

*Caribbean*

Miles

MEMBERSHIP GUIDE



*Caribbean  
Airlines*

the warmth of the islands

# NOTICE TO MEMBERS

Caribbean Airlines Limited, and all Caribbean Miles partners, reserve the right to change, at any time, with or without notice, any aspect of the Caribbean Miles programme.

This right includes, but is not limited to:

1. Changes in partner affiliation
2. Rules for earning miles and miles redemption levels
3. Rules for travel rewards
4. Cities served
5. Flight schedules
6. Limited seating or space availability
7. Restricted travel dates
8. Specific features of promotional offers

Caribbean Airlines is not responsible for the unilateral programme changes, which may be made by a Caribbean Miles partner, or the partner's termination of its participation in the Caribbean Miles programme. Caribbean Airlines reserves the right to discontinue the Caribbean Miles programme upon provision of six months notice to active members. This means that regardless of the amount you participate in the programme, your right to accumulate miles and claim rewards may be terminated six months after we provide you notice.

Other rules and restrictions apply to the programme, and are detailed on the following pages. Additional or revised rules may be communicated to you from time to time through miles statements, news updates, mailings or oral or written disclosures made by reservation agents, or at our ticket counters and/or check-in gates.



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# WELCOME TO THE CARIBBEAN MILES PROGRAMME

We are pleased to welcome you to the Caribbean Miles programme, which has been specially designed for frequent travellers within, to and from the Caribbean.

Now that you have enrolled, you will receive Caribbean Airlines Miles for every flight you take with us.

And don't forget, when you fly, drive, shop, or use your RBTT MasterCard with our partners, you will earn your Miles faster.

Our partners are:

1. RBTT/Caribbean Miles MasterCard, our bank partner
2. HERTZ, our car rental partner
3. HiLo Food Stores, our retail partner

This Membership Guide is designed to answer any questions you may have about the Caribbean Miles programme, and to ensure your enjoyment of its many benefits. Should you have any additional questions, or require assistance, please call our Service Centre (see back cover) where our Customer Service representatives will be pleased to assist you.

Thank you for flying with Caribbean Airlines.



## ABOUT YOUR ACCOUNT

**Your Caribbean Miles account:** Members are permitted only one Caribbean Miles account. Member accounts must be established under the member's full first and last names (along with middle initials) and only the member may accrue miles in the account. The name on your Caribbean Miles account should match the name on your travel documents and/or MasterCard. Members may not transfer miles between accounts, including, but not limited to, those of relatives. Children under two years are not eligible for membership.

Information about your Caribbean Miles account is held confidential, and will only upon your request in writing be released and sent to the address on your account.

**Personal Identification Number (PIN):** Your PIN is designed to protect your account from unauthorised use. It will be assigned to you and appear printed on your Welcome Letter. Caribbean Airlines will not be responsible for any lost, stolen or otherwise disclosed PIN's, nor shall it re-credit any miles withdrawn from your account if anyone seeking miles redemptions provides your PIN. Your PIN should be guarded and not provided to anyone other than a Caribbean Airlines representative. If you desire, you may request to have your PIN changed at any time, by submitting a written request to the Caribbean Miles Service Centre, including on the letter your current PIN number.

**Caribbean Miles Account Statements:** Member activity statements for active Caribbean Miles accounts will be mailed to members quarterly at their designated address. Please note, statements will be mailed to members if there has been activity in the account for the reporting period. If 3 months have elapsed since your last activity and you have not received a statement, please contact the Caribbean Miles Service Centre to ensure that your Miles will be credited. A member who has not flown on Caribbean Airlines or used a partner's services at least once in the past 24 months will be deemed inactive and may receive no further miles statements unless account activity occurs.

**Your statement will include:**

1. Your current Miles balance
2. Your current-period deposits and withdrawals
3. Your miles expiry dates

Please note your account balance can be viewed on [www.caribbean-airlines.com](http://www.caribbean-airlines.com) or you may also call the Service Centre. (Please have your account number available). If you wish to receive a printed miles statement of your account other than when it is normally sent to you, you can do so for a fee of US \$12.50 or for 500 miles.

For further information about your account, please refer to other Caribbean Airlines Rules herein contained in this booklet.

## EARNING CARIBBEAN MILES

**Obtaining Miles:** To ensure that the miles you are entitled to are posted to your account, please provide your member account number when you make your reservation via the internet at [www.caribbean-airlines.com](http://www.caribbean-airlines.com) - through your travel agent or through the Caribbean Airlines reservation agent. Your member account number should also be given at check-in for both your outbound and return flights.

Miles will be credited to member accounts within 8 days of flight departure.

Please retain all flight documents (ticket receipts, boarding passes, etc) until you receive a statement indicating that miles flown were properly credited to your account.

Caribbean Miles and Bonus Miles will be awarded only on standard revenue fares.

Miles and Bonus Miles will NOT be awarded for the following:

1. Flights taken on free travel reward tickets.
2. Charter flights to Caribbean Airlines established routes.
3. Promotional certificates.
4. Travel agent, tour conductor and industry reduced-rate tickets.
5. Free tickets.
6. Other similar tickets.

**Miles for cancelled flights:** When you are ticketed in advance, and your flight is cancelled on the day of departure, you will receive full Miles for your re-accommodated flight. This does not apply if your flight was cancelled as a result of uncontrollable circumstances such as weather, work stoppage, etc. If you are re-accommodated on Caribbean Airlines or a Caribbean Airlines partner, you will receive Miles only for the flight on which you were re-accommodated. If you are involuntarily re-accommodated on an airline other than Caribbean Airlines or a Caribbean Airlines partner, you can request Miles for your original itinerary, by writing to the Caribbean Miles Service Centre or to the Customer Relations Department (see back cover).

Please include:

1. An explanation of what occurred.
2. Your name.
3. Your Caribbean Miles account number.
4. A copy of your original ticket and the boarding pass from the flight on which you actually flew.

Caribbean Airlines will evaluate the circumstances to determine if you will be entitled to miles for the cancelled flight.

## EARNING CARIBBEAN MILES (cont'd)

**Missing Miles:** If Miles which you believe you are entitled to do not appear on your Miles statement, submit a written request to the Caribbean Miles Service Centre (see back cover).

Please include:

1. A clear copy of your original ticket.
2. Your boarding pass.
3. Your name.
4. Account number.
5. Current daytime telephone number.

Altered or illegible documents will not be accepted.

All requests for Miles must be received within six months of the date of the flight for which you seek credit.

Please note only one previous journey within six (6) months prior to the date of joining will be credited to the account.

**Earning Miles with partners:** Caribbean Airlines is building its network of airline partners, and Members will be able to enjoy the benefits of Earning and Burning Miles on Partner airlines in the near future. For the latest information please visit [www.caribbean-airlines.com](http://www.caribbean-airlines.com)



## BONUSES

**Enrolment Bonus:** Effective 01 August 2010, all members receive a bonus of 500 miles when you take your first flight on Caribbean Airlines.

**Caribbean Airlines Fare Class Bonuses:** A bonus of 50% is awarded for travel on Business class fares. Travel on special Business class fares will also be awarded 50% bonus. Partner fare class bonuses may vary.

**Tier Level Bonuses:** Caribbean Airlines Silver Members receive a bonus of 10% on flight Miles flown. Gold Tier and Executive Gold Tier Members receive a bonus of 100% on flight Miles flown, (see the section on "Tier Membership" for more information).

**Calculating Bonus Miles:** All Bonus Miles are calculated on minimum or actual flight miles. When more than one bonus is earned, each is calculated on flight miles, not upon the total of flight miles and bonus flight miles. For example, if you earn 50% bonus for flying on a business class fare on a 1,000 mile flight, the bonus will be 500 miles. If you also earn a 10% bonus as a Silver Level member, that bonus will be 100 miles (not 10% of the original 1,000 flight miles plus the 500 fare class bonus).

**Earn more Miles for reaching new Tier Levels:** Members will receive 3,000 Bonus Miles upon attaining Silver status, 5,000 Bonus Miles upon attaining Gold status and 7,000 Bonus Miles upon attaining Executive Gold status on Caribbean Airlines in one calendar year.



## REWARDS

### For travel rewards on Caribbean Airlines:

You can contact the Caribbean Miles Service Centre to redeem upgrades or free travel rewards as described in the Caribbean Miles Reward Chart. Please have your Caribbean Miles account number and PIN available when you make your call. Our agent will book your reservations and make arrangements to have your ticket issued at the Caribbean Airlines ticket office nearest you. You can collect the ticket yourself, (be sure to have your passport available) or request an e-ticket. In the case of the latter, you must provide a credit card number. Please note, only in special circumstances will tickets be issued at the airport.

### Reward types: (see the Caribbean Miles Reward Chart)

1. **Standard Rewards**, subject to capacity control (limited seating).
2. **Upgrade Rewards**, allows you to travel in Business Class service when you purchase an economy ticket. This is always subject to space availability. Please contact the Service Centre for details.

Gold Members receive four free positive space upgrade certificates annually on Caribbean Airlines only. These certificates are not valid for use with discounted or promotional fares. Upgrades issued against upgrade certificates can only be requested within 24 hours in advance of travel date.

Executive Gold Tier Members will receive an additional six positive space upgrade certificates when they achieve 80,000 flown miles in one calendar year.

**Expedited reward issuance:** Expedited reward is issued at no extra charge once the reservation is made at least 15 days before travel date. Expedited reward issuance is available by overnight courier or by wire at a Caribbean Airlines ticket counter (at Caribbean Airlines' option) for the following charges, which are non-refundable (US\$):

	International	Intra-C'bean
• reward required 8-14 days before travel date:	25	25
• reward required 4-7 days before travel date:	35	25
• reward required 1-3 days before travel date:	50	25
• reward required same day of travel:	50	25

These charges are payable by cash or major credit card at any Caribbean Airlines ticket counter and are subject to applicable Government Taxes.

• Silver, Gold and Executive Gold Members may enjoy any of these services without charge. (Waiver of voluntary re-routing charges applies to full reward tickets only).

**Purchasing Miles:** As a Caribbean Miles member you can purchase up to 20% of the Miles you need for a free travel reward on Caribbean Airlines (not its partners). Miles are purchased at a cost of \$30 (USD) per 1,000 miles or part thereof. This is payable at the time the reward is issued, by cash or major credit card at any Caribbean Airlines ticket counter. Miles may be purchased only when a member has insufficient Miles in his or her account to obtain the desired travel reward. Only the exact number of Miles needed will be added.

## REWARDS (cont'd)

**Reward travel terms:** Rewards are valid for round-trip or one way travel between two cities served by the carrier using the most direct route as defined by the reward that you redeem. You must have confirmed reservations and be ticketed for the entire trip before you begin reward travel. Once travel has commenced no changes to the itinerary will be permitted except in the case of date change. Where one-way rewards are not offered, if you redeem your reward for a one-way ticket, the unused portion of your reward will be forfeited. Should you be using a one way reward, you must ensure that the terms of your visa allow for one way travel without a return ticket. If you elect to travel in a service class lower than the one in which you are ticketed, no credit to your account will be made. Caribbean Airlines and its partners require picture identification at the time of check-in. You will also be required to present your passport upon collection of your ticket and maybe during the course of your travel.

Tickets should be paid for within the following guidelines:

Effective 01 February 2010 the following payment guidelines will apply. Bookings confirmed:

- \* Over 30 days. Payment due 14 days from date of booking.
- \* 29 days to 15 days Payment due 7 days from date of booking.
- \* 14 days to 5 days. Payment due 48 hours from date of booking.
- \* 4 days to 1 day. Payment due same day of booking by 6:00pm.
- \* Same day travel. Immediate ticketing

Failure to adhere to these payment deadlines will result in cancellation of your reservation.

Please note, reward tickets do not earn additional miles, and should not be submitted for miles either at the time of reservation, at check-in, or at the Caribbean Miles Service Centre. See the section on "Conditions of Travel" for additional information.

**Reward travel cancellations:** When cancelling reward requests please contact the Caribbean Miles Service Centre (see back of guide) at least 1 week before your departure date to have miles re-deposited to your account.

**Travel Agent reward restrictions:** Travel agents may reserve rewards on your behalf if authorised to do so, but they cannot issue tickets. Your member account can only be accessed by Caribbean Airlines. Your PIN must be advised before these reward tickets can be issued. Please see "Personal Identification Number" for additional information regarding your PIN.

**Reward transfers:** You may request a Caribbean Airlines reward to be issued in the name of any person you designate. Simply provide your PIN and the name of that person at the time you make reservations. Once an airline ticket is issued, it is non-transferable. A name change requires that you re-deposit the reward, pay the applicable re-deposit fee and have it re-issued in the appropriate name. Your PIN MUST be provided to process the new reward. Transferring of miles is not allowed from one account holder to another.

## REWARDS (CONT'D)

**Combining rewards:** Caribbean Miles rewards cannot be combined with other rewards, and cannot be used in conjunction with certain promotional fares, special offers etc. An upgrade cannot be taken on a reward ticket. The miles will be re-deposited (see below for re-deposit rates) and a new ticket issued at the appropriate redemption rate.

**Reward expiration dates:** Caribbean Miles rewards expire one year from the date ticket is issued, ticket taxes can be refunded up to three years from date of issue if the ticket was not used. If the outbound portion was utilised then the ticket becomes valid for 1 year from the date of the outbound travel. Upgrade rewards involving a fare with an earlier expiration date will expire on the date that the fare expires. Return travel must begin by 12 midnight on the expiration date of the reward. Rewards taken with the expiring miles must be ticketed 2 weeks of making the original reservation or the reward will be cancelled and the miles will expire.

**Re-deposit/re-issue of rewards:** Members wishing to re-deposit an unused reward to their account may do so by calling or mailing details of the unused reward ticket with instructions to the Service Centre. Effective April 01st 2009 an increased service charge of USD \$100 for an International reward and USD \$50 for Intra Caribbean/S. America reward plus applicable government taxes. This can be transacted either by calling our Reservations Call Centre or visiting the nearest Caribbean Airlines ticket office. For faster service tickets can be returned to the nearest Caribbean Airlines office where service charge payments can be made. Silver, Gold or Executive Gold Members accounts are exempt from re-deposit fees.

**Date change:** Members wishing to change the date or itinerary on an issued reward may do so by calling or visiting the nearest Caribbean Airlines ticket office. Effective April 01st 2009 an increased service charge of USD \$100 for an International reward and USD \$50 for Intra Caribbean/S. America reward plus applicable government taxes will apply. Silver, Gold or Executive Gold Members accounts are exempt from date change fees.

**Upgrade Fee (New):** Effective April 01st 2009 members wishing to request an upgrade using their miles must hold an economy ticket in any of the following fare classes (B,M,K,Y) A service charge of USD \$50.00 for an International reward and USD \$30.00 for Intra Caribbean and S. America reward plus applicable Government taxes will apply. Members can contact Caribbean Airlines Reservations Centre or visit the nearest Caribbean Airlines ticket office for payment.

**Lost or stolen tickets or certificates:** Rewards lost, stolen or otherwise destroyed will not be credited or replaced to member accounts.

## SILVER, GOLD & EXECUTIVE GOLD MEMBERSHIP

Caribbean Miles members who fly at least 20,000 miles in a calendar year on Caribbean Airlines are eligible for Silver Membership and its many benefits. Members who fly 40,000 miles or more in a calendar year on Caribbean Airlines become Gold Members.

Members who fly over 80,000 miles in a calendar year become eligible for Executive Gold Membership and will enjoy the same benefits as a Gold Member plus six additional free positive space upgrades annually, valid for use with any fare.

A member who flies the required miles on Caribbean Airlines in one calendar year will automatically become a Tier Member for the remainder of that year and for the full calendar year following. Tier Membership should be earned annually on the basis of actual Caribbean Airlines flight miles flown during that calendar year. Miles earned with partners from fare class bonuses and non-fare class bonuses do not count towards Tier Membership.

**Silver Tier Members** enjoy the following programme benefits:

- Unique member credentials.
- A 3,000 Mile Bonus upon attainment of Silver Status.
- Preferential check-in and priority boarding on all Caribbean Airlines flights.
- Expedited reward delivery at no cost.
- A Miles Bonus of 10% on all Caribbean Airlines flight miles awarded after Silver status has been attained.
- Waiver of Date Change Penalty and re-deposit fee on reward tickets.

**Gold Tier Members** enjoy the following programme benefits:

- Unique member credentials.
- 5,000 Mile Bonus upon attainment of Gold Tier Status.
- Four free positive space upgrade certificates annually, not valid for use on discounted or promotional fares, (upgrades can only be requested from 24 hours in advance of travel date).
- Preferential check-in and priority boarding on all Caribbean Airlines flights.
- Expedited award delivery at no cost.
- A Miles Bonus of 100% on all Caribbean Airlines flight miles awarded.
- Waiver of Date Change Penalty and Re-deposit fee on award tickets.

**Executive Gold Tier Members** enjoy the following programme benefits:

- 7,000 Mile Bonus attainment of Executive Gold Tier status.
- Members receive 10 free positive space upgrade certificates annually, not valid for use on discounted or promotional fares. (Upgrades can only be requested from 24 hours in advance of travel date)
- Preferential check-in and priority boarding on all Caribbean Airlines flights.
- Expedited award delivery at no cost.
- A Mile Bonus of 100% on all Caribbean Airlines flight miles awarded.
- Waiver of Date Change Penalty and Re-deposit fee on award tickets.

Detailed information regarding these and other Tier Level benefits can be found throughout this Membership Guide.

## APPLICABLE FEES AND SURCHARGES

**Fees and surcharges:** Reward travel on Caribbean Airlines or Caribbean Airlines partner flights is subject to the filed tariffs and standard contract of carriage of the carrier providing the transportation.

Caribbean Miles members are responsible for:

1. Federal inspection fees.
2. Passenger facility charges.
3. Customs user and immigration fees.
4. Any other fees and surcharges applicable to reward travel.

Fees and surcharges for reward tickets must be paid by major credit card at the time of Caribbean Miles reward confirmation OR in cash at the Caribbean Airlines or Caribbean Airlines partner ticket counter when the reward is being ticketed.

**Tax liability:** Tax liability associated with the use of Caribbean Miles rewards, if any, is the sole responsibility of the beneficiary.

**Refunds:** Rewards and miles have no cash value aside from applicable taxes, fees and surcharges. Expedite and re-deposit charges are not subject to refund (charges listed on page 13).



## CONDITIONS FOR TRAVEL

**Making reservations:** To make your reservations for Caribbean Airlines call the Caribbean Miles Service Centre and provide the agent with your member account number and PIN.

**Open-jaw travel:** Open-jaw travel allows you to fly from a point of origin to a destination and then to return to a point different from your origin (e.g. Trinidad – New York, New York – Barbados). Open-jaw travel also allows you to fly from a point of origin to a destination, and to return to your point of origin from a different destination (e.g. Trinidad – New York, Miami – Trinidad). Transportation between the open-jaw cities is not provided.

**Stopovers:** Each reward ticket is allowed one stopover. You can request one additional stopover at a cost of US \$25 plus applicable Government taxes.

**Airline re-routing:** Reward travel is provided only for the specific airline(s) named on the reward ticket. In the event of a flight irregularity reward ticket holders will not be eligible for amenity, hotel payments or re-routing on another airline.

**Capacity controls:** Standard reward usage, including upgrade certificates, is subject to capacity controls. Capacity controls limit the number of seats available to reward tickets and upgrades. If seats in the special fare class allocated for reward/upgrade travel are unavailable you may request an alternative flight or date.

**Sale of rewards or Miles:** Rewards or miles cannot be sold, bartered or purchased among members. Any reward or miles obtained in this manner will be void and is subject to confiscation. If such a trip has been started, any continuing transportation will be at the passenger's expense. Rewards so obtained will not be re-deposited and miles paid for the award will not be re-credited to the member's account. In addition, all member miles in that account may be subject to forfeiture. Violators of these rules will be liable for damages, litigation and transaction costs.

**Miles or reward abuse:** Fraud or abuse of Caribbean Airlines Miles or reward redemptions, including any use other than that originally intended by Caribbean Airlines or Caribbean Airlines partners, is subject to immediate administrative and legal action. This action may include membership termination and forfeiture of all accrued miles, reward certificates and tickets issued against reward certificates.

## CONDITIONS FOR TRAVEL (cont'd)

### **Rewards and Miles are not member's property:**

Caribbean Miles rewards and miles do not constitute property of the member.

Rewards and accrued miles are not transferable:

1. Upon death.
2. As part of a domestic relations matter.
3. Otherwise by operation of law.

**Miles expiration:** Effective April 01st 2009 miles accrued shall only be subject to expiration 24 (twenty four) months after the last account activity in the member's account. Activity is defined as posting of miles to a member's account as a result of travel on Caribbean Airlines, one of its specified airline partners or another partner of the programme. In cases where miles are for any reason removed from an account, such as the redemption of awards, and later returned, the re-deposit of the miles to the account shall not be considered as account activity. Before they expire, miles can be withdrawn from an account for travel during the following year. All arrangements made will be final. Should the award not be taken within ten months from the date of processing, the reservation will be cancelled and the miles will be lost.

**Name and address changes:** Members shall be responsible to advise Caribbean Airlines of any change of address. Please submit the following:

1. Name.
2. Account number.
3. PIN.
4. Former address.
5. New address.
6. New telephone numbers.
7. Email address.

Caribbean Airlines will not be responsible for any loss of benefit incurred due to non-receipt of mail caused by a change of address.

Name changes must be submitted in writing to the Service Centre, accompanied by appropriate legal documentation, such as a copy of a marriage licence or divorce decree.

**Please Note:** In the event of mail being returned due to a change of address, it will be forwarded to the new address, when advised.

## CONDITIONS FOR TRAVEL (cont'd)

**Inactive Membership:** If no miles are credited to your account in a consecutive 24 month period your account will be considered inactive.

**NOTE:** If Caribbean Airlines or its partners shall improperly fail to issue miles or to issue rewards, their liability will be limited to issuance of comparable rewards or miles. Caribbean Airlines is not responsible to any member for partner withdrawals from this programme or reward cancellations, discontinued Caribbean Airlines or partner service or miles cancellations or for any other reason. Caribbean Airlines reserves the right to discontinue the Caribbean Miles programme upon provision of six months' notice to active members.



## REWARDS ON CARIBBEAN AIRLINES

DESTINATION	AWARD	MILES NEEDED
Within the Caribbean or between South America* and the Caribbean	One Way Upgrade	5,000
	One Way Economy Class	7,500
	One Way Business Class	12,500
Between the Caribbean / South America* and North America	One Way Upgrade	10,000
	One Way Economy Class	15,000
	One Way Business Class	25,000
Between Kingston and North America	One Way Economy Class	16,250
	One Way Business Class	28,750

\* South America refers to: Caracas, Georgetown & Paramaribo





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