

Terms and conditions of our programme changes

These terms are conditions relate to how members earn and redeem miles through air travel, and will take effect on 22 June 2018.

General Conditions

1. Asia Miles is managed and operated by AML. AML is wholly owned by CPA, a global airline company with operations, offices, affiliates and Partners located worldwide.
2. Asia Miles membership is open to individuals aged two or above. Minors (individuals aged under 18 years) require the consent of a parent or legal guardian to join Asia Miles. Membership is not available to corporations or other legal entities. Membership is accepted at the sole discretion of AML.
3. Members will be issued with a membership number and membership card. The use of this number/card and the associated benefits is deemed to be acceptance of these Asia Miles terms and conditions to the benefit of AML, CPA and all Partners.
4. Membership in Asia Miles and membership cards are not transferable and may only be used by the Member. Membership cards remain the property of AML and must be returned upon termination of membership or otherwise upon request. Misuse of membership cards or programme benefits, including, but not limited to, Fraud and Misconduct, may result in termination or suspension of membership, or withdrawal of benefits.
5. AML reserves the right to modify the Asia Miles programme structure, benefits and other features, including these terms and conditions, or to terminate Asia Miles, at any time. Although AML will use reasonable efforts to notify Members of material changes to Asia Miles and/or to these terms and conditions, it is the responsibility of Members to keep themselves up to date in respect of the Asia Miles programme and these terms and conditions. Any use of Asia Miles by a Member will be deemed as acceptance of any amendment. AML, CPA and/or Partners will not be liable for loss or damage resulting from any amendment to Asia Miles or to these terms and conditions.
6. Members under the age of 18 years will not receive any promotional material.
7. Members are responsible for the security of their passwords and AML shall not be liable in the event that a Member's password is disclosed, whether intentionally or not, so as to allow a third person access to the Member's account to make transactions.
8. AML reserves the right to audit a Member's account without prior notice to ensure compliance with these terms and conditions; any Partner's terms and conditions; and any other applicable rules, regulations or terms and conditions. During the course of an audit, the Member's account will be temporarily suspended, and the Member will not be permitted to access his/her account nor perform any transactions.

Mileage Credits

1. To earn , Members must quote their membership number at time of reservation and provide their membership number/card at check-in, when paying the bill or upon delivery of Partner products or services (as applicable). Some may advise of different earning/crediting procedures, which should then be followed by Members.
2. Only certain transactions with Partners are eligible for Members to earn Mileage Credits. These are outlined on the Asia Miles website at www.asiamiles.com, updated from time to time, and may be specifically published by AML and/or Partners.
3. For promotions restricted to a particular market, residency is determined by the Member's preferred mailing address as registered with Asia Miles.
4. Mileage Credits will only be officially recorded upon the acceptance of an Asia Miles membership application and approval of membership status.

5. Mileage Credits are not transferable to other airline programmes, and AML does not accept the conversion of reward points from other airlines to Mileage Credits.
6. Mileage Credits are not transferable to other non-airline Partner programmes, except in cases specified in the programme information, such as MoneyBack.
7. The reward points of credit and charge card Partners, certain hotel Partners, telecoms Partners and petrol station Partners can be converted to Asia Miles. Details of these Partners and the relevant conversion details can be obtained at www.asiamiles.com.
8. Members can exchange reward programme currencies between Asia Miles and other Partners.
9. In order to be eligible for Mileage Credits, Members must make sure that the name used in a transaction, especially when printed on airline tickets, exactly matches the name as registered with Asia Miles.
10. Mileage Credits may take between 4 and 6 weeks after travel or transaction to be credited to the Member's account. Some Mileage Credit transactions may have different processing times, depending on the Partner.
11. Mileage Credits are valid for redeeming Awards as soon as they are credited to a Member's account.
12. Unless otherwise required by local law, Mileage Credits are valid for three years from the date of accrual and may be further renewed subject to the payment of a service fee. For further details on Mileage Credit renewal, please refer to www.asiamiles.com.
13. If AML incorrectly denies a Member Mileage Credits, then AML's only liability will be to provide the Member with the correct number of Mileage Credits.
14. AML reserves the right to adjust or cancel any Mileage Credits credited to a Member's account incorrectly, or not in accordance with, or in breach of, these terms and conditions or the terms and conditions of Partners, at any time, with or without notice to a Member.

Air Mileage Credits

1. For Cathay Pacific and Cathay Dragon marketed flights, the actual Mileage Credits earned by a Member are based on haul-based miles between the origin airport and destination airport, and the fare class of travel booked, paid for and ticketed.
2. For other Partners' marketed flights, the actual Mileage Credits earned by a Member are based on a percentage, and class flown, of the Great Circle Distance in miles between the origin airport and destination airport.
3. There is no guarantee of minimum Mileage Credits. Mileage Credits earned are not affected by complimentary upgrades or involuntary downgrades.
4. If a Member's air travel is disrupted due to reasons beyond the control of CPA or an airline Partner (for example, extreme weather conditions/acts of God) and the Member is forced to change carrier, Mileage Credits on the disrupted segments of the purchased ticket will only be credited to the original itinerary. In such circumstances, the Member will need to provide supporting documentation to claim the Mileage Credits.
5. AML and/or all Partners may exclude specific flights from the crediting of Mileage Credits with or without notice to a Member.

Missing Mileage Requests

1. Requests for missing Mileage Credits will be entertained only if the membership number was properly quoted at the time of reservation or online transaction and the membership card was presented at flight/hotel check-in, or when paying for other Partner services.

2. Members can claim missing Mileage Credits for air activities at asiamiles.com and through the Asia Miles App.
3. Alternatively, Members can also download and complete the missing mileage request form and send it to AML, together with supporting documents as outlined on the Asia Miles website at www.asiamiles.com.
4. For Asia Miles iShop, Members can claim online. Please make sure you read the purchase conditions of the merchant and the Asia Miles iShop terms and conditions before submitting your claim.
5. All documents submitted will be retained for record purposes. Members are required to keep copies for their own reference. Illegible copies may prolong or prevent the processing of an application.
6. For missing Mileage Credits from Partners in the Finance & Insurance, Telecoms, Travel & Leisure, Cars & Transport (including Car Rental), Retail, Dining & Banquets (for banquet Partners only) and Professional Services categories, Members should resolve any issues directly with the Partner concerned.
7. Requests for missing Mileage Credits will only be accepted for processing within six months of the transaction date. Missing Mileage Credits may take up to 60 days after receipt to be credited to the Members' accounts. For the Asia Miles iShop, lead-times for accepting requests for missing Mileage Credits may vary depending on the merchant or transaction status. Please refer to the important notes on the online form.
8. Requests for missing Mileage Credits cannot be accepted for travel completed more than 1 month prior to the date of enrolment into the Asia Miles programme.

Redemption Groups

1. A Member may nominate up to five individuals at any one time to be a "Redemption Group nominee" or "Nominee". Nominees are eligible for Flight Awards, extra baggage allowance and lifestyle awards. Members can register Nominees online.
2. A Member may register the first five Nominees in their membership lifetime with no fee applied. Thereafter, a Member may replace an existing Nominee or add a new Nominee to replace a previously deleted Nominee up to three times per Membership Year.
3. A service fee (online: USD50; other channels: USD75) will only be charged for:
 - i. Replacing an existing Nominee.
 - ii. Registering a new Nominee to replace a previously deleted Nominee after the five complimentary nomination entitlements have been used.
4. No fee will be applied for deleting an existing Nominee and updating an existing Nominee's membership number or title.
5. A child or infant Nominee is treated the same as an adult Nominee and requires the same Mileage Credits for Flight Awards. Corporations or other legal entities cannot be Nominees.
6. Award travel for Nominees must be claimed by the Member in the same way as a Member claims travel for himself or herself. Nominees may not directly claim Flight Awards.

Flight Awards Redemption – General Conditions

1. All Mileage Credits required for Flight Awards must be earned by the same Member under the same account. Pooling of Mileage Credits is not permitted.
2. Redeeming Mileage Credits for Flight Awards is subject to capacity control, which may limit the number of seats available for Flight Awards. Members acknowledge that CPA and its Partners reserve the right to limit the number of seats made available for Flight Awards at their absolute discretion.

3. The issuance of tickets for Flight Awards is subject to the passenger being responsible for applicable departure taxes, airport or government handling fees, fuel surcharges, security and insurance charges, and any other fees charged by any authorised entity. The passenger shall also be responsible for all other expenses and any other charges, claims or liabilities arising in relation to the use of tickets for Flight Awards. The actual required Miles and government and airport taxes/fees plus all carrier-imposed surcharges for all passengers will be advised at the time of booking.
4. For the one-way Flight Award (except the oneworld Multi-Carrier Award), a maximum of 2 sectors are allowed, with only 1 en-route stopover or one transfer. If the first sector origin airport and the last sector destination airport are located in different cities, but all sectors fall within the same country, this itinerary is still treated as a one-way Flight Award.
5. For the round-trip Flight Award (except the oneworld Multi-Carrier Award), a maximum of 4 sectors are allowed with a minimum of 1 en-route stopover. A maximum of 2 sectors only is allowed on each direction, inbound and outbound.

A maximum of one open jaw is allowed either at the point of origin or at the turnaround point in a round-trip Flight Award.

- i. An open jaw at the point of origin (for an itinerary with international flights only) can only be made between different cities of a country.
- ii. An open jaw at the turnaround point can be made between different cities, no matter whether they are in the same country.
- iii. Travelling into and out of different airports within the same city is not considered as an open jaw.

For the round-trip Flight Award without an open jaw at the turnaround point, it can contain either:

- i. Maximum 3 stopovers; or
- ii. Maximum 2 stopovers plus maximum 1 transfer; or
- iii. Maximum 1 stopover plus maximum 2 transfers

For the round-trip Flight Award with an open jaw at the turnaround point, it can contain either:

- i. 1 open jaw plus maximum 2 stopovers; or
- ii. 1 open jaw plus maximum 1 stopover plus maximum 1 transfer; or
- iii. 1 open jaw plus maximum 2 transfers

For the round-trip Flight Award with an open jaw at the point of origin, it can contain either:

- i. 1 open jaw plus maximum 3 stopovers; or
- ii. 1 open jaw plus maximum 2 stopovers plus maximum 1 transfer; or
- iii. 1 open jaw plus maximum 1 stopover plus maximum 2 transfers

6. The turnaround point of a round-trip Flight Award (except the oneworld Multi-Carrier Awards) is determined by the following rules:
 - i. In a 2-sector itinerary, the first sector destination port must be the stopover point and the turnaround point or the point of destination open jaw; or
 - ii. In a 3-sector itinerary, if there is a destination open jaw, the destination open jaw must be the turnaround point; or
 - iii. In a 3-sector itinerary, if there is a transfer but no destination open jaw involved, the only stopover point must be the turnaround point; or
 - iv. In a 3-sector itinerary, if there are 2 stopovers (no transfer and no destination open jaw involved), the furthest stopover point from the point of itinerary origin must be the turnaround point; or

- v. In a 4-sector itinerary, the second sector destination port must be the stopover point and turnaround point or the point of destination open jaw.
- vi. A transfer point must not become a turnaround point of a round-trip itinerary.
- vii. A turnaround point must also be the stopover point.

For the round-trip Flight Award, outbound and inbound flights must be booked at the same time.

7. There are two levels (Haul Long Type 1 & Haul Long Type 2) of mileage requirements for all long-haul awards (except the oneworld Multi-Carrier Award). Haul Long Type 1 applies when the mileage distance of either inbound or outbound itinerary falls between 5001 and 7500 miles and none of its origin, destination or turnaround points include a city in the Americas. If a city in the Americas is just acting as a transfer point or en-route stopover (not an origin, destination or turnaround point), Haul Long Type 1 still applies. Haul Long Type 2 applies when the mileage distance of either inbound or outbound itinerary falls between 5001 and 7500 miles and the origin, destination or turnaround point includes any city in the Americas.
 8. Not all Flight Awards are available through all Partners. Members should refer to the "Redeem Miles" section of www.asiamiles.com for details. Flight Awards and participating Partner airlines may be subject to change or withdrawal.
 9. Certain sectors and destinations for each Asia Miles airline Partner may not be eligible for Flight Award redemption.
 10. Flight Awards are not available on codeshare flights.
 11. Members are eligible for Flight Awards only when they clearly indicate the nature and dates of the Flight Award when making a reservation for the flight desired.
 12. Tickets for Flight Awards will be issued after the reservation is confirmed. Flight Awards are not permitted for open-dated tickets.
 13. Tickets for Flight Awards will be issued automatically and before the ticketing deadline as determined by CPA and airline Partners, once all the required information has been provided. It should also be noted that:
 - i. All required information must be provided at the time of booking.
 - ii. Flight Awards tickets will not be issued for waitlisted flights.
 14. All tickets for Flight Awards are valid for 12 months from the date of issue, unless otherwise specified.
 15. Inbound / Outbound Award Haul on the one-way distance between the origin airport and destination airport. If connecting sectors are involved, the sector distances should be added together to determine the total one-way distance and the applicable Award Haul. Award Hauls are applicable to all Flight Award types except the oneworld Mutli-Carrier Award.
 16. Tickets for Flight Awards rebooking:
 - i. Are available for changes of confirmed flight date or flight number, with the same itinerary, same airline, same cabin class and same ticket expiry date.
 - ii. Incur a charge only if changing from one confirmed flight date/number to another confirmed flight date/number.
- Are available online at www.asiamiles.com and offline at The Asia Miles Service Centre for confirmed Cathay Pacific and Cathay Dragon flights. Please refer to the Service Fee Table for details.
17. Tickets for Flight Awards may be re-issued:
 - i. Only for travel by the same person.

- ii. Provided the ticket is totally unused.
- iii. Subject to additional Mileage Credits being required if the new journey belongs to a higher award haul.
- iv. Subject to having the same expiry date as the original ticket and for use on the same combination of airlines.

Please refer to the Service Fee Table for details.

18. Once tickets for Flight Awards are issued, they are non-transferrable but refundable:

- i. Provided the ticket is totally unused.
- ii. If the refund is requested before ticket expiry date.

Please refer to the Service Fee Table for details.

19. Use of Flight Awards is subject to the operating airline's conditions of carriage and other conditions as specified by the operating airline.

20. The sale or barter of Mileage Credits, Awards or other programme benefits is prohibited and will result in the forfeiture of all Mileage Credits or Awards and the cancellation of membership. Violators will be liable for damages suffered or incurred by AML, CPA and/or Partners.

21. From time to time, we may offer special promotional rates for award bookings. Such bookings will be subject to the terms and conditions published with each offer, which take precedence over these terms and conditions.

Redeeming Flight Awards

1. Members can book their desired Flight Award online or through the Asia Miles Service Centre.
2. For online requests, Members have the option to book through one of the following channels:
 - i. Asia Miles Travel Services Limited (Hong Kong Travel Licence No.353953) online booking service (powered by the Cathay Pacific Online Booking service). To view the full terms and conditions of Asia Miles Travel Services Limited, [click here](#).
 - ii. Cathay Pacific Online Booking service.
3. Members or authorised parties making redemption requests through the Asia Miles Service Centre will be required to answer a series of security questions for identity verification and authorisation purposes before a redemption request can be processed. Redemption requests will only be processed where Members or authorised parties are able to answer these questions.
4. The appropriate number of Mileage Credits will be deducted from a Member's account at the time of ticket issuance.
5. Members should immediately report any suspected unauthorised Award claims. Asia Miles Limited will decide at its discretion what action, if any, will be taken. Asia Miles Limited may refuse to compensate Members with Mileage Credits for any unauthorised redemption, should a Member contribute to an unauthorised redemption in any way, by negligence or otherwise, including the disclosure of a Member's password.
6. Other conditions apply to the issuance of Companion Ticket and Upgrade Awards.

Priority Redemption for Discounted Flight Awards

1. Marco Polo Club members, and principal holders of a Cathay Pacific co-branded credit card or Asia Miles co-branded credit card can enjoy three days or two days priority redemption for selected discounted Flight Awards online from time to time:
 - i. Three days priority applies to Silver members and above who have a Cathay Pacific co-branded credit card (not applicable to the RBC Cathay Pacific Visa Platinum card).
 - ii. Two days priority applies to all other members of the Marco Polo Club, and principal holders of a Cathay Pacific co-branded credit card (not applicable to the RBC Cathay Pacific Visa Platinum card) or Asia Miles co-branded credit card.

Terms and conditions for [Redeeming Flight Awards](#) and the specific online discount redemption offer apply.

Flight Awards – oneworld Multi-Carrier Awards

1. A oneworld Multi-Carrier Award is applicable for:
 - i. two oneworld alliance airlines, when Cathay Pacific or Cathay Dragon is not one of your selected carriers; or
 - ii. three or more oneworld alliance airlines, when Cathay Pacific or Cathay Dragon is one of your selected carriers.
2. The maximum distance range is up to 50,000 miles.
3. To redeem a oneworld Multi-Carrier Award, the total Mileage Credits required to determine the award zone is the sum of the sector distance (between the origin airports and destination airports) of all sectors in the itinerary. The Member or Nominee can make a maximum of five stopovers. In addition, two transfers and two open-jaws are permitted.
4. For multiple-sector Flight Awards, the Mileage Credits required are those of the highest class booked in any single itinerary.
5. A oneworld Multi-Carrier Award does not allow travelling on Premium Economy Class.

Flight Awards – Standard, Choice & Tailored Awards

1. Standard Awards are available on all Partner airlines.
2. Choice and Tailored Awards are available on Cathay Pacific and Cathay Dragon only.
3. Standard and Choice Flight Awards are available on all award hauls.
4. Tailored Economy, Premium Economy and Business Class Flight Awards are available on all award hauls. However, Tailored First Class Flight Awards are available on Ultra Short and Short hauls only.
5. Standard, Choice and Tailored Awards allow mixed cabin redemption. The mileage requirement calculation is based on the haul of each inbound and outbound direction and the prorated ratio derived from Great Circle Distance for each sector. The mileage sum is rounded down to the nearest hundred.
6. Standard Awards allow single-carrier or mixed-carrier redemption. Single-carrier redemption on Standard Awards is available on all Partner airlines. For mixed-carrier redemption on Standard Awards, a maximum of two carriers is allowed, which must include Cathay Pacific or Cathay Dragon, subject to airline partnership agreement.

7. Choice and Tailored Awards also allow single-carrier or mixed-carrier redemption. However, single- or mixed-carrier redemption on Choice or Tailored Awards is available on Cathay Pacific or Cathay Dragon only.
8. For mixed-carrier award redemption on itineraries with outbound one-way routes and inbound one-way routes on different Partner airlines, the Mileage Credits requirement is calculated based on the sum of the mileage requirement for each outbound and inbound direction that falls into a different award chart.
9. Round-trip redemption must not be made across two different Flight Award types. That is, if a Member redeems an outbound flight on Choice Award, the inbound flight must also be booked on Choice Award.
10. Back-tracking itinerary redemption is not allowed.
11. Flight Awards are opened for booking according to the product type.
 - i. Standard Flight Awards on Cathay Pacific and Cathay Dragon can be made up to 353 days prior to departure.
 - ii. Choice and Tailored Flight Awards can be made up to 360 days prior to departure.
 - iii. For Standard Flight Awards on Partner airlines other than Cathay Pacific and Cathay Dragon, the advance booking start date is subject to individual Partner airlines' rules.
12. For mileage requirements for Standard and Choice Awards on Cathay Pacific and Cathay Dragon, please refer to the Award Charts published on the Asia Miles website. For Standard Awards on other online redemption Partner airlines and Tailored Awards on Cathay Pacific and Cathay Dragon, please refer to mileage requirements quoted at the online redemption booking platform. For Standard Awards on Partner airlines without the online redemption capability, please refer to the redemption award calculator at the Asia Miles website for mileage requirement quotations.
13. Standard Flight Awards (Cathay Pacific and Cathay Dragon only) and Choice Flight Awards allow advance seat reservation for Premium Economy Class or above cabins. Tailored Flight Awards allow advance seat reservation on all cabins (excluding extra-legroom seats).
14. Other Flight Award redemption terms and conditions apply.

Flight Awards – Companion Awards

1. Companion Awards are only available for flights marketed and operated by Cathay Pacific or Cathay Dragon.
2. If Members purchase a First or Business Class ticket for travel, they can also redeem a companion ticket. The companion must travel on the same flight, date and class of service. Companion Tickets are only available on round-trip flights.
3. Companion Awards are valid in eligible fare classes:
 - i. F, A (First Class)
 - ii. J, C, D, I (Business Class)
4. Companion Awards are available for mixed-carrier bookings.
5. Mixed-class Flight Awards are not available with Companion Awards.
6. Bookings for Companion Awards can be made up to 360 days prior to departure.
7. The companion passenger need not be a Nominee in the Member's redemption group.
8. A Member can redeem one Companion Ticket for every purchased ticket that is printed with the Member's name.

9. When making a claim for a Companion Ticket, the Member must provide all his/her travel details and ticket details of the fare paying ticket to AML.
10. Redemption, prize, group, industry/agency discounts or other free tickets cannot be used to qualify for redemption of a Companion Ticket.
11. The rules governing purchased tickets also apply.

Flight Awards – Upgrade and Airport Upgrade Awards

1. Upgrade and Airport Upgrade Awards are only available for flights marketed and operated by Cathay Pacific or Cathay Dragon.
2. The mileage requirement quoted is based on one-way only.
3. Upgrade and Airport Upgrade Awards are valid in eligible fare classes:
 - i. J, C, D, I (Business Class) for upgrades to First Class
 - ii. W, R (Premium Economy Class) for upgrades to Business Class
 - iii. Y, B, H, K, M (Economy Class) for upgrades to Premium Economy Class (for flights with Premium Economy Class)
 - iv. Y, B, H, K, M (Economy Class) for upgrades to Business Class (for flights without Premium Economy Class only)
4. Upgrade Awards can be booked up to 360 days prior to departure, while Airport Upgrade Awards can only be booked during check-in at airport.
5. Members can redeem Mileage Credits for an upgrade to the next class of travel from the originally purchased ticket in an eligible fare class. Upgrade Awards are subject to availability at the time of Upgrade Award reservation.
6. Upgrade Awards are not available on mixed-class and mixed-carrier bookings.
7. Travel Packages are not eligible for Asia Miles Upgrade Awards and Airport Upgrade Awards, regardless of the fare classes of the flights.
8. To confirm the Upgrade Award or Airport Upgrade Award booking, Members must have a confirmed seat and ticket issued in an eligible fare class in the lower class of travel on the same flight.
9. Mileage Credits for upgraded travel will be awarded based on the original class of service purchased and in accordance with these terms and conditions.
10. Redemption, prize, group, industry/agency discounts or other free tickets cannot be used to obtain Upgrade Awards or Airport Upgrade Awards.
11. Fares for infants below two years of age that do not occupy a seat are not eligible for an upgrade. Members must purchase a child fare for infants if they wish to request an Upgrade or Airport Upgrade Award.
12. For Cathay Pacific flights without Premium Economy Class, upgrading from Economy to Business Class is allowed.
13. Members can redeem Upgrade or Airport Upgrade Awards for their redemption group Nominees.
14. The redemption group Nominee is not required to travel with the Member if they arrange an Upgrade Award in advance through the Asia Miles Service Centre. However, for Airport Upgrade Awards, the redemption group Nominee must travel with the Member on the same flight.

15. Airport Upgrade Awards for redemption group Nominees will not be accepted if their names have not been registered in advance. Please allow at least 24 hours for names to be updated.
16. Names of redemption group Nominees that appear in reservations must exactly match the names registered with Asia Miles.
17. Upgrade and Airport Upgrade Awards cannot be used in conjunction with any bookings that have already been subject to an upgrade or any other promotional offers.
18. Airport Upgrade Awards are not applicable to any onward connecting flights, only the first flight from the departure port.
19. The rules governing purchased tickets apply.
20. Other Asia Miles terms and conditions also apply.

Flight Awards – Extra Baggage Allowance Redemption

1. Award zones are based on the one-way distance per flight sector basis.
2. Extra baggage allowance redemption is available on a per flight sector basis on all Cathay Pacific and Cathay Dragon marketed and operated flights, unless otherwise stated, and is subject to availability and loading.
3. Extra baggage allowance redemption is not available on joint venture and code-share flights.
4. Each Member can redeem a maximum of 100kg of baggage (for all destinations except for journeys that include any flight sector to, from or via the Americas) or 2 pieces of baggage (for journeys that include any flight sector to, from or via the Americas) per redemption per flight sector.
5. Extra baggage redemption vouchers issued for Cathay Pacific flights cannot be used on Cathay Dragon flights, and vice versa.
6. The same redemption rate applies for all classes of travel and for all Members, unless otherwise stated.
7. Extra baggage allowance redemption is only available on journeys when the first sector is a Cathay Pacific or Cathay Dragon flight.
8. Normal redemption rules apply unless otherwise stated.
9. Extra baggage allowance redemptions have no cash value and therefore cannot be refunded.
10. Asia Miles for unused baggage allowance are not refundable or transferable.
11. Extra baggage allowance vouchers are valid for one month from the date of issue, but only for travel on the original itinerary.
12. To redeem Mileage Credits for extra baggage allowance, Members must call the Asia Miles Service Centre at least 10 days prior to flight departure. Members must quote their booking reference number(s) when claiming their extra baggage allowance vouchers.
13. If the aircraft load permits, Members may also present their membership card at all Cathay Pacific and Cathay Dragon check-in counters worldwide upon departure to redeem instant extra baggage allowance.
14. Other [Asia Miles terms and conditions](#)

Flight Awards – Extra-legroom Seat Redemption

1. Passengers need to fulfil exit-row safety criteria and full details of terms and conditions for Extra-legroom Seats at cathaypacific.com.

2. Extra-legroom seats are assigned to eligible persons on a first come, first served basis on flights marketed and operated by Cathay Pacific/Cathay Dragon.
3. Extra-legroom seat assignments are made separately and independently for each flight.
4. Only ticketed booking is allowed for extra-legroom seat redemption.
5. No mileage points are rewarded for the amount paid for an extra-legroom seat.
6. Cathay Pacific/Cathay Dragon has the sole discretion, at check-in or boarding, to determine whether a passenger meets the requirements for an extra-legroom seat. If a passenger does not fulfill the necessary safety requirements, Cathay Pacific/Cathay Dragon may re-assign them to a regular Economy seat before or during the journey, without refunding the extra-legroom reservation fee.
7. Other Asia Miles terms and conditions apply.

Asia Miles Top-Up

1. Members who have 70% of the Mileage Credits required to redeem an Award can purchase the remaining 30% in blocks of 2,000 Mileage Credits at USD60 a block.
2. A Member can only purchase Mileage Credits at the time of making an Award request.
3. The purchased Mileage Credits must be used against the Award being requested. Once the Mileage Credits have been issued, they must be redeemed immediately. No refunds are permitted.
4. Any Mileage Credits not used toward the Award will remain in the Member's account. The remaining balance cannot exceed 2,000 Mileage Credits.
5. The purchase of Mileage Credits will be confirmed on the Member's statement as a merchandise sale.
6. The Top-Up option is available for both Airline Travel Awards and lifestyle awards, but not to charity donations.

Service Fees

The following is a summary of service fees for your reference. Fees are subject to change from time to time. Please refer to www.asiamiles.com for the most up-to-date service fees.

Type of Service	Online Self Service		Other Channels*	
	USD	Mileage Credits ()	USD	Mileage Credits ()
Asia Miles Physical Membership Card Replacement	n/a	n/a	50	5000
Statement Reprint	n/a	n/a	50	5000
Change of Redemption Group Nominees Applicable to replacement of each existing Nominee or registration of each new Nominee to replace a previously deleted Nominee.	50	n/a	75	n/a
Flight Award Ticket Re-booking Applicable only to change of confirmed flight date or flight number with the same itinerary, same airline, and same ticket expiry date. Charge per flight sector per passenger.	25	1,000	40	4,000
Flight Award Ticket Re-issuance Applicable only to change of routing, cabin class or Flight Award type, subject to change having the same expiry date as the original ticket and being on the same airline (not applicable to partially used tickets).	n/a	n/a	100	10,000
Flight Award Ticket Refund Refund must be requested before ticket expiry date (not applicable to partially used tickets).	n/a	n/a	120	12,000
Express Lifestyle Award redemption letter processing Express courier service lead-time of redemption letters for mailing addresses in Hong Kong is around 4 working days, and around 10 working days for mailing addresses outside Hong Kong depending on mailing location	50	5,000	50	5,000
Lifestyle Award Redemption Letter Replacement Applicable if a lifestyle award redemption letter is lost. Applicable if a lifestyle award redemption letter is lost.	n/a	n/a	50	5,000

Asia Miles Mileage Credits Renewal In blocks of 2,000 Mileage Credits.	40(per block)	n/a	100(per block)	n/a
Asia Miles Mileage Credits Transfer				
Initial block transfer of 10,000 Mileage Credits.	170(initial block)	n/a	250(initial block)	n/a
Further transfers in blocks of 5,000 Mileage Credits.	140	n/a	200	n/a
Asia Miles Gift Miles™				
Minimum purchase of 1,000 Mileage Credits.	32.5	n/a	n/a	n/a
Further purchase in blocks of 500 Mileage Credits.	16.25(per block)	n/a	n/a	n/a
Service fee.	20(per purchase)	n/a	n/a	n/a
Asia Miles Top-Up® In blocks of 2,000 Mileage Credits.	60(per block)	n/a	60(per block)	n/a
*Other channels include the Asia Miles Service Centre, Asia Miles service desks at Hong Kong International Airport and any non-online self service channels.				