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# FLYINGBLUE



Where will life's pleasures  
take you?

# Welcome

to a world of  
valuable moments  
with Flying Blue



We are delighted to welcome you as a member of Flying Blue, the frequent flyer programme where every Mile takes you closer to a precious moment that's special to you.

When you travel with your Flying Blue card, you are instantly recognized by AIR FRANCE, KLM and all the SkyTeam partners, so you can always look forward to a pleasant trip.

Your Flying Blue card is your passport to earning valuable Miles. Before you know it, you can transform your Miles into valuable experiences. With over 18,000 daily flights, 900 destinations and 130 partners, it couldn't be easier. The more you fly, the more advantages you enjoy as you go up to higher levels of membership: Silver, Gold and Platinum.

There are also lots of ways to enjoy your Miles. Whether it's a flight to the destination you've always wanted to explore, a stay in a luxury hotel, or countless other ways to spend your Miles, the choice is yours. And as you are about to discover, Flying Blue is all about choices.

# Discover the pleasure and simplicity of earning Miles



With Flying Blue, you earn two kinds of Miles: Award Miles that you can spend, and Level Miles that determine your level of membership. There are also plenty of Award Miles to earn if you keep your feet on the ground, thanks to an extensive list of non-airline partners that participate in the Flying Blue programme.

## ■ Level Miles

You can earn Level Miles on most flights with AIR FRANCE, KLM and SkyTeam airlines. The number of Level Miles you have determines your membership level: Ivory, Silver, Gold or Platinum. The Level Miles you earn are valid until December 31<sup>st</sup> of the year in which you earn them.

## ■ Award Miles

You earn Award Miles on most flights. You can spend your Award Miles for award tickets from AIR FRANCE, KLM, and from our airline partners or for any of the many services offered by our non-airline partners. As a Flying Blue member, your Award Miles are valid for life as long as you fly\* at least once every 20 months, on AIR FRANCE or KLM, Air Europa, Kenya Airways or Aircalin, or one of the Skyteam member airlines.

\* On a flight with a paid ticket of one of the SkyTeam airlines, allowing Miles accumulation.

# Helpful online tools so you can manage your account

Our websites give you fast and easy access to your Flying Blue account to let you keep an eye on your Miles. If you want to check or update a detail, just log on.



## ■ [Click to check your Mileage Summary](#)

See how many Miles you have, and which transactions have been registered, at a glance. You can also check your membership status, and see how close you are to reaching the next level.

## ■ [Got a question?](#)

Simply use the e-mail function on our websites. Your question goes directly to the Customer Service Center.

## ■ [Claim missing Miles](#)

Is there a flight you've made with AIR FRANCE or KLM that hasn't been registered yet? Or perhaps you have made Flying Blue transactions such as car rental or a hotel stay, and the Miles don't seem to be credited yet. The solution? Go online and claim the Miles you deserve in minutes.

## ■ [Adapt Flying Blue to your needs](#)

Modify details such as your choice of language for communication, your choice of receiving printed or online communication, even change your Flying Blue PIN code.

# Enjoy spending your Miles in so many ways

Discover freedom of choice, discover just some of the ways in which you can spend your Miles. Your Miles are there to use when and where you want.



## ■ Enjoy flights

Your Miles can take you where you want to go and also make all your trips easier and more enjoyable. You can spend from 10,000 to 140,000 Award Miles on award tickets - from a short-distance award ticket all the way to a Round-the-World Award.

## ■ Book awards online

With our award booking calendar, you can check your award flight up to 10 months in advance or just 24 hours before departure. In minutes, you can check availability on your preferred dates, to the destination of your choice, and book for up to 4 people. You can even book a one-way ticket on AIR FRANCE and KLM flights.

Just try! It is really simple to find the award you want.

- Enjoy a real bargain with Promo Awards® : Promo Awards® regularly offer special promotions on award flights to certain destinations, up to 50% off the usual number of Miles. Please visit our websites to discover new destinations frequently. This is in addition to the other promotions you find in the Flying Blue newsletter.
- Get the flexibility you need with the Flex Award: If an award seat is not available on your preferred flight, you may still be able to travel in exchange for double the amount of Miles thanks to the Flex Award.

Conditions apply. Please see our websites for details.

# You deserve to be awarded

Go ahead, treat yourself to a little extra comfort. By using just some of your Miles, you can enhance your journey and enjoy it even more.



## ■ Upgrade award

When paying full fare, why not use some Miles to upgrade yourself to the next class for added comfort and service? Experience all the extra privileges of travelling at a higher level. It's a great way to make your journey even more memorable. Your Miles bring it all within easy reach.

## ■ Extra baggage award

Do you ever need to travel with bulky items such as presentation equipment? Are you ever tempted to take along your golf clubs? Or what about that perfect purchase you'd really love to bring back? Why not exchange some Miles to cover excess baggage. It can be arranged for you in moments at the airport.

# Non-flight awards

Our non-airline partners welcome your Award Miles, too. With more than 100 partners worldwide, the possibilities go on and on: choose from a wide selection of hotels, book a relaxing break in a luxury resort, or exchange your Miles for car rental, leisure activities and more, all over the world.

Discover all our partners at the end of the brochure.



Here is just a partial list of the many pleasures your Miles can bring you.

AWARD	MINIMUM AWARD MILES <sup>(1)</sup> NEEDED
Charitable donation	From 3,000 Miles
Shopping in the Air vouchers	17,000 Miles
Long weekend rental car	30,000 Miles
One night hotel stay at Venecia	40,000 Miles
Long weekend for two in Cannes	63,500 Miles
Admission for one day to Disneyland® Paris Park and Walt Disney Studios® Park	59,000 Miles
7 consecutive days car rental	90,000 Miles
A six night (7 days) vacation for two in the Golden Tulip Bucuti Beach Resort Aruba	190,000 Miles

(1) Passengers are responsible for paying all applicable taxes, fees and charges.

# Step up to even more advantages

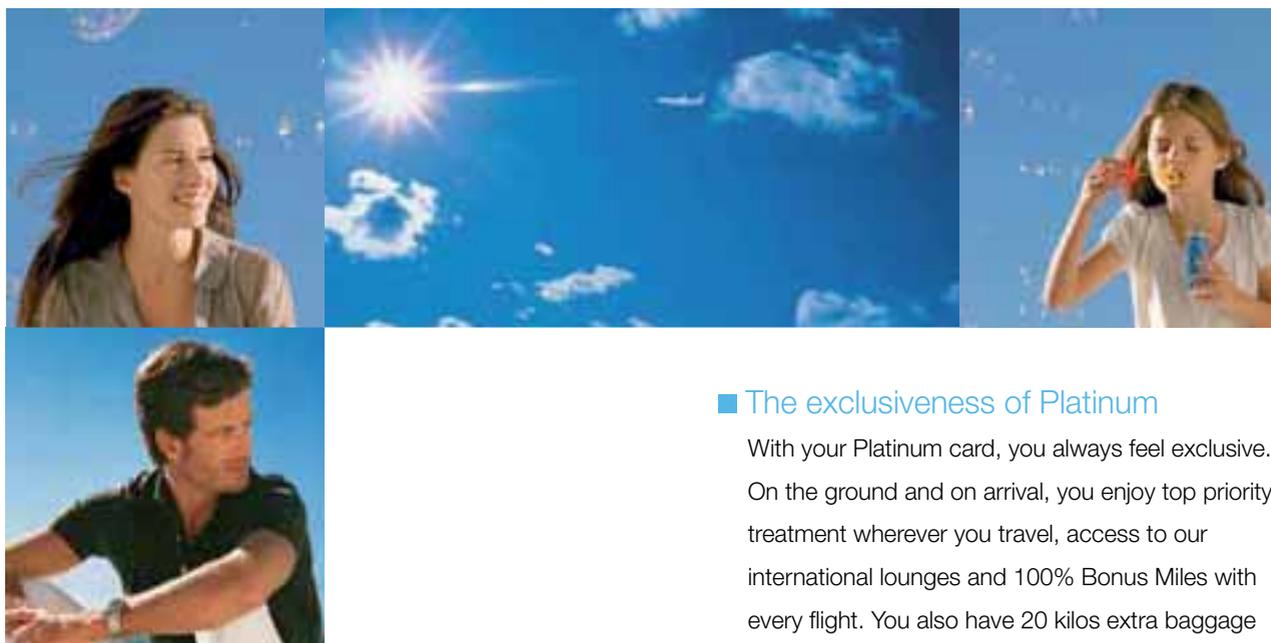
Your Flying Blue Ivory card is just the beginning. Before long, you could be stepping up to the superior benefits that come with our three levels of Elite membership. The more you fly, the more Miles you earn, the higher you go.

## ■ The priority of Silver

With your Silver card, we make certain you receive priority. You benefit from 50% Bonus Miles on every flight, priority check-in and boarding, plus an extra 5 kilos baggage allowance.

## ■ The comfort of Gold

With your Gold card, travelling is all about comfort. On the ground you can relax in our airport lounges. Our Elite transfer desks ensure your connections go smoothly. You also benefit from 75% Bonus Miles on every flight and 10 kilos extra baggage allowance.



## ■ The exclusiveness of Platinum

With your Platinum card, you always feel exclusive. On the ground and on arrival, you enjoy top priority treatment wherever you travel, access to our international lounges and 100% Bonus Miles with every flight. You also have 20 kilos extra baggage allowance. And after ten consecutive years at the Platinum level, you're eligible for Platinum for Life.

## ■ Elite benefits that set you apart

With your Flying Blue Elite card, travel becomes even more enriching. Discover the priority treatment of Silver, the comfort of Gold and the exclusiveness of Platinum.

	SILVER	GOLD	PLATINUM
			
	50%	75%	100%
<b>ACCRUAL</b>			
Bonus Miles <sup>(1)</sup>			
<b>BENEFITS</b>			
Guaranteed seat <sup>(2)</sup>	7 days prior to departure	24 hours prior to departure	24 hours prior to departure
Waiting list priority	Priority	High priority	Highest priority
Extra baggage allowance <sup>(3)</sup>	5kg	10kg	20kg
Access to Platinum status for Life <sup>(4)</sup>	-	-	■
Dedicated ticket desk <sup>(5)</sup>	-	■	■
Dedicated check-in <sup>(5)</sup>	-	■	■
Lounge check-in <sup>(5)</sup>	-	■	■
Baggage protection <sup>(6)</sup>	-	■	■
Access to lounges <sup>(7)</sup>	-	■	■
Free Internet usage in lounge <sup>(5)</sup>	-	■	■
Dedicated helpline	■	■	■
Business Class check-in	■	■	■
Elite transfer desk <sup>(5)</sup>	■	■	■
Priority baggage tag and handling <sup>(8)</sup>	■	■	■
Priority boarding <sup>(8)</sup>	■	■	■
Preferred seating	■	■	■
Upgrade until day of departure	■	■	■
<b>MEMBERSHIP THRESHOLDS</b>			
<b>ALL MEMBERS EXCEPT FRENCH RESIDENTS</b>			
Level Miles required	25,000	40,000	70,000
SkyTeam one-way flights required <sup>(9)</sup>	15	30	60
<b>FRENCH RESIDENTS</b>			
Level Miles required	30,000	60,000	90,000
SkyTeam one-way flights required <sup>(9)</sup>	15	30	60

(1) SkyTeam flights. (2) In Economy class, see our websites for more details. (3) This supplementary baggage allowance does not apply on flight routes that employ the "piece concept". (4) After 10 consecutive years at Platinum level. (5) Paris-Charles de Gaulle airport/Amsterdam Airport Schiphol. (6) Paris-Charles de Gaulle airport. (7) See conditions on our websites. (8) Only on international flights. (9) This applies to all published fares, except for domestic flights. See general Terms and Conditions.

■ In the air

SKYTEAM PARTNERS

PARTNER	EARNING	SPENDING
	■	■
	■	■
	■	■
	■	■
	■	■
	■	■
	■	■
	■	■
	■	■
	■	■
	■	■

PARTNER	EARNING	SPENDING
	■	■
	■	■
	■	■
	■	■
	■	■
	■	■
	■	■
	■	■
	■	■

■ On the ground

SKYTEAM ASSOCIATED PARTNERS

PARTNER	EARNING	SPENDING
	■	■
	■	■
	■	■

CAR RENTALS

PARTNER	EARNING	SPENDING
	■	■
	■	-
	■	■
	■	-
	■	■
	■	-

OTHER FLYING BLUE AIRLINE PARTNERS

PARTNER	EARNING	SPENDING
	■	■
	■	■
	■	■
	■	■
	-	■
	■	■
	■	■
	■	■

LEISURE PARTNERS

PARTNER	EARNING	SPENDING
	-	■
	-	■
	-	■
	■	■
	■	■

## HOTELS

PARTNER	EARNING	SPENDING
	■	■
	■	-
	■	-
	■	■
	■	-
	■	-
	■	-
	■	-
	■	-
	■	■
	■	■
	■	-
	-	■
	■	■
	■	-
	■	-
	■	-

## FINANCIAL PARTNERS

PARTNER	EARNING	SPENDING
	■	-
	■	-
	■	-
	■	-
	■	-

## SERVICE PARTNERS

PARTNER	EARNING	SPENDING
	■	-
	■	-
	■	-
	■	-
	■	-
	■	-
	■	■
	■	-
	■	■
	■	-
	■	-
	■	-

## CHARITY ORGANIZATIONS

PARTNER	EARNING	SPENDING
	-	■
	-	■
	-	■
	-	■
	-	■
	-	■
	-	■
	-	■

(1) In France only.

(2) In the Netherlands only.

The information and list of partners contained in this guide is only indicative and subject to change. Specific conditions, additional services, benefits and exceptions may apply. For full details, applicable conditions and the latest updates, please refer to the general Terms and Conditions of the Flying Blue Programme on [www.airfrance.com](http://www.airfrance.com), [www.km.com](http://www.km.com) or contact your Flying Blue Service Center.