounge Access	√(with one fellow traveller)	√

Remarks:

- The cooperation is effective from March 25th, 2018
- Platinum members may enjoy priority check-in as well as the lounge and invite 1 fellow traveller, fellow baby will not occupy the fellow traveller quota. The fellow traveller shall travel with the same codeshare flights as Platinum members.
- Juneyao Air Club Platinum and Gold may enjoy corresponding benefits provided by Juneyao Air when taking codeshare flight of Juneyao Air and All Nippon Airways operated by All Nippon Airways.
- Juneyao Air Club members may not enjoy benefits provided by All Nippon Airways when taking All Nippon Airways operated flights with NH code. However, Platinum and Gold members are eligible for enjoying the benefits when choosing the codeshare flight of Juneyao Air and All Nippon Airways, even though the HO-NH codeshare flight is operated by All Nippon Airways with NH code.
- Juneyao Air Club members may enjoy no benefits when booking flights operated by All Nippon Airways but marketed by other airlines apart from Juneyao Air.

Juneyao Air Club premier members could enjoy following benefits when taking codeshare flight of Juneyao Air and Sichuan Airlines

Services	Platinum	Gold	Silver
Priority Check-in	√(with one fellow traveller)	√	√
Extra Free Baggage Allowance	30 KG	20 KG	10 KG
Priority Baggage Handling	√	√	√
Priority waitlist	√	√	√
Lounge Access	√(with one fellow traveller)	√	-
Irregular Flights	√ (Business Class standard)	-	-

Remarks:

- The cooperation is effective from July 8th, 2019.
- '√' means may enjoy the certain service while '-' means no access to the certain service.
- Platinum members may enjoy Priority Check-in as well as the Lounge and invite 1 fellow traveller, fellow baby will not occupy the fellow traveller quota. The fellow traveller shall travel with the same codeshare flights as Platinum members.
- Platinum, Gold and Silver may enjoy corresponding benefits provided by Sichuan Airlines when taking codeshare flight of Juneyao Air and Sichuan Airlines, operated by Sichuan Airlines and marketed by Juneyao Air.
- Platinum, Gold and Silver may enjoy corresponding benefits provided by Juneyao Air when taking codeshare flight of Juneyao Air and Sichuan Airlines, operated by Juneyao Air and marketed by Sichuan Airlines.
- Platinum, Gold and Silver may not enjoy corresponding benefits provided by Juneyao Air when taking codeshare flight of Juneyao Air and Sichuan Airlines, operated and marketed by Sichuan Airlines.
- Juneyao Air Club members may enjoy no benefits when booking flights operated by Sichuan Airlines but marketed by other airlines apart from Juneyao Air.

Family Points Adding-up Program

Eligible Members

1. To apply for Family Points Adding-up, a key member shall be designated, who must reach 12 years old or above.
2. To register information of the key member's family members, such as parents, parents-in-law, spouse and children, an application shall be submitted by the key member with consent upon signature of members to be registered.
3. The number of family members for registration shall not exceed 7, and the key member shall fill out an

Child Member

"Juneyao Baby" card is designed specifically for children at the age of 2-11 (inclusive). You can visit the official website of Juneyao Air for application. Child member account need to be linked with an adult account, and when reaching the age of 12, the child membership will become Basic automatically.

Juneyao Baby Card Sample



Baby Girl



Baby Boy

Child Member Benefits

1. The earning standards of points and flight segments for child is the same as adult. However, child cannot be upgraded or downgraded.
2. Points and flight segments accumulated in the account

application for Family Points Adding-up and submit evidence for proving relationship with members to be registered, such as copies of marriage certificate, household registration book, etc.

Application

Please call Juneyao Air Member Service Hotline 4007006000 for application, relationship evidences and the application from with family members signatures should be submitted.

of a child member card expires after 24 month from the travel date. Once consolidated with family points or transferred to an adult card, the valid period of points and flight segments will follow the same rules as Basic member cards. peration of family consolidation.

3. In the operation of family consolidation, no child member account may be set as key member, and points in a child member account may be consolidated into the linked primary member.
4. A child member attaining the age of 12 will become a basic card member automatically, and can be upgraded if reaching the upgrade standard, which standard shall be the same as adults.
5. Points in the account of a child member can be used by the child himself/herself to exchange for products only, and after consolidation with family points, will be at the disposal of the Master Card.
6. Points in the account of a child member can be redeemed immediately, not subject to any minimum standard; once consolidated, their redemption shall follow the same rules as ordinary cards.

Legal Clauses

1. "Juneyao Air Club" is managed and operated by Shanghai Juneyao Airlines Co., Ltd.
2. Corporations and other unincorporated organizations are not eligible for this Loyalty Program. Except for Family Points Adding-up Program. Juneyao Air Club will also not accept any application submitted jointly by several persons or submitted by the same person repeatedly.
3. By joining as a member, you agree to and comply with the relevant provisions and requirements of "Juneyao Air Club", as well as any possible change or supplementation in the future.
4. The personal information provided by passengers must be detailed and accurate; if the personal information provided is incomplete or unreal, Juneyao Air will be unable to handle such application for membership.
5. Please contact Juneyao Air Call Center as soon as possible if members change contact or address. Juneyao Air shall not be liable for any delay or loss of correspondence arising from members failure to provide the correct address.
6. Members shall be liable for the loss of points caused by individual faults. Juneyao Air Club will not be responsible for such loss.
7. Points cannot be redeemed for currency. Except for Family Points Adding-up Program, points cannot be transferred or combined, and if any tax shall be paid for points as required by the relevant government policy, such tax shall be solely borne by members.
8. If a member violates any rules or clauses of Juneyao Air, Juneyao Air Club, or its partners, such as submitting any untrue information (e.g. flight record), Juneyao Air reserves the right to take any one or more of the following legal actions, depending on the case: (1) claim for damages; (2) terminate membership; (3) withdraw earned points; or (4) the member must pay the full ticket price (Economy Class and Business Class) of the flight already taken, and relevant attorney fee, litigation fee, etc.
9. Beijing time (GMT +8) should be adopted as the standard with regards to member accounts opening, closing, and other situations.
10. Juneyao Air Club reserves the rights to amend or terminate this loyalty program, the ownership of member cards belong to Juneyao Air Club.
11. Juneyao Air Club shall not be held responsible for any event or circumstance beyond control, including but not limited to force majeure, cyber attacks, system failure, correspondence failure, network congestion, power supply system failure, computer virus, malware attacks, and etc.
12. Juneyao Air reserves the right to protect membership accounts, when member accounts or information safety is potentially negatively affected. Members may need to pass the identity authentication again if necessary.
13. Please contact Juneyao Air as soon as possible, if you fail to receive products or services, after using points at our partners. Juneyao Air will assists you to claim the points. However, the redemption action is made by your authorization, and the result cannot be guaranteed by Juneyao Air.
14. Juneyao Air Club collects, uses and discloses customer data in order to provide services and products. Juneyao Air Club may not provide related service, if the provided information is incomplete.
15. All customer data will be regulated by the Privacy Policy of Juneyao Air Club.
16. Juneyao Air respects and protects the privacy right of members, please read Members Data Protection Handbook for detailed information.
17. If there is any inconsistency or conflict between Juneyao Air Club Member Handbook and local laws and regulations, the local laws and regulations shall prevail.
18. Juneyao Air Club Member Handbook is written in both Chinese and English. If there is any inconsistency or conflict between English and Chinese version, the Chinese version shall prevail.
19. If there is any change in this handbook, Juneyao Air will make announcement at its official website, without further notice by Juneyao Air and relevant partners.
20. For any legal dispute, the place of action shall be Shanghai.
21. To safeguard your legitimate rights and interests, please carefully read this member handbook, especially those bold parts herein.

Contact Us

Ticket Service Center, Shanghai Juneyao Airlines Co., Ltd.
Address: Ground Floor, Juneyao International Plaza, No. 789, Zhaojiabang Road, Shanghai, China
Postal Code: 200032
Phone: 021-51155746
Fax: 021-51155743

Customer Service Center, Shanghai Juneyao Airlines Co., Ltd.
Postal Code: 200336
Fax: 021-22388819
Sales Service Hotline: 95520
Member Hotline: 4007006000

Email: callcenter@juneyaoair.com
ffp@juneyaoair.com
Website: <http://www.juneyaoair.com>

Office Website of Juneyao Air
For the latest news and promotional information of Juneyao Air, please visit <http://www.juneyaoair.com>.

The content of this Member Handbook will supersede previous versions, and for some content that fails to be updated in a timely manner due to version or printing issues, announcement on the official website shall prevail.

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juneyaoair.com

