

### 1. Spanair Plus Programme

What is it?

Spanair created the SPANAIR PLUS Programme to offer their frequent travellers additional benefits and recognition.

*A Spanair Plus member is a preferential customer for Spanair.*

How does it work?

The SPANAIR PLUS Programme is a quick and easy way to accrue points redeemable for flights and other services. With Spanair integration in Star Alliance™ and the participation of over 40 prestigious programme associated companies the possibilities of accruing and redeeming points widens.

Easy and Convenient

- Point accrual: Always give your card number when booking and present it at Check-In. Thus points are automatically credited to your account. It is advisable to keep your ticket and boarding cards until points credited to your account have been verified.
- Point redemption: Redeem your points easily through [www.spanair.com/spanairplus](http://www.spanair.com/spanairplus) and get 150 extra points on official redemption tables for Spanair flights. Or, if you prefer, contact the Spanair Plus Customer Service or Customer Service of associated companies further on.

Star Alliance

Star Alliance is the most important alliance worldwide. It currently offers over 18,000 flights operated by 21 of the best airlines worldwide, flying to over 965 destinations in a total of 162 countries and has 660 VIP lounges.

You can accrue Spanair Plus points flying with any Star Alliance network airline. You can fly with any of them and enjoy the benefits of the Spanair Plus Programme level you belong to, Silver and Gold being recognised in all the Star Alliance network airlines. These points count for upgrade within the Spanair Programme.

[www.staralliance.com](http://www.staralliance.com)



Regional members



Adria Airways, regional company founded in 1961, with a fleet of 10 aircraft and operating 21 European destinations with 51 daily flights.



Blue 1, founded in 1998 as Air Botnia, currently belongs to the SAS group, has joined Star Alliance™ thus confirming their strengthening and expansion strategy.

Blue 1, one of the youngest European airlines, has a fleet comprising 9 Avro RJ and 5 Saab 2000 operating over 110 flights a day.



Croatia Airlines, regional company founded in 1989 as 'Zagreb Airlines d.d.', became Croatia Airlines in 1990.

Croatia Airlines has a fleet comprising 3 Airbus A320, 5 Airbus A319 and 3 ATR42-300 operating 29 destinations with 61 daily flights transporting 1.5 million people a year.

## 2. Programme Levels



With Spanair Plus Blue card accrue points:

- Flying with Spanair or Star Alliance airline.
- Contracting services with Spanair Plus Programme associated companies.



Spanair Plus Silver card offers advantages like:

- Check-in at Business / Avant Class desks.
- Additional luggage allowance of 20 kilos.
- Access to Spanair VIP lounges, flying in flights operated by Spanair.
- Wait list priority on Spanair or Star Alliance airline flights.
- 10% extra bonus points with each Spanair flight.
- Credit of 30% of the balance of points till 3.000 points (only available on flight redemptions).

To upgrade to or maintain this level you must accrue 3,000 Star points with 6 flights minimum with Star Alliance airlines or 18 journeys minimum with Spanair during a consecutive 12 months.



Spanair Plus Gold. Is the highest Spanair Plus level. In addition to Silver level advantages, you will benefit from:

- Check-in at "Star Gold" desks.
- Access to over 660 VIP lounges plus guest, regardless of booked class provided he/she flies with a Star Alliance airline.
- Wait list priority on Spanair or Star Alliance airline flights.
- 15% extra bonus points with each Spanair flight.
- Possibility of requesting Spanair Silver Plus card for companion (available for Gold members on own merits).
- Exclusive offers and promotions.
- Free access to VIP meeting rooms in Madrid T2.
- Access to Spanair hired lounges flying in flight operated by Spanair.
- Credit of 30% of the balance of points till 5.000 points (only available on flight redemptions).

To upgrade to or maintain this level you must accrue 10,000 Star points or 30 Spanair flights in any tariff class during a consecutive 12 months.

How Star Points are accrued?

Star Points are accrued on flights made with Star Alliance airlines. From 1st April 2009, the following conditions are applicable regarding card validity, upgrades and downgrades:

- **Spanair Plus Card Validity:** The Spanair Plus card is valid for 16 months counted from Silver or Gold access. One month prior to expiry, flights made during the previous 12 months, and should conditions required to maintain level be met, the card will be renewed a further 16 months. Otherwise the new card will be downgraded to the corresponding level (Blue or Silver).
- **Upgrade processes:** Member's activity will be reviewed monthly, taking into account the previous 12 months. The Spanair Plus Year (1st April to 31st March) condition disappears, therefore a member's activity status will not be returned to 0 unless no flight has been made in the last 12 months. Upgrade procedure is automatic, i.e. as soon as the member has accrued sufficient points to meet the upgrade conditions (Silver or Gold), the upgrade will be processed.
- **Downgrade processes:** The member who has been downgraded on card expiry will have a 4 month period of grace before the next revision of his activity, i.e. the member may not be upgraded or downgraded during these 4 months. After this time, flights made in the previous 12 months will be revised, and if conditions are met upgrade will be automatic. Otherwise will maintain his/her level until his card expires or meets the upgrade requisites again.

### 3. Spanair Point Accrual Table

| DOMESTIC (1 journey)              |          |       |              |         |
|-----------------------------------|----------|-------|--------------|---------|
| Product Packet                    | Business | Avant | Economy Plus | Economy |
| Madrid-Barcelona Shuttle          | 250      | 150   | 100          | 40      |
| Peninsula - Peninsula / Balearics | 250      | 150   | 100          | 40      |
| Peninsula - Canaries              | 500      | 300   | 200          | 80      |

| INTERNATIONAL (1 journey)     |         |     |         |                                      |
|-------------------------------|---------|-----|---------|--------------------------------------|
| Booked Class                  | C, D, J | Y   | B, M, H | S, E, K, W, L, U<br>T, V, Q, O, Z, G |
| Spain - Europe / North Africa | 500     | 300 | 200     | 80                                   |
| Spain - Africa                | 1000    | 600 | 400     | 160                                  |

Flights considered for level maintenance or upgrade are only those which generate points.

#### 4. Star Point accrual table

Point accrual on Star Alliance and Spanair flights as Alliance member are based on miles flown, route and Booked Class (\*).

To consult specific pot accrual details as per airlines, consult Star Alliance section and each partner's conditions.

| STAR POINT ACCRUAL TABLE |                 |                  |          |             |
|--------------------------|-----------------|------------------|----------|-------------|
| MILES (TPM)              | Economy Reduced | Economy Complete | Business | First Class |
| 1-500                    | 100             | 150              | 200      |             |
| 501-600                  | 125             | 188              | 250      |             |
| 601-700                  | 150             | 225              | 300      |             |
| 701-800                  | 175             | 263              | 350      |             |
| 801-900                  | 200             | 300              | 400      |             |
| 901-1.000                | 225             | 338              | 450      |             |
| 1.001-1.100              | 250             | 375              | 500      |             |
| 1.101-1.200              | 275             | 413              | 550      |             |
| 1.201-1.300              | 300             | 450              | 600      |             |
| 1.301-1.400              | 325             | 488              | 650      |             |
| 1.401-1.500              | 350             | 525              | 700      |             |
| 1.501-1.600              | 375             | 563              | 750      |             |
| 1.601-1.700              | 400             | 600              | 800      |             |
| 1.701-1.800              | 425             | 638              | 850      |             |
| 1.801-1.900              | 450             | 675              | 900      |             |
| 1.901-2.000              | 475             | 713              | 950      |             |
| 2.001-2.100              | 500             | 750              | 1.000    | 1.250       |
| 2.101-2.200              | 525             | 788              | 1.050    | 1.312       |
| 2.201-2.300              | 550             | 825              | 1.100    | 1.375       |
| 2.301-2.400              | 575             | 863              | 1.150    | 1.437       |
| 2.401-2.500              | 600             | 900              | 1.500    | 1.500       |
| 2.501-2.600              | 625             | 938              | 1.250    | 1.562       |
| 2.601-2.700              | 650             | 975              | 1.300    | 1.625       |
| 2.701-2.800              | 675             | 1.013            | 1.350    | 1.687       |
| 2.801-2.900              | 700             | 1.050            | 1.400    | 1.750       |
| 2.901-3.000              | 725             | 1.088            | 1.450    | 1.812       |
| 3.001-3.100              | 750             | 1.125            | 1.500    | 1.875       |
| 3.101-3.200              | 775             | 1.163            | 1.550    | 1.937       |
| 3.201-3.300              | 800             | 1.200            | 1.600    | 2.000       |
| 3.301-3.400              | 825             | 1.238            | 1.650    | 2.062       |
| 3.401-3.500              | 850             | 1.275            | 1.700    | 2.125       |
| 3.501-3.600              | 875             | 1.313            | 1.750    | 2.188       |
| 3.601-3.700              | 900             | 1.350            | 1.800    | 2.250       |
| 3.701-3.800              | 925             | 1.388            | 1.850    | 2.313       |
| 3.801-3.900              | 950             | 1.425            | 1.900    | 2.375       |
| 3.901-4.000              | 975             | 1.463            | 1.950    | 2.438       |
| 4.001-4.100              | 1.000           | 1.500            | 2.000    | 2.500       |
| 4.101-4.200              | 1.025           | 1.538            | 2.050    | 2.563       |

(\*) For routes under 500 miles (see programme conditions), the reference is 100 points and per additional 100 miles 25 points are added. As per booking class and route, a percentage is applied afterwards to calculate points to be assigned.

Find below the list of classes that do not accrue points in the different airlines companies.

| TABLE OF STAR NON-POINTS CLASSES |                       |             |             |                                      |                  |             |   |  |        |                            |
|----------------------------------|-----------------------|-------------|-------------|--------------------------------------|------------------|-------------|---|--|--------|----------------------------|
| BD                               | NH                    | BT          | SK          | JP                                   | KF               | JK          | LH  |  | UA     | CA                         |
| A                                | N<br>O<br>I<br>R<br>X | I<br>O<br>X | I<br>N<br>R | I<br>R<br>L<br>N<br>O<br>T<br>X<br>G | I<br>R<br>X<br>N | N<br>R<br>P | X<br>O<br>I<br>N<br>R                     |  | T<br>P | O<br>I<br>X<br>R<br>N<br>T |
|                                  |                       |             |             |                                      |                  |             | 20 FIXED POINTS IN CLASSES: E / L / T / U |  |        |                            |

| UX                         | OS  | NZ   | MS  | SQ  | TG     | OU                              | LO               | OZ                                   | AC          | TP                                   | FM  |
|----------------------------|---|--|---|---|--------|---------------------------------|------------------|--------------------------------------|-------------|--------------------------------------|---|
| A<br>F<br>G<br>P<br>Q<br>Z | N<br>P<br>X<br>O<br>K<br>T<br>L<br>E<br>F<br>A<br>R<br>I<br>U | P<br>Z<br>G<br>I<br>K<br>L<br>N<br>R<br>S<br>X | R<br>N<br>V<br>L<br>G<br>S<br>W<br>T<br>U | G<br>Z<br>N<br>O<br>Q<br>T<br>V<br>X<br>I<br>U<br>W<br>Y<br>R | W<br>V | I<br>L<br>N<br>O<br>R<br>T<br>X | K<br>E<br>T<br>L | R<br>N<br>G<br>L<br>O<br>I<br>X<br>T | D<br>W<br>X | G<br>I<br>X<br>N<br>E<br>P<br>U<br>O | N<br>R<br>V<br>W<br>K<br>P<br>O<br>I<br>X |

Tickets obtained by points redemption in any loyalty program will not accrue points.

### 5. Point redemption table on Spanair flights

| DOMESTIC (1 journey)              |       |         |         |
|-----------------------------------|-------|---------|---------|
| TO-FROM                           | Avant | Economy | Upgrade |
| Madrid-Barcelona Shuttle          | 2.500 | 1.500   | 750     |
| Peninsula - Peninsula / Balearics | 3.000 | 1.750   | 750     |
| Peninsula - Canaries              | 5.000 | 3.000   | 1.500   |

| INTERNATIONAL (1 journey)     |        |         |         |
|-------------------------------|--------|---------|---------|
| TO-FROM                       | Avant  | Economy | Upgrade |
| Spain - Europe / North Africa | 4.500  | 2.500   | 2.000   |
| Spain - Africa                | 10.000 | 6.000   | 5.000   |

#### Point redemption table + €:

Discover the options offered for redeeming your Spanair Plus points.

| DOMESTIC (1 journey)              |                |                |                |                |
|-----------------------------------|----------------|----------------|----------------|----------------|
| TO- FROM                          | Avant          |                | Economy        |                |
|                                   | Points + € (1) | Points + € (2) | Points + € (1) | Points + € (2) |
| Madrid-Barcelona Shuttle          | 1500+50        | 1000+75        | 1000+20        | 500+40         |
| Peninsula - Peninsula / Balearics | 2000+50        | 1000+100       | 1000+25        | 500+50         |
| Peninsula - Canaries              | 3000+100       | 2000+150       | 2000+40        | 1000+80        |

| INTERNATIONAL (1 journey)     |                |                |                |                |
|-------------------------------|----------------|----------------|----------------|----------------|
| TO- FROM                      | Avant          |                | Economy        |                |
|                               | Points + € (1) | Points + € (2) | Points + € (1) | Points + € (2) |
| Spain - Europe / North Africa | 3000+150       | 2000+250       | 1500+40        | 1000+60        |
| Spain - Africa                | 8000+200       | 6000+400       | 4000+80        | 2000+120       |

#### Upgrade charged to points:

Conditions of use:

- The Upgrade (access to upper class) charged to points is done dialling 902 13 14 10 or going to the Spanair Ticket Sale Offices at the origin airport one hour before the departure of the flight.
- When you book your ticket in exchange for points, the points required for the Upgrade will be discounted.
- The Upgrade is subject to Avant class availability when you check in. If at the time of the flight, there is no Avant class availability, the member must contact Spanair Call Centre (902 13 14 10) so they can get his Upgrade points back for him/her
- With the Upgrade charged to points you are entitled to fly in Avant class benefiting from free catering and newspapers, nevertheless it does not entitle you to enjoy other benefits from the Avant class as the admission to VIP lounges or the luggage allowance.
- The Upgrade charged to points is not allowed when the passenger ticket has been booked also charged to points.

6. Point redemption table on Star Alliance flights

| POINT REDEMPTION TABLE DIRECT FLIGHTS |          |                  |        |               |          |              |                       |               |              |                 |        |               |        |                |                   |
|---------------------------------------|----------|------------------|--------|---------------|----------|--------------|-----------------------|---------------|--------------|-----------------|--------|---------------|--------|----------------|-------------------|
| From / To                             | Class    | Around the world | Africa | South Pacific | Far East | Central Asia | Near East / N. Africa | S. America II | S. America I | Central America | Hawaii | America North | Europe | Canary Islands | Iberian Peninsula |
| Iberian Peninsula (11)                | Turist   |                  | 7.000  | N/A           | 24.000   | N/A          | 7.500                 | 10.000        | 8.000        | 11.000          | N/A    | 13.000        | 5.500  |                |                   |
|                                       | Business |                  | 11.000 | N/A           | 40.000   | N/A          | 14.000                | 17.000        | 14.000       | 20.000          | N/A    | 23.000        | 8.500  |                |                   |
| Canary Islands                        | Turist   |                  | 20.000 | N/A           | 50.000   | N/A          | 17.000                | 21.000        | 18.000       | 28.000          | N/A    | 30.000        | 12.000 |                |                   |
|                                       | Business |                  | N/A    | N/A           | N/A      | N/A          | N/A                   | N/A           | N/A          | N/A             | N/A    | 15.000        | 8.000  |                |                   |
| Europe (2)                            | Turist   |                  | 21.000 | 41.000        | 21.000   | 14.000       | 11.000                | 28.000        | 11.000       | 22.000          | N/A    | 21.000        | 6.000  |                |                   |
|                                       | Business |                  | 37.000 | 73.000        | 38.000   | 24.000       | 19.000                | 44.000        | 20.000       | 38.000          | N/A    | 36.000        | 11.000 |                |                   |
| North America (3)                     | Turist   |                  | 46.000 | 91.000        | 49.000   | 30.000       | 23.000                | 56.000        | 30.000       | 42.000          | N/A    | 43.000        | 14.000 |                |                   |
|                                       | Business |                  | 15.000 | 34.000        | 34.000   | N/A          | 20.000                | 19.000        | 9.000        | 7.000           | 9.000  | 9.000         |        |                |                   |
| Hawaii                                | Turist   |                  | 25.000 | 60.000        | 60.000   | N/A          | 30.000                | 34.000        | 15.000       | 12.000          | 16.000 | 16.000        |        |                |                   |
|                                       | Business |                  | 31.000 | 75.000        | 75.000   | N/A          | 40.000                | 41.000        | 19.000       | 15.000          | 20.000 | 19.000        |        |                |                   |
| Central America (4)                   | Turist   |                  | N/A    | N/A           | 14.000   | N/A          | N/A                   | N/A           | N/A          | N/A             | N/A    | N/A           |        |                |                   |
|                                       | Business |                  | N/A    | N/A           | 25.000   | N/A          | N/A                   | N/A           | N/A          | N/A             | N/A    | N/A           |        |                |                   |
| S. America I (5)                      | Turist   |                  | N/A    | N/A           | N/A      | N/A          | N/A                   | N/A           | N/A          | N/A             | N/A    | N/A           |        |                |                   |
|                                       | Business |                  | N/A    | N/A           | N/A      | N/A          | N/A                   | N/A           | N/A          | N/A             | N/A    | N/A           |        |                |                   |
| S. America II (6)                     | Turist   |                  | N/A    | N/A           | N/A      | N/A          | N/A                   | 4.000         | N/A          | N/A             | N/A    | N/A           |        |                |                   |
|                                       | Business |                  | N/A    | N/A           | N/A      | N/A          | N/A                   | 6.700         | N/A          | N/A             | N/A    | N/A           |        |                |                   |
| Near East / N. Africa (7)             | Turist   |                  | N/A    | N/A           | N/A      | N/A          | N/A                   | 8.000         |              |                 |        |               |        |                |                   |
|                                       | Business |                  | 12.000 | N/A           | 13.000   | N/A          | 4.000                 |               |              |                 |        |               |        |                |                   |
| Central Asia (8)                      | Turist   |                  | 20.000 | N/A           | 23.000   | N/A          | 7.000                 |               |              |                 |        |               |        |                |                   |
|                                       | Business |                  | 30.000 | N/A           | 28.000   | N/A          | 10.000                |               |              |                 |        |               |        |                |                   |
| Far East (9)                          | Turist   |                  | N/A    | N/A           | 10.000   |              |                       |               |              |                 |        |               |        |                |                   |
|                                       | Business |                  | N/A    | N/A           | 18.000   |              |                       |               |              |                 |        |               |        |                |                   |
| South Pacific (10)                    | Turist   |                  | 20.000 | 19.000        | 10.000   |              |                       |               |              |                 |        |               |        |                |                   |
|                                       | Business |                  | 34.000 | 32.000        | 18.000   |              |                       |               |              |                 |        |               |        |                |                   |
| Africa (11)                           | Turist   |                  | 42.000 | 40.000        | 22.000   |              |                       |               |              |                 |        |               |        |                |                   |
|                                       | Business |                  | N/A    | 5.000         |          |              |                       |               |              |                 |        |               |        |                |                   |
| Around the world                      | Turist   |                  | N/A    | N/A           |          |              |                       |               |              |                 |        |               |        |                |                   |
|                                       | Business |                  | N/A    | N/A           |          |              |                       |               |              |                 |        |               |        |                |                   |
|                                       |          |                  | N/A    | N/A           |          |              |                       |               |              |                 |        |               |        |                |                   |

| POINT REDEMPTION TABLE NOT DIRECT FLIGHTS |          |                  |         |               |          |              |                       |               |              |                 |        |               |        |                |                   |
|---|----------|------------------|---------|---------------|----------|--------------|-----------------------|---------------|--------------|-----------------|--------|---------------|--------|----------------|-------------------|
| From / To                                 | Class    | Around the world | Africa  | South Pacific | Far East | Central Asia | Near East / N. Africa | S. America II | S. America I | Central America | Hawaii | America North | Europe | Canary Islands | Iberian Peninsula |
| Iberian Peninsula (1)                     | Turist   |                  | 24.000  | 36.000        | 27.000   | 20.000       | 11.000                | 24.000        | 13.000       | 24.000          | 24.000 | 28.000        | 8.000  |                |                   |
|   | Business |                  | 42.000  | 77.000        | 43.000   | 35.000       | 19.000                | 58.000        | 23.000       | 23.000          | 41.000 | 60.000        | 13.000 |                |                   |
| Canary Islands                            | Turist   |                  | 30.000  | 90.000        | 53.000   | 40.000       | 24.000                | 70.000        | 28.000       | 50.000          | 75.000 | 50.000        | 16.000 |                |                   |
|   | Business |                  | 29.000  | 46.000        | 29.000   | 25.000       | 13.000                | 35.000        | 17.000       | 26.000          | 37.000 | 30.000        | 12.000 |                |                   |
| Europe (2)                                | Turist   |                  | 50.000  | 85.000        | 50.000   | 43.000       | 24.000                | 61.000        | 30.000       | 45.000          | 65.000 | 54.000        | 23.000 |                |                   |
|   | Business |                  | 60.000  | 100.000       | 63.000   | 50.000       | 30.000                | 76.000        | 37.000       | 56.000          | 80.000 | 65.000        | 30.000 |                |                   |
| North America (3)                         | Turist   |                  | 26.000  | 46.000        | 23.000   | 20.000       | 13.000                | 27.000        | 23.000       | 26.000          | 30.000 | 23.000        | 8.000  |                |                   |
|   | Business |                  | 45.000  | 80.000        | 40.000   | 34.000       | 26.000                | 46.000        | 40.000       | 45.000          | 53.000 | 44.000        | 14.000 |                |                   |
| Hawaii                                    | Turist   |                  | 56.000  | 98.000        | 50.000   | 47.000       | 33.000                | 57.000        | 50.000       | 55.000          | 65.000 | 55.000        | 18.000 |                |                   |
|   | Business |                  | 22.000  | 36.000        | 36.000   | 36.000       | 32.000                | 38.000        | 16.000       | 14.000          | 16.000 | 15.000        |        |                |                   |
| Central America (4)                       | Turist   |                  | 55.000  | 65.000        | 63.000   | 61.000       | 56.000                | 50.000        | 29.000       | 25.000          | 32.000 | 27.000        |        |                |                   |
|   | Business |                  | 68.000  | 90.000        | 78.000   | 75.000       | 70.000                | 61.000        | 33.000       | 30.000          | 40.000 | 33.000        |        |                |                   |
| S. America I (5)                          | Turist   |                  | 48.000  | 34.000        | 19.000   | 44.000       | 41.000                | 37.000        | 26.000       | 16.000          |        |               |        |                |                   |
|   | Business |                  | 82.000  | 80.000        | 33.000   | 77.000       | 72.000                | 64.000        | 43.000       | 37.000          |        |               |        |                |                   |
| S. America II (6)                         | Turist   |                  | 100.000 | 74.000        | 41.000   | 97.000       | 90.000                | 80.000        | 58.000       | 33.000          |        |               |        |                |                   |
|   | Business |                  | 64.000  | 53.000        | 44.000   | 64.000       | 57.000                | 45.000        | 41.000       | 21.000          |        |               |        |                |                   |
| Near East / N. Africa (7)                 | Turist   |                  | 80.000  | 67.000        | 55.000   | 80.000       | 70.000                | 56.000        | 51.000       | 27.000          |        |               |        |                |                   |
|   | Business |                  | 40.000  | 44.000        | 32.000   | 37.000       | 34.000                | N/A           | N/A          |                 |        |               |        |                |                   |
| Central Asia (8)                          | Turist   |                  | 85.000  | 76.000        | 56.000   | 64.000       | 60.000                | N/A           | N/A          |                 |        |               |        |                |                   |
|   | Business |                  | 85.000  | 95.000        | 70.000   | 80.000       | 74.000                | N/A           | N/A          |                 |        |               |        |                |                   |
| Far East (9)                              | Turist   |                  | 44.000  | 60.000        | 44.000   | 38.000       | 33.000                | 6.500         |              |                 |        |               |        |                |                   |
|   | Business |                  | 75.000  | 100.000       | 76.000   | 63.000       | 57.000                | 11.000        |              |                 |        |               |        |                |                   |
| South Pacific (10)                        | Turist   |                  | 94.000  | 120.000       | 95.000   | 78.000       | 70.000                | 14.000        |              |                 |        |               |        |                |                   |
|   | Business |                  | 31.000  | 28.000        | 17.000   | 25.000       | 20.000                |               |              |                 |        |               |        |                |                   |
| Africa (11)                               | Turist   |                  | 93.000  | 47.000        | 28.000   | 44.000       | 34.000                |               |              |                 |        |               |        |                |                   |
|   | Business |                  | 96.000  | 59.000        | 35.000   | 53.000       | 42.000                |               |              |                 |        |               |        |                |                   |
| Around the world                          | Turist   |                  | N/A     | 30.000        | 13.000   |              |                       |               |              |                 |        |               |        |                |                   |
|   | Business |                  | N/A     | 51.000        | 22.000   |              |                       |               |              |                 |        |               |        |                |                   |
| Around the world                          | Turist   |                  | 26.000  | 24.000        | 15.000   |              |                       |               |              |                 |        |               |        |                |                   |
|   | Business |                  | 46.000  | 40.000        | 24.000   |              |                       |               |              |                 |        |               |        |                |                   |
| Around the world                          | Turist   |                  | 57.000  | 31.000        | 30.000   |              |                       |               |              |                 |        |               |        |                |                   |
|   | Business |                  | 34.000  | 7.000         |          |              |                       |               |              |                 |        |               |        |                |                   |
| Around the world                          | Turist   |                  | 60.000  | 11.000        |          |              |                       |               |              |                 |        |               |        |                |                   |
|   | Business |                  | 73.000  | 14.000        |          |              |                       |               |              |                 |        |               |        |                |                   |
| Around the world                          | Turist   |                  | 10.000  |               |          |              |                       |               |              |                 |        |               |        |                |                   |
|   | Business |                  | 18.000  |               |          |              |                       |               |              |                 |        |               |        |                |                   |
| Around the world                          | Turist   |                  | 85.000  |               |          |              |                       |               |              |                 |        |               |        |                |                   |
|   | Business |                  | 100.000 |               |          |              |                       |               |              |                 |        |               |        |                |                   |
| Around the world                          | Turist   |                  | 140.000 |               |          |              |                       |               |              |                 |        |               |        |                |                   |
|   | Business |                  |         |               |          |              |                       |               |              |                 |        |               |        |                |                   |

Iberian Peninsula (1)  
Spain, including Balearics and except Canaries.

Europe (2)  
Germany, Austria, Belarus, Belgium, Bosnia-Herzegovina, Bulgaria, Croatia, Cyprus, Denmark, Slovenia, Estonia, Finland, France, Greece, Holland, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Macedonia, Malta, Norway, Poland, Portugal, Czech Republic, UK, Romania, Russia (European part), Sweden, Switzerland, Turkey, Ukraine, Yugoslavia.

North America (3)  
Canada and USA (including Alaska).

Central America (4)  
Antigua, Bahamas, Barbados, Belize, Bermudas, Cayman Islands, Costa Rica, Cuba, El Salvador, Granada, Guadalupe, Guatemala, Haiti, Honduras, Virgin Islands, Jamaica, Martinique, Mexico, Nicaragua, Panama, Puerto Rico, Dominican Republic, Santa Lucia, San Vicente, Trinidad & Tobago.

S. America I (5)  
Colombia, Ecuador, Peru, Venezuela.

S. America II (6)  
Argentina, Bolivia, Brazil, Chile, Guyana, Paraguay, Surinam, Uruguay.

Near East / N. Africa (7)  
Argelia, Armenia, Saudi Arabia, Azerbaijan, Bahrain, Egypt, UAE, Georgia, Iran, Ira, Israel, Jordan, Kuwait, Lebanon, Libya, Morocco, Oman, Palestine, Qatar, Syria, Tunisia, Yemen.



**Central Asia (8)**

Afghanistan, Bangladesh, Bhutan, India, Kazakhstan, Kyrgyzstan, Maldives, Nepal, Pakistan, Russia (Asian part), Sri Lanka, Turkmenistan, Uzbekistan.

**Far East (9)**

Brunei, Cambodia, China, Guam, Hong Kong, Indonesia, Japan, Korea, Laos, Malaysia, Myanmar, Philippines, Singapore, Taiwan, Thailand, Vietnam.

**South Pacific (10)**

Australia, Cook Islands, Fiji, Nauru, New Caledonia, New Zealand, Norfolk Islands, Palau, Papua New Guinea, Samoa, Solomon Islands, Tahiti, Tonga, Tuvalu Vanuatu.

**Africa (11)**

Angola, Benin, Botswana, Burkina Faso, Burundi, Cameroon, Green Cape, CAR, Chad, Comoros, Congo, Djibouti, Eritrea, Ethiopia, Gabon, Gambia, Ghana, Guinea, Guinea Bissau, Equatorial Guinea, Ivory Coast, Kenya, Lesotho, Liberia, Madagascar, Malawi, Mali, Mauritania, Mauritius, Mozambique, Namibia, Niger, Nigeria, Rwanda, Sao Tome & Principe, Senegal, Seychelles, Sierra Leone, Somalia, South Africa, Sudan, Swaziland, Tanzania, Togo, Uganda, Zambia, Zimbabwe.

**Conditions of point redemption table with Star Alliance airlines**

Tickets charged to points for Star Alliance flights will be subject to the following conditions:

- Redemption table is applicable to all flights involving one or more Star Alliance airlines. Different airlines can be combined on the same journey.
- All prizes are round-trips. One way journeys require the same amount of points as round-trips.
- It is impossible to make combinations with different service classes. The level of points for the highest service class used will be applied throughout the journey.
- A stopover (stop over 24h) is allowed on international flights indistinctly on outgoing or incoming journey.
- A flight charged to points can include maximum (6) segments (three maximum per direction).
- Return journey can start from a different spot to destination (angulated trip, open jaws). For open jaw between different regions, the highest level points will be applied.
- Flights must be via most direct route possible. Making a stopover when there is a direct route means applying the point tariff corresponding to a Non-Direct Flight. (e.g. a flight Madrid-Philadelphia via Frankfurt with US Airways, is considered a Non-direct flight, since a direct flight is possible).
- Extra charges due to cancellations or tariff changes may be applied depending on flight operator.
- Shared code operated flights with other non-Star Alliance member airlines are not valid for point use.
- Some countries listed in the geographical region definition or some connections between regions may not be Star Alliance airline operated flights. If there are no direct flights between two regions, consult with Spanair Plus Service for routes allowed.
- For flights charged to points made only with Spanair and/or non-Star Alliance member associated companies, individual tables will be applied.

**Additional conditions "for round the world flights"**

- Flight routes must follow a continuous direction which maybe east or west. Backwards flights are not allowed unless itinerary so requires.
- 10 stopovers (exceeding 24h) maximum allowed, but not twice in the same city.
- Total travelling distance must not exceed 35,000 miles.
- Maximum number of sectors allowed 12.
- Open jaw allowed.
- Return must not be beyond city of origin.
- Ticket validity: Minimum 10 days, maximum 1 year.

## 7. Point accrual and redemption with associated companies

### Airlines

Besides Star Alliance airlines, Spanair Plus programme allows point accrual and redemption on flights with:



The amount of points earned depends on the miles, route and class booked.

The earned points in Air Europa flights are not taken into account for upgrading in the Program.

You can spend your Spanair Plus points with Air Europa. The number of points redeemed depends on the origin and destination zones and the class booked.

The tables of conversion of points in obtaining and exchange are those of Star.

### Terms of use for Air Europa points:

Tickets charged to points for Air Europa flights are subject to the following conditions:

- Points specified in the table are for round trips. One way tickets require the same amount of points as round trips.
- It is allowed to start the trip back from a place different from the destination. For this kind of trips between different regions, the highest level of points is applied.
- It is not possible to make combinations between different service classes. The level of points of the highest service class will be applied to the whole trip.
- A stopover (stop longer than 24hrs) is allowed in international flights, independently if it is on the going or returning trip.
- A flight charged to points may include max. 6 segments (3 segments per destination).
- Flights must use the most direct route. Stopping when it is possible to fly directly means the application of the points corresponding to a non-direct flight.
- Flights operated in shared code are not valid for spending points.

### HOTELS



Leading hotel chain in Spain and one of the most important worldwide makes available 350 hotels in 30 countries under the brands Meliá, Tryp, Sol, Paradisus and Luxury. Present your Spanair Plus card on registration and obtain 5 Spanair Plus points per 6€ of your bill (without VAT).



To redeem your Spanair Plus points with hotel brands Sol, Tryp, Meliá/Inside, Gran Meliá, Paradisus and Luxury, call SolRes on 902 14 44 44 or +34 91 567 59 01 if calling outside Spain, giving your Spanair Plus card N°.



Starwood Hotels & Resorts through their marks Westin and Sheraton place a unique combination of hotels at your disposal in the most attractive cities in our geography, Enjoy the sea, playing golf, soaking up nature and history, discovering the latest cultural and artistic novelties, overlook the Cantabrian and taste its delicacies... Undoubtedly an irresistible temptation within the reach of your hand guaranteed by the experience and professionalism of the one most decorated and important marks in the hotel industry worldwide. Thousands of reasons for not passing up the opportunity Spanair Plus offers for enjoying a luxury hotel. Consult our promotions.



Undoubtedly, an irresistible temptation within your reach guaranteed by the experience and professionalism of one of the world's most important and biggest award-winning hotel industry brands.

Thousands of reasons for not missing out on the opportunity Spanair Plus offers you to enjoy a luxury hotel. Consult our promotions.

To redeem points and consult promotion conditions contact Spanair Plus Customer Service on 902 13 14 10.



Discover a world of sensations with Barceló Hotels & Resorts, one of the leading chains in Spain and among the 35 largest hotel chains worldwide. It currently has 111 hotels and over 28,000 rooms distributed in 12 countries.

Barceló Hotels & Resorts has three categories clearly defining each of its hotels:

|   |   |
|---|---|
|   | <p>Barceló Premium: Leads the best hotel offer at every destination. It is a selection of the Best Barceló hotels both holiday and business chosen for their location, variety, quality of services and installations.</p>  |
|  | <p>Barceló: Holiday hotels, the majority on first line of excellent beaches with a wide variety of services and installations. Business hotels in the centre of important cities, with an excellent gastronomic offer and wide offer of lounges and conference rooms.</p> |
|  | <p>Barceló Comfort: Holiday hotels with excellent price-quality ratio located in famous tourist destinations and focused on families, couples and young people.</p>   |

All their hotels are distinguished by their perfect harmony between price-quality ratio, polished service and knowledge of local culture.

Accrue points presenting your Spanair Plus card at the hotel:

| Category        | Points Room/night |
|-----------------|-------------------|
| Barceló Premium | 110               |
| Barceló         | 75                |
| Barceló Comfort | 50                |

Use your points for stays at Barceló Hotels & Resorts

| Category        | Points            |               |
|-----------------|-------------------|---------------|
|                 | Bed and breakfast | All Inclusive |
| Barceló Premium | 6.000             | 9.600         |
| Barceló         | 5.000             | 7.800         |
| Barceló Comfort | 2.500             | 4.000         |

Should you require further information call 902 13 14 10



NH, a hotel chain specialised in the urban segment and with a 'resorts' business in expansion, stands out for quality in both services and installations, and is equipped with the most advanced technologies to facilitate both communication, work and entertainment.

With establishments in 19 European, South American and African countries, NH Hotels currently occupies 3rd place in the European business hotel ranking.

Enjoy an unforgettable stay on their premises and feel at home.

| POINT ACCRUAL TABLE |        |
|---------------------|--------|
| Hotel´s Category    | Points |
| Collection          | 75     |
| Nh                  | 60     |
| Express             | 40     |

Points per night. Points only given with Official and Corporate Tariffs (Reduced or promotional tariffs do not accrue points).The Spanair Plus holder must identify him/herself as such when booking and registering at the hotel reception to earn points and additional advantages.

| POINT REDEMPTION TABLE |        |
|------------------------|--------|
| Hotel´s Category       | Points |
| Collection             | 8.000  |
| Nh                     | 6.500  |
| Express                | 5.000  |

Points per night/double room.Subject to double room availability.Bookings on: 902.454.444, from Monday to Friday, from 9 to 14:00 and from 16:00 to 19:00.

Consult list of hotels in the programme on 902.454.444 or [www.nh-hoteles.com](http://www.nh-hoteles.com).



The Spanish hotel chain abba Hotels specialised in urban establishments has over 20 hotels in the most of the main Spanish cities, Andorra, France, UK and soon Germany and Bratislava.

abba Hotels was created in 1999 to offer customers maximum quality and excellence in most of the major Spanish cities.

| POINT ACCRUAL TABLE                                 |         |         |             |
|---|---------|---------|-------------|
| Category  | Oficial | General | Negoc/Promo |
| ABBA LONDRES, ABBA QUEEN´S GATE Y ABBA MONTPARNASSE | 90      | 70      | 30          |
| ABBA SUPERIOR PLUS                                  | 80      | 60      | 30          |
| ABBA HOTELES  | 70      | 50      | 30          |

| POINT REDEMPTION TABLE                              |        |        |
|---|--------|--------|
| Category  | Alta   | Baja   |
| ABBA LONDRES, ABBA QUEEN´S GATE Y ABBA MONTPARNASSE | 14.000 | 12.000 |
| ABBA SUPERIOR PLUS                                  | 8.000  | 6.800  |
| ABBA HOTELES  | 6.400  | 5.200  |

More information on 902 153 163 or [www.abbahotels.com](http://www.abbahotels.com)

### CAR RENTAL



Present in 170 countries, with 2,977 offices and a fleet of over 250,000 vehicles means Europcar offers an unbeatable service.

| Point accrual table   |            |
|---|------------|
| Rental type   | Points/Day |
| Public Tariffs (Regular, Weekend, Fly & Drive, Spanair, etc.) | 50         |
| Commercial agreements and corporate tariffs                   | 25         |

#### Observations:

- Points are for all car groups.
- No points for promotional tariffs, monthly tour operators, etc.
- Points only accrue for first 7 days of rental. (No points from 8th).
- 

| Point redemption table*                        |            |
|--|------------|
| Car category                                   | Points/Day |
| A/B (Equivalent: SEAT Ibiza, Peugeot 206)      | 1.000      |
| C/D (Equivalent: SEAT Cordoba, Renault Megane) | 1.500      |
| F/H (Equivalent: Peugeot 406, Volkswagen Golf) | 2.000      |

To use Spanair Plus points at Europcar contact 902 13 14 10.

*\* Includes unlimited mileage and VAT for this concept. Other additional charges (cover for vehicle damage, theft protection, etc.) must be paid by the customer. Consult General Programme Conditions (section 5.2.3). Spain only.*

Consult our promotions in our Spanair Plus magazine or promotion section.



Renting with Hertz adds advantages

With over 8,100 offices worldwide, present in over 150 countries and a fleet of 550,000 vehicles, Hertz in Spain is present in the major airports.

Rent with more discounts and earn double points.



Rent with Hertz using your Spanair Plus points will be a benefit. Enjoy the multiple advantages of this company with a 550,000 vehicle fleet present in the major Spanish airports.

Point accrual:

|                  |               |
|------------------|---------------|
| Standard Tariff  | 50 points/day |
| Corporate Tariff | 25 points/day |

Rentals abroad will earn 200 points maximum.

|   | Spanair Plus Blue Card<br>cpd=571449 | Spanair Plus Silver Card<br>cpd=575198 | Spanair Plus Gold Card<br>cpd=572629 |
|---|--------------------------------------|--|--------------------------------------|
| Weekend rental: between 2 and 5 days rental, included Saturday night and return in the same city (Spain). | 15% discount                         | 20% discount                           | 27% discount                         |
| Other rentals (Spain).  | 10% discount                         | 12% discount                           | 15% discount                         |
| Rest of the world   | 10% discount                         | 10% discount                           | 10% discount                         |
| Vans (Spain)  | 22% discount                         | 35% discount                           | 38% discount                         |

Discounts for Spanair Plus holders.

Point redemption:

| ALL INCLUDED TARIFF* |        |                      | Includes: UM+CDW+TP+VAT |                |                |
|----------------------|--------|----------------------|-------------------------|----------------|----------------|
| Group                | ACRISS | Model                | 1- 2 Days               | 3-6 Days       | 7 Days +       |
|                      |        |                      | Points per day          | Points per day | Points per day |
| A                    | ECMN   | Opel Corsa sin A/A   | 1.688                   | 1.188          | 950            |
| B                    | EDMR   | Ford Fiesta          | 1.688                   | 1.238          | 990            |
| C                    | CDMR   | Ford Focus           | 1.875                   | 1.625          | 1.300          |
| H                    | IWMR   | Ford Focus SW        | 2.344                   | 2.375          | 1.900          |
| F                    | IDMR   | Ford Mondeo          | 2.625                   | 2.375          | 1.900          |
| J                    | FVMR   | Renault Espace 7 pax | 4.125                   | 2.875          | 2.300          |
| Z                    | PVMR   | MB Vito 9 pax        | 4.125                   | 2.875          | 2.300          |
| I                    | SDMR   | MB Clase C           | 4.500                   | 3.188          | 2.550          |
| K                    | PDAR   | BMW Serie 5          | 4.500                   | 3.188          | 2.550          |

Minimum Age: 23 and valid driving licence for at least 1 year.  
 Drivers under 25 subject to additional surcharge.  
 Prices valid throughout Spain subject to availability.

## GENERAL TARIFF

Includes: UM+IVA

| Group | ACRISS Model |                      | 1- 2 Days      | 3-6 Days       | 7 Days +       |
|-------|--------------|----------------------|----------------|----------------|----------------|
|       |              |                      | Points per Day | Points per Day | Points per Day |
| A     | ECMN         | Opel Corsa sin A/A   | 1.181          | 844            | 656            |
| B     | EDMR         | Ford Fiesta          | 1.181          | 844            | 656            |
| C     | CDMR         | Ford Focus           | 1.313          | 938            | 722            |
| H     | IWMR         | Ford Focus SW        | 1.641          | 1.125          | 938            |
| F     | IDMR         | Ford Mondeo          | 1.838          | 1.313          | 1.031          |
| J     | FVMR         | Renault Espace 7 pax | 2.888          | 1.969          | 1.594          |
| Z     | PVMR         | MB Vito 9 pax        | 2.888          | 1.969          | 1.594          |
| I     | SDMR         | MB Clase C           | 3.150          | 2.250          | 1.781          |
| K     | PDAR         | BMW Serie 5          | 3.150          | 2.250          | 1.781          |

Minimum Age: 23 and valid driving licence for at least 1 year.

Minimum Age: 23 and valid driving licence for at least 1 year.

Prices valid throughout Spain subject to availability.

## WEEKEND TARIFF

Includes: UM+CDW+TP+IVA

| Group    | ACRISS Model |                      | 2 Days         | 3 Days +       |
|----------|--------------|----------------------|----------------|----------------|
|          |              |                      | Points per Day | Points per Day |
| <u>A</u> | ECMN         | Opel Corsa sin A/A   | 1.313          | 1.247          |
| <u>B</u> | EDMR         | Ford Fiesta          | 1.313          | 1.247          |
| <u>C</u> | CDMR         | Ford Focus           | 1.500          | 1.425          |
| <u>H</u> | IWMR         | Ford Focus SW        | 1.875          | 1.781          |
| <u>F</u> | IDMR         | Ford Mondeo          | 2.063          | 1.959          |
| <u>J</u> | FVMR         | Renault Espace 7 pax | 3.281          | 3.117          |
| <u>Z</u> | PVMR         | MB Vito 9 pax        | 3.281          | 3.117          |
| <u>I</u> | SDMR         | MB Clase C           | 3.563          | 3.384          |
| <u>K</u> | PDAR         | BMW Serie 5          | 3.563          | 3.384          |

Minimum Age: 23 and valid driving licence for at least 1 year.

Minimum Age: 23 and valid driving licence for at least 1 year.

Prices valid throughout Spain subject to availability.

Tariff available for minimum 2 day rental and maximum 5 which includes a Saturday night.

Consult our promotions in our Spanair Plus magazine or promotion section.



Avis offers the most complete car range and best products guaranteeing maximum reliability, safety and comfort worldwide.

AVIS is present in over 4,800 offices in 163 countries. As a Spanair Plus holder you can enjoy special prices at international level. Furthermore, in Spain you can enjoy the special Spanair Plus Holders' tariff permanently, which allows you to earn DOUBLE POINTS on all rentals.

Spanair Plus holders can accrue the following points (for any rental under 30 days) provided they use AVIS services:

| Point accrual table*   |            |
|--|------------|
| Rental type  | Points/day |
| Special 'Spanair Plus Holder' Tariff<br>(Spain only – Discount code: AWD: E189301;<br>Tariff KM) | 100        |
| Daily or weekend tariffs<br>(Top Holiday, Weekend Tariffs, etc.)                                 | 50         |
| Commercial or corporate tariffs  | 25         |

\* There is a series of tariffs without points. For further information contact AVIS on 902 135 531

| Point redemption table –EXCLUSIVE* tariff   |                |
|---|----------------|
| Vehicle category  | Points/<br>Day |
| Small Groups<br>(A or B, model Opel Corsa, SEAT Ibiza or similar)                 | 1.000          |
| Medium Groups<br>(C or D, model Renault Mégane, Opel Astra or similar)            | 1.500          |
| Executive Groups<br>(F or G, model Renault Scenic, Opel Vectra or similar)        | 2.000          |
| People Carrier/Minibus Groups<br>(P or M, model Voyager, Ford Tourneo or similar) | 2.400          |

\* Mention code P1

These points tariffs include:

Unlimited mileage and VAT (except for US and South America, which only include unlimited mileage). The other charges (partial liability exemption due to damage resulting from accident, partial liability exemption due to total or partial vehicle theft and damage due to vandalism, personal accident insurance, fuel, extras and VAT corresponding to these concepts) must be paid by the customer.

| Point redemption table –INCLUSIVE* Tariff   |             |
|---|-------------|
| Vehicle category  | Points/Day  |
| Small Groups<br>(A or B, model Opel Corsa, SEAT Ibiza or similar)                 | 1.250/1.300 |
| Medium Groups<br>(C or D, model Renault Mégane, Opel Astra or similar)            | 1.750       |
| Executive Groups<br>(F or G, model Renault Scenic, Opel Vectra or similar)        | 2.500       |
| People Carrier/Minibus Groups<br>(P or M, model Voyager, Ford Tourneo or similar) | 3.000       |

\* Mention tariff code: 1Y . Offer valid for rentals from one day, any day of the week from any office in Spain.

The new ALL INCLUDED tariff allows you to rent an AVIS vehicle using your Spanair Plus points, plus unlimited mileage, collision (CDW) and theft (TP) insurance, and VAT on these concepts.

Consult our promotions in our Spanair Plus magazine or promotion section.



Top range car rental company, Sixt, is one of the leading suppliers in top quality mobility services, present in 85 countries and 3,500 destinations (includes virtually all cities where Spanair is present).

With the largest BMW and Mercedes fleet worldwide, you as a Spanair Plus member will have access to the latest models designed and adapted to your needs: sports cars, 4x4 and lorries. Everything thought of so nothing will be lacking on your travelling.

With Sixt, you can rent your holiday car (Sixt Holiday Car), with safety guarantee, at a highly competitive price. The rental includes taxes, car insurance, unlimited mileage and additional driver.

From now on Spanair Plus members will earn points with Sixt, have special discounts and Gold members free upgrade (as per availability).

#### POINT ACCRUAL WITH SIXT

Standard/corporate tariffs: 100 points/day.

Prepaid tariffs (Sixt Holiday Cars): 100 points per booking.

POINT REDEMPTION WITH SIXT

| SPAIN   |                 |             |           |                             |                             |                                |
|---|-----------------|-------------|-----------|-----------------------------|-----------------------------|--------------------------------|
|   | Day<br>1-5 days | Week Tariff |           | Weekend Tariff              |                             | Weekend Tariff (4 days)        |
|   |                 | 6/7 Days    | add. Days | Fri 12 - Mon 09<br>1/3 days | Fri 12 - Mon 09<br>1/3 days | Thu 12 - Tue 09<br>max. 4 days |
|   | Points/Day      | Points/Week |           | Points/Weekend              | Points/Weekend              |                                |
| ECMR Opel Corsa, VW Polo                                  | 1100            | 5700        | 800       | 2700                        | 3500                        |                                |
| CLMR VW Golf  | 1500            | 8000        | 1100      | 3700                        | 4800                        |                                |
| IDMR 1er BMW, Audi A3                                     | 1900            | 10400       | 1500      | 4700                        | 6200                        |                                |
| FDMR Mercedes-Benz C-Klasse, Mercedes-Benz C-Klasse Coupe | 2800            | 13400       | 2200      | 7100                        | 9300                        |                                |
| CTMR VW Beetle  | 1800            | 10500       | 1400      | 4400                        | 5800                        |                                |

| BELGIUM  |                 |             |           |                             |                             |                                |
|--|-----------------|-------------|-----------|-----------------------------|-----------------------------|--------------------------------|
|  | Day<br>1-5 days | Week Tariff |           | Weekend Tariff              |                             | Weekend Tariff (4 days)        |
|  |                 | 6/7 Days    | add. Days | Fri 12 - Mon 09<br>1/3 days | Fri 12 - Mon 09<br>1/3 days | Thu 12 - Tue 09<br>max. 4 days |
|  | Points/Day      | Points/Week |           | Points/Weekend              | Points/Weekend              |                                |
| ECMR Opel Corsa, VW Polo                             | 2250            | 9300        | 1300      | 3500                        | 4800                        |                                |
| CDMR Mercedes A-Klasse                               | 2500            | 11000       | 1550      | 4600                        | 6100                        |                                |
| CLMR BMW 1er   | 2900            | 11800       | 1600      | 4800                        | 6400                        |                                |
| IDMR Ford Mondeo, Opel Vectra, VW Passat             | 3300            | 14000       | 2000      | 5500                        | 7500                        |                                |
| FDMR Mercedes C-Klasse, Mercedes C-Klasse Sportcoupe | 4100            | 18000       | 2800      | 8100                        | 11000                       |                                |
| PDMR Mercedes E-Klasse                               | 4800            | 20800       | 3200      | 9500                        | 13000                       |                                |
| LDAR Mercedes-Benz CLK Coupe                         | 5300            | 22400       | 3200      | 10400                       | 13600                       |                                |

| UNITED KINGDOM                           |                 |             |           |                             |                             |                                |
|--|-----------------|-------------|-----------|-----------------------------|-----------------------------|--------------------------------|
|  | Day<br>1-5 days | Week Tariff |           | Weekend Tariff              |                             | Weekend Tariff (4 days)        |
|  |                 | 6/7 Days    | add. Days | Fri 12 - Mon 09<br>1/3 days | Fri 12 - Mon 09<br>1/3 days | Thu 12 - Tue 09<br>max. 4 days |
|  | Points/Day      | Points/Week |           | Points/Weekend              | Points/Weekend              |                                |
| ECMN Opel Corsa, VW Polo                 | 2300            | 9000        | 1100      | 3800                        | 5100                        |                                |
| CDMR Opel Astra                          | 2800            | 10400       | 1450      | 5000                        | 6500                        |                                |
| IDMR Ford Mondeo, Opel Vectra, VW Passat | 2900            | 12700       | 1800      | 6000                        | 7800                        |                                |
| FDAR Mercedes-Benz C-Klasse              | 4700            | 18100       | 2800      | 8900                        | 11500                       |                                |
| PDAR Mercedes-Benz E-Klasse              | 6600            | 27000       | 3800      | 13700                       | 17500                       |                                |

| NETHERLANDS                   |                 |             |           |                             |                             |                                |
|-------------------------------|-----------------|-------------|-----------|-----------------------------|-----------------------------|--------------------------------|
|                               | Day<br>1-5 days | Week Tariff |           | Weekend Tariff              |                             | Weekend Tariff (4 days)        |
|                               |                 | 6/7 Days    | add. Days | Fri 12 - Mon 09<br>1/3 days | Fri 12 - Mon 09<br>1/3 days | Thu 12 - Tue 09<br>max. 4 days |
|                               | Points/Day      | Points/Week |           | Points/Weekend              | Points/Weekend              |                                |
| ECMR Opel Corsa, VW Polo      | 1100            | 5700        | 800       | 2700                        | 3500                        |                                |
| CDMR VW Golf                  | 1500            | 8000        | 1100      | 3700                        | 4800                        |                                |
| CLMR BMW 1er                  | 1900            | 10400       | 1500      | 4700                        | 6200                        |                                |
| IDMR Ford Mondeo, Opel Vectra | 2800            | 13400       | 2200      | 7100                        | 9300                        |                                |
| FDMR Mercedes-Benz C-Klasse   | 1800            | 10500       | 1400      | 4400                        | 5800                        |                                |
| PDAR Mercedes-Benz E-Klasse   | 5100            | 19400       | 3600      | 10400                       | 14000                       |                                |
| LDAR Mercedes-Benz CLK        | 6600            | 32900       | 4700      | 12900                       | 17500                       |                                |

### FRANCE

|      |                        | Day        |             | Week Tariff |             | Weekend Tariff |                             | Weekend Tariff (4 days)     |                                |
|------|------------------------|------------|-------------|-------------|-------------|----------------|-----------------------------|-----------------------------|--------------------------------|
|      |                        | 1- 5 days  | 6/7 Days    | add. Days   | 6/7 Days    | add. Days      | Fri 12 - Mon 09<br>2/3 days | Fri 12 - Mon 09<br>2/3 days | Thu 12 - Tue 09<br>max. 4 days |
|      |                        | Points/Day | Points/Week |             | Points/Week |                | Points/Weekend              |                             | Points/Weekend                 |
| ECMR | Opel Corsa, VW Polo    | 2300       | 9300        | 1300        |             |                | 4250                        |                             | 5550                           |
| CDMR | Peugeot 307            | 2600       | 10900       | 1550        |             |                | 5500                        |                             | 7000                           |
| CLMR | 1er BMW, Audi A3       | 2900       | 12000       | 1700        |             |                | 6200                        |                             | 7900                           |
| IDMR | Ford Mondeo            | 3500       | 14000       | 1950        |             |                | 6600                        |                             | 8550                           |
| FDMR | Mercedes-Benz C-Klasse | 4550       | 18700       | 2700        |             |                | 8950                        |                             | 11600                          |
| PDMR | Mercedes-Benz E-Klasse | 5900       | 23700       | 3400        |             |                | 9950                        |                             | 13300                          |

### SWITZERLAND

|      |   | Day        |             | Week Tariff |             | Weekend Tariff |                             | Weekend Tariff (4 days)     |                                |
|------|---|------------|-------------|-------------|-------------|----------------|-----------------------------|-----------------------------|--------------------------------|
|      |   | 1- 5 days  | 6/7 Days    | add. Days   | 6/7 Days    | add. Days      | Fri 12 - Mon 09<br>2/3 days | Fri 12 - Mon 09<br>2/3 days | Thu 12 - Tue 09<br>max. 4 days |
|      |   | Points/Day | Points/Week |             | Points/Week |                | Points/Weekend              |                             | Points/Weekend                 |
| ECMR | Opel Corsa, VW Polo                             | 2400       | 9700        | 1400        |             |                | 4400                        |                             | 5800                           |
| CDMR | Opel Astra, Ford Focus                          | 2800       | 11400       | 1600        |             |                | 5750                        |                             | 7400                           |
| CLMR | VW Golf, BMW 1er                                | 3000       | 12450       | 1750        |             |                | 6000                        |                             | 7750                           |
| IDMR | Ford Mondeo, Opel Vectra, VW Passat             | 3550       | 14500       | 2000        |             |                | 6900                        |                             | 8900                           |
| FDMR | Mercedes C-Klasse, Mercedes C-Klasse Sportcoupe | 5000       | 20800       | 2950        |             |                | 10200                       |                             | 13100                          |
| PDMR | Mercedes E-Klasse                               | 6750       | 27000       | 3800        |             |                | 11900                       |                             | 15700                          |
| LDAR | Mercedes CLK Coupe                              | 7700       | 31200       | 4450        |             |                | 12700                       |                             | 17200                          |

### AUSTRIA

|      |                                 | Day        |             | Week Tariff |             | Weekend Tariff |                             | Weekend Tariff (4 days)     |                                |
|------|---------------------------------|------------|-------------|-------------|-------------|----------------|-----------------------------|-----------------------------|--------------------------------|
|      |                                 | 1- 5 days  | 6/7 Days    | add. Days   | 6/7 Days    | add. Days      | Fri 12 - Mon 09<br>2/3 days | Fri 12 - Mon 09<br>2/3 days | Thu 12 - Tue 09<br>max. 4 days |
|      |                                 | Points/Day | Points/Week |             | Points/Week |                | Points/Weekend              |                             | Points/Weekend                 |
| ECMR | Opel Corsa, VW Polo             | 2400       | 9700        | 1400        |             |                | 4250                        |                             | 5600                           |
| CDMR | Opel Astra, VW Golf             | 2800       | 11400       | 1600        |             |                | 5500                        |                             | 7100                           |
| CLMR | BMW 1er                         | 3200       | 12900       | 1800        |             |                | 6200                        |                             | 8050                           |
| IDMR | Ford Mondeo                     | 3600       | 14500       | 2050        |             |                | 6600                        |                             | 8600                           |
| FDMR | Mercedes-Benz C-Klasse, BMW 3er | 5100       | 20800       | 2950        |             |                | 9750                        |                             | 12700                          |
| PDMR | Mercedes-Benz E-Klasse          | 6900       | 27750       | 3950        |             |                | 11900                       |                             | 15800                          |
| LDAR | Mercedes-Benz E280              | 8950       | 36200       | 5200        |             |                | 13950                       |                             | 19100                          |

### GERMANY

|      |  | Day        |             | Week Tariff |             | Weekend Tariff |                             | Weekend Tariff (4 days)     |                                |
|------|--|------------|-------------|-------------|-------------|----------------|-----------------------------|-----------------------------|--------------------------------|
|      |  | 1- 5 days  | 6/7 Days    | add. Days   | 6/7 Days    | add. Days      | Fri 12 - Mon 09<br>2/3 days | Fri 12 - Mon 09<br>2/3 days | Thu 12 - Tue 09<br>max. 4 days |
|      |  | Points/Day | Points/Week |             | Points/Week |                | Points/Weekend              |                             | Points/Weekend                 |
| ECMR | Opel Corsa, VW Polo                                  | 1800       | 7500        | 1000        |             |                | 3750                        |                             | 4800                           |
| CLMR | Mercedes A-Klasse                                    | 2200       | 8800        | 1250        |             |                | 4100                        |                             | 5400                           |
| IDMR | Peugeot 407  | 2400       | 9700        | 1400        |             |                | 4800                        |                             | 6200                           |
| FDMR | Mercedes-Benz C-Klasse, Mercedes-Benz C-Klasse Coupe | 2600       | 10550       | 1500        |             |                | 5500                        |                             | 7000                           |
| PDMR | Mercedes-Benz E-Klasse                               | 3400       | 13900       | 1950        |             |                | 6450                        |                             | 8400                           |
| LDAR | Mercedes-Benz E280                                   | 3550       | 14400       | 2050        |             |                | 6900                        |                             | 8950                           |
| CTMR | VW Beetle  | 2550       | 10400       | 1450        |             |                | 6900                        |                             | 8400                           |

To redeem points Spanair Plus on Sixt rentals contact Spanair Plus Customer Service on 902 13 14 10.

Information and booking

Sixt Bookings:

From Spain: +34 902 49 16 16

INTERNATIONAL: +49 1805 23 22 22

More information: [www.sixt.es](http://www.sixt.es) or [www.sixt.com](http://www.sixt.com)

### CREDIT CARDS



Using Diners Club card for your usual payments and purchases enables you to accrue Spanair Plus points you can redeem for free Spanair flights and other services from Associated Spanair Plus programme Companies.

**PER 4 DINERS CLUB TITLES\* GET 9 SPANAIR PLUS POINTS**

Thus, you can accrue more Spanair Plus points by using Diners Club card and enjoying the following exclusive services and benefits customised for you:

- VIP lounges in major airports worldwide.
- Immediate card replacement worldwide.
- Currency exchange without surcharge.
- Advance airline passes.
- Emergency money at 350,000 cash points worldwide
- Online extract consultation.
- Wide travelling insurance cover and assistance.
- Accident insurance of €751,266
- Medical expenses of €12,020.24 per accident and €6,010.12 per illness.
- Luggage loss and damage to €1,202.02.
- Sports material loss and damage to €1,502.53.
- And ..... up to 20 services more of assistance.
- Diners Club Titles obtained participating in the Global Club programme (1 Diners Club Title per €6 purchased). To request exchange for Spanair Plus points or receive further information call 902 40 11 12 or in [www.dinersclub.es](http://www.dinersclub.es)



Convert your Star Points into Spanair Plus points

Use the Spanair Plus card to redeem your points for plane tickets, hotel stays and other services with important national and international companies collaborating with the Spanair Plus Programme.

**3 STAR POINTS = 1 SPANAIR PLUS POINT**

To exchange points call 902 486 486



### Spanair Plus American Express

#### Spanair Plus American Express Gold

1 Spanair Plus point per €2.25 spent with card <sup>(2)</sup>

Access to Spanair VIP lounges in Madrid, Barcelona and Bilbao

Without pre-established expense limit <sup>(3)</sup>

Free Travel Accident Insurance to €750.000 <sup>(4)</sup>

Free Travel Assistance Insurance

Unwilling Boarding Refusal Insurance: Overbooking

Delay or Luggage Loss Insurance

Limited liability in the event of card loss or theft

Urgent card replacement, usually in 24h, worldwide without any charge

Permanent attention and assistance worldwide

#### Spanair Plus American Express

1 Spanair Plus point per €2.50 spent with card <sup>(2)</sup>

Without pre-established expense limit <sup>(3)</sup>

Free Travel Accident Insurance to €450.000 <sup>(4)</sup>

Unwilling Boarding Refusal Insurance: Overbooking

Delay or Luggage Loss Insurance

Limited liability in the event of card loss or theft

Urgent card replacement, usually in 24h, worldwide without any charge

Permanent attention 24x365

- Points will be credited to your Spanair Plus Account after first card use. Offer not available to American Express, Spanair or Spanair Plus employees.
- Subject to Spanair Plus points programme terms and conditions
- American Express has no pre-established expenditure limit. You can spend as much as you have demonstrated you can afford.  
Card transactions are approved individually as per various factors, including the data you provided and your expense and payment record. (Occasionally, we may require proof of your resources and/or guarantees)
- See policy conditions.  
Insurance subscribed and offered by ACE European Limited, S.A - N.V.  
Axa Assistance France S.A., represented in Spain by Interpartner Assistance S.A.

... AND MANY MORE



Asesores  
de Seguros



Amex Insurance Advisors is the insurance broker participated 100% by American Express Spain, with wide experience in insurance portfolio management and one of the most valued services of American Express customers.

With this incorporation, Spanair Plus holders will benefit from discounts and special promotions on taking insurance out.

Moreover, Spanair Plus members will enjoy other important benefits, always with the Spanair quality commitment and service.



#### HOUSEHOLD INSURANCE OFFER

Offer conditions:

- ⇒ Be a Spanair Plus holder.
- ⇒ 15% discount on regular insurance company rate.
- ⇒ Annual payment.
- ⇒ Minimum premium €180.
- ⇒ Valid only for new policies.
- ⇒ Valid for policies taken out or quotation requests received until 31/12/2008.

\* Credit of 3,500 Spanair Plus points, i.e. equal to a return Peninsula - Peninsula or Peninsula – Balearics plane fare.



For further information contact Amex Insurance Advisors Customer Service for Spanair Plus holders on: 902 299 755.  
Timetable: Monday to Thursday from 8:30 to 18:00 and Friday from 8:30 to 15:00.



To start enjoying the Spanair and Cepsa advantages, you need only associate your Spanair Plus card with the Cepsa Because You Return card and start enjoying:

- 80% more points Because You Return at your Usual Service Station, instead of current 40%.
- 1 Spanair Plus Point per 5 litres of fuel supplied at Service Stations adhered to Because You Return Programme.
- 1 Spanair Plus Point per 5€ purchase of articles, lubricants and services Depaso Shops and Mini Stop adhered to Because You Return Programme.

To benefit from all these advantages you need only present your Cepsa Because You Return Card every time you purchase products or services at the adhered Service Stations, automatically receiving your Spanair Plus points.

How do I associate my Spanair Plus Card to my Cepsa Because You Return Card?  
Through our web.

I have a Spanair Plus Card and password to access web online services  
Introducing your card number and password, a Spanair and Cepsa banner will appear under the menu on the left of your screen, click it to access the screen to associate your Spanair Plus Card to your Because you Return Card.  
Or, if you prefer from the 'modify data' section of the Online Service menu.

I have a Spanair Plus Card but no password to access online web services  
To link your Because You Return Card from the web, you must register with Spanair Plus Online click on "Member Access / Get your password here if you're a member and haven't got one". Once registered and answering the registration confirmation E-mail follow the steps above.

I don't have a Spanair Plus Card  
Register with the programme introducing your data in the "Programme Registration" menu.

I don't have a Cepsa Because You Return Card  
To get one all you need to do is complete the application form available from any CEPSA Service Station adhered or print it directly from the web [www.porquetuvuelves.com](http://www.porquetuvuelves.com). Then you only have to deliver it to the Service Station chosen as Usual where you will receive your Card immediately.

If you prefer, you can also associate your cards calling 902 93 05 93.

And remember that in the Online Services menu data modification, if you delete your Because You Return Card number, association between cards will be cancelled.  
More information Cepsa Because You Return: [www.porquetuvuelves.com](http://www.porquetuvuelves.com)

Consult general conditions on [www.spanair.com/spanairplus](http://www.spanair.com/spanairplus), under Cepsa section.

## VISA **CEPSA** PORQUETUVUELVES

5 % + 1 %

AT CEPSA SERVICE STATIONS



REST OF ESTABLISHMENTS\*

\* Except Service

If you associate your CEPSA VISA Because You Return and Spanair Plus, whenever you return to your Usual Service Station you will receive:

6 EXTRA POINTS Because You Return per €

Holders of the new **Cepsa Because You Return Visa** who have their Spanair Plus card associate will receive **6 extra points-discounts per €** spent at your Usual Service Station, where you will benefit from exclusive advantages. Thus paying a €40 consumption with your **Cepsa Because You Return Visa** at your Usual Service Station, you will get:

|  |  |  |
|--|---|--|
| Consumption                                | 40 €  | 40 €   |
| Discount                                   | 5%  | 5%   |
| Extra points at your Usual Service Station | 0   | 6 extra points per euro  |
| Points discounts                           | 2.000   | 2.240  |

Furthermore, at all the adhered CEPSA Service Stations, you will get:

1 Spanair Plus POINT per €5 consumed

Associate your cards at [www.spanair.com/spanairplus](http://www.spanair.com/spanairplus) or calling 902 93 05 93

See conditions at [www.porquetuvuelves.com](http://www.porquetuvuelves.com)



Energy sector world leader, with a 575 service station network in Spain, where you can find top quality fuels and lubricants likewise the most attentive and professional service.

Now, BP offers Spanair Plus Programme members the possibility of accruing points through the service stations adhered to BP Premier Club.

For further information on BP service station network adhered to Spanair Plus Programme call 902 33 31 00

**FOR EVERY 5 LITRES OF FUEL, YOU WILL GET 1 Spanair Plus POINT**

You cannot accrue points on both Spanair Plus and BP Premierclub cards at the same time for the same consumption.

And now, from November 1st, 2009 to January 31st, 2010 you will get double points::

**FOR EVERY 5 LITRES OF FUEL, YOU WILL GET 2 SPANAIR PLUS POINTS**



With Club Vacaciones you can enjoy some magnificent days of rest and relax accruing Spanair Plus points.

To do this send a photocopy of the bill to the Spanair Plus Customer Service clearly showing it is a service purchased through Club Vacaciones and the amount paid. Furthermore, the bill must be in the name of the Spanair Plus member claiming the points.

**1 Spanair Plus POINT PER €1.20 of purchase price paid**



#### Value of A SMILE

Per 600 points donated, 'Smile Doctors' will make 4 visits to hospitalised children.

Moreover, SPANAIR DOUBLES THE DONATION, thus in the case of 600 points (minimum donation), you and Spanair will make 8 Dr. Smile visits possible.

The Theodora Foundation which visits children in European, Asian and African hospitals, is present in 9 Spanish hospitals since March 2000, filling the rooms of over 25,000 children with happiness.

Donate your Spanair Plus points to the Theodora Foundation calling: 902 13 14 10

#### 8. Spanair Plus Customer Service

Aeropuerto de Palma de Mallorca  
Edificio Spanair  
Apartado de Correos 50.133  
07611 Palma de Mallorca, Spain

902 13 14 10  
From 09:00 to 20:00h from Monday to Sunday

[spanairplus@spanair.com](mailto:spanairplus@spanair.com)

Fax: 902 13 14 17

EXCLUSIVE Spanair Plus GOLD MEMBERS' TELEPHONE  
902 999 173

EXCLUSIVE Spanair Plus SILVER MEMBERS' TELEPHONE  
902 999 174

#### 9. Programme Conditions

##### Definitions

- Spanair Plus Card: provided it is referred to in these terms shall allude to any of the three levels, Spanair Plus Blue, Spanair Plus Silver and/or Spanair Plus Gold. The Spanair Plus card is personal and non-transferable.
- Spanair Plus Holder: or member of the Spanair Plus Programme.
- Spanair Plus Year: From 1st April 2009, all calculations necessary for card level change will take a consecutive 12 month period as reference.
- Star Points: shall be those points earned by the member for flights made with Spanair and airlines belonging to Star Alliance. Likewise these points shall serve to determine card level, (Blue, Silver or Gold). The Star points shall retain their "Star" condition during the period established as "Spanair Plus year" (12 consecutive months).
- Plus Points: are those Plus points corresponding to specific promotions and limited both in terms of airline services and earned through services rendered by Companies Associated to the Programme. The sum of unused or expired Plus and Star points will comprise the total balance of points redeemable by the member.



- TPM: Ticketed Point Mileage, miles flown as per IATA tables.
- Accrual/Obtainment: transactions where the member's Star and Plus points account is added to
- Redemption/Use: transactions through which the member's Points account total balance is reduced, for concepts such as tickets or services contemplated in this Programme. This is also described as point exchange.
- Movement: point accrual or redemption transaction. Annotations with 0 point value shall under no circumstances be considered a valid movement.
- Advantages: added benefits for the holder's enjoyment determined by Spanair and Associated Companies according to your card level.
- Ticket or service charged to points: airline passages or services rendered by a Company Associated to the points redemption programme.
- Claiming points; request for point annotation for services performed through Spanair and Companies Associated to the Programme which were not recorded in the holder's account.

#### Purpose of the Spanair Plus Programme

The purpose of the Spanair Plus programme is to carry out a permanent promotion based on participants' point earning. The points will be redeemable for air tickets and other services rendered by Spanair and Companies Associated to the Programme.

#### Programme enrolment and participation

Everyone over the age of 2 residing in Spain or any other country where the participation in loyalty programmes is not prohibited may be enrolled in the Spanair Plus programme.

Enrolment in the Spanair Plus programme is free of charge.

To participate in Spanair Plus you must register online via [www.spanair.com/spanairplus](http://www.spanair.com/spanairplus) in menu "Programme Registration".

Spanair reserves the right of admission or rejection of any Spanair Plus programme enrolment application without alleging any reason whatsoever. Enrolment by telephone will not be valid.

The holder may use the provisional card to earn points while the definitive card dispatch is processed. Use of the same implies acceptance of the programme conditions.

Obtain provisional card is easily. You must enter in [www.spanair.com/spanairplus](http://www.spanair.com/spanairplus), click Online Services/Provisional Card and and print it.

All members enrolled in the Spanair Plus programmes, will receive the Spanair Plus Blue card in the first instance at the address appearing on the online registration.

The card belongs to Spanair and must be returned upon request. The holder of the same shall be responsible for its correct use and conservation.

In the event of card breakage, theft or loss, Spanair Plus must be informed in writing as soon as possible. The Spanair Plus Call Centre will dispatch a new card.

In the event of death, the points earned may not be transferred to another person.

The scope of the Spanair Plus programme application is subject to local laws and regulations. The member assumes any legal or fiscal liability arising from his/her participation in the Programme. Spanair shall undertake no legal or fiscal liability in which any member may incur through his/her participation in the Spanair Plus programme.

The application scope may be modified at any time without prior written notice thereof.



#### Accrual / Obtainment of points

The holder may claim points for all flights which he/she might have made one month prior to his/her enrolment.

Points are earned from using the services of Companies Associated to the Spanair Plus programme.

To earn points the Programme participant must indicate his/her Spanair Plus card N° when making the booking. On flight check-in or using the services of Companies Associated to the Spanair Plus programme, he/she shall present his/her identification card. Staff from both Spanair and Companies Associated to the Programme may request the participant present a document accrediting his/her identity.

To start earning points you must present the Spanair Plus card (provisional or real card) at the check-in desks, or prior to using any of the services of Companies Associated to the Spanair Plus programme.

Points are earned for every flight made. The points will be of one kind or another (Star or Plus), depending on the concept for which they are earned.

Points are only earned for the cardholder, and under no circumstances may be transferred or negotiated.

The points will automatically be added to the cardholder's account, 2 to 5 days after the flight made. In the case of Companies Associated to the Programme points are added at least once a month.

Points will be added to the Spanair Plus programme cardholder's account provided he/she is the ticket beneficiary or his/her name appears on the service invoice.

Tickets obtained with special tariffs for airline employees, travel agents or tariffs not available to the general public do not accrue points; nor do those tickets issued with special group or tour operator tariffs, nor promotional tariffs whose specific validity period is determined by Spanair and/or companies associated to the Programme.

The cardholder shall earn points for overnight stays, regardless of whom paid the service, provided the bill is in the cardholder's name, except for:

For hotel stays the following circumstances will not generate points:

- o Tariffs for wholesalers, Groups, Crews and Chequebooks (except Sol Meliá 5 Night Chequebook).
- o Charges for renting lounges, banquets and disbursements made by the customer.
- o Charge transfers from other rooms occupied by guests other than the cardholder (except children under 18).
- o Incompatibility with loyalty programmes of other Airlines or Sol Meliá's own programmes, unless Meliá and Sol Hotels determine otherwise.
- o Stays at Aparthotels and Hotels Associated to Meliá and Sol Hotels.

The Spanair Plus Programme benefits are not compatible with another programme or card.

To prove entitlement to points for services not accounted for, the Spanair Plus programme member must send the corresponding claim to the Spanair Plus Call Centre, which is to include: photocopy or original of the passenger ticket docket and original flight boarding card; and copy of the invoice with logo of the company rendering the service if not an airline company. Claim deadline is six months from the time flight was made or service rendered by companies associated to the Spanair Plus Programme. Spanair is not liable for any documentation sent until it reaches the Spanair Plus Call Centre. No claim will be processed unless properly documented and presented within the deadline.



If once a claim has been made and approved, any Associated Company should deny the concession of points or benefits without justification, Spanair will assume exclusive responsibility for payment of the corresponding points.

Spanair will punctually announce which Spanair and Companies Associated to the Programme tariffs and concepts will be entitled to points; likewise possible special Programme promotions, benefits or attentions. The points generated in each operation will be those corresponding to the tariffs paid depending on the tables in force, regardless of possible attentions or benefits granted by Spanair or the Companies Associated to the Programme.

Spanair reserves the right to grant points on flights with incidences.

Should a flight be suspended for any reason stipulated in the Carriage Contract, including strikes (internal and external) or security reasons and the passengers fly with another carrier points will not be earned.

#### Redemption/ Use of points

Any points redemption transaction will be subject to quota availability assigned to the Spanair Plus programme, or stipulated capacity control on flights. Services booked and charged to points may be subject prior cancellation conditions. Combined payment of earned points and money will only be allowed on dates specified by Spanair.

#### Flights

- Only Spanair Plus Call Centre and the Spanair ticket sales offices are authorised to issue plane tickets charged to points.
- To book a flight charged to points you must contact the Spanair Plus Call Centre.
- Bookings, changes and cancellations of tickets charged to points must be made at least 1 day in advance.
- The exchange must be requested by the cardholder although the beneficiary may be any person designated by him/her. To this effect a letter or fax must be signed with his/her signed authorisation.
- Any duty or tax generated by the ticket must be paid by the holder of the same.
- Spanair reserves the right to modify conditions of plane tickets charged to points. Redemptions shall always be made pursuant to valid tables depending on the destination and class. The outgoing and incoming flights must always be confirmed.
- The plane ticket charged to points is subject to the carrier contract conditions. These bookings admit cancellation or modification of route, flight and date prior to ticket issue. In the case of bookings made during promotional periods, changes will be admitted within the offer period of validity. Once issued the ticket only date and flight changes will be allowed, always subject to availability on Spanair operated flights. For flights operated by other airlines the change policy will be subject to the operating carrier's regulations.
- Spanair reserves the right to establish without prior warning "not apt" periods for enjoying flights charged to points, as it deems opportune.
- Flights charged to points may not be enjoyed when neither Spanair nor the associated Airlines are the operating carrier.
- Points will not be reimbursed for air services charged to points and not used.



- Tourist class tickets charged to points cannot be combined with access to a superior class and charged to points. Nor is it possible to apply an access to superior class charged to points on unpublished or un-negotiated tariffs.
- The points necessary to obtain a service charged to points will be the same regardless of the cardholder or beneficiary's age, except for minors under 2 (not occupying a seat) for whom only the applicable duties or taxes will be charged.
- Validity of ticket issued and charged to points is 1 year maximum from issuance date.

#### GENERAL TICKET CHARGED TO POINTS ONLINE BOOKING AND PURCHASE CONDITIONS

##### Point redemption / Use

Any point redemption transaction is conditioned to the existence of sufficient point balance in the holder's account, availability of seats assigned to the Spanair Plus programme, or capacity control stipulated on flights. Services booked and charged to points may be subject to prior cancellation conditions.

- Point redemption via [www.spanair.com/spanairplus](http://www.spanair.com/spanairplus) is only possible with Spanair Plus points and Spanair operated flights.
- Members wishing to make bookings charged to points must be registered with the online service of [www.spanair.com/spanairplus](http://www.spanair.com/spanairplus)
- Spanair reserves the right to change this discount as deemed opportune.
- Tickets will be issued immediately and electronically.
- Bookings made via [www.spanair.com/spanairplus](http://www.spanair.com/spanairplus) do not admit route or date cancellation or modification. Should you wish to make any change, the member must contact the Spanair Plus Customer Service, in which case he/she will not benefit from the discount obtained at [www.spanair.com/spanairplus](http://www.spanair.com/spanairplus) and changes will be subject to seat availability.
- Bookings, changes and cancellations of tickets charged to points must be made at least 1 day in advance.
- No name changes admitted to seat and/or ticket bookings.
- Airport taxes and issuance fees are not included in tickets charged to points. The holder must pay this amount via credit card or in cash at any Spanair sales office.
- Exchange shall be made by holder, having correctly validated him/herself on the online services of [www.spanair.com/spanairplus](http://www.spanair.com/spanairplus), although the beneficiary may be any person appointed by him/her.
- Spanair reserves the right to establish without notification 'non-apt' periods for flights charged to tickets as deemed appropriate.
- Tickets charged to points are not entitled to points.
- Redemptions through [www.spanair.com/spanairplus](http://www.spanair.com/spanairplus) will always be as per current tables for this service, as per destination and class. The following types of point redemption are established: Direct outbound, non-direct outbound (maximum 2 journeys), Direct return, Direct A (with stopover on outbound or inbound), Direct return B (with stopover on outbound and inbound).
- Bookings of tickets charged to points must always be in the same class. Should the same class be unavailable for a specific destination of the same booking, the higher class will always be counted.
- Tourist class tickets charged to points cannot be combined with access to upgrade charged to points.
- Validity of ticket issued charged to points is 1 year maximum from issuance date.
- Promotions cannot be accrued together.

Hotels and Cars:



- To request hotel or car bookings cardholder must contact the Spanair Plus Call Centre or the Call Centres indicated in this guide.
- Hotel stays charged to points only cover room price plus VAT, unless specified otherwise.
- Car rentals charged to points only cover time, mileage and VAT, unless specified otherwise. Surcharges and additional supplements (taxes, insurance, extras, etc.) shall be paid by the customer.
- In the event of partial use of booked hotel stays charged to points the cardholder must send a copy of the hotel bill for readjustment of the corresponding points. No cash will be reimbursed for unused points.
- For car rentals abroad, the corresponding shall include time and mileage. The other additional concepts (cover for vehicle damage, theft insurance, etc) must be paid by the customer.
- Additional days not covered by the rental or voucher exchanged for points pursuant to tariffs available at that time shall be paid by the rental holder. The cardholder or beneficiary can find out this amount by calling any office or Booking Centre of the rental supplier.
- Rentals may only be cancelled prior communication to the Spanair Plus Call Centre and prior to the expected rental date. To cancel rentals abroad, the member of beneficiary must remit rental voucher to the Spanair Plus Call Centre prior to the date of rental commencement. The corresponding points shall be reimbursed to the cardholder's account.
- Duplicates of car rental vouchers shall not be issued in the event of theft, loss or deterioration.
- Car rental or hotel stay charged to points may not benefit from other promotions or offers valid at the time not pertaining to Spanair Plus.
- For car rental the general rental conditions, credit and age must be satisfied likewise being in possession of a valid driving licence.
- One day of car rental is 24 hours. Should this period be exceeded another day of rental shall be considered whether or not it exceeds 24 hours.
- Under no circumstances may points be combined from different accounts/members to obtain services charged to points.

#### Levels

Spanair Plus has three levels: Blue, Silver and Gold. At the time of enrolment the participant starts earning points at Blue level. To access a superior Programme level you need to earn the Star points necessary which Spanair determines, and/or make a specific number of valid flights. A valid flight is one which earns points on the Programme.

Silver and Gold level holders have the advantage of being able to designate another person as companion to participate in the programme at Silver level.

#### Point expiry

From 1st April 2008, applicable expiry rule will be:

- Points obtained during one year will expire on 4<sup>th</sup> year of accrual or transfer from another programme, provided they had not been used for any Spanair Plus programme service.
- Point expiry will be 31<sup>st</sup> December every year.

Specific expiry condition for 2008:

- On 31st December 2008 point balance for 31st December 2004 will expire, provided they had not been used for any programme service.

#### Data protection and modification

Spanair, pursuant to Organic Law 15/1999, of 13th December on Personal Data Protection, has incorporated your personal data on a database belonging to this company to offer you a more personalised, agile and efficient service, and to keep you informed either via E-mail



or any other means of Spanair Plus novelties, likewise any all those Spanair and/or associated company products and services which might be of interest at any time because they offer benefits, obtainment and/or redemption of accrued points. In the event of commercial communications via E-mail or equivalent means, the member has given his/her express consent for publicity to be sent via the same. Nevertheless, this consent may be revoked at any time via request addressed to: [spanairplus@spanair.com](mailto:spanairplus@spanair.com)

Furthermore, we should like to remind you may exercise your rights of access, rectification and cancellation of your personal data via written request addressed to Departamento Spanair Plus, SPANAIR, S.A. Aeropuerto de Son San Joan, Edificio SPANAIR, APARTADO DE CORREOS 50.086-07000, Palma de Mallorca.

#### Unsubscribe from programme

Any holder may unsubscribe from the Spanair Plus Programme notifying the same to Spanair Plus Customer Service. On receipt of the notification the holder will no longer receive any kind of communication from Spanair Plus Programme and his/her point account cancelled.

Abuse or fraudulent use of card will lead to automatic removal from Spanair Plus Programme and existing point balance reduced to zero.

#### General Aspects

Should the extract have incorrect information or you had any queries regarding current promotions, the participant may contact the Spanair Plus Customer Service.

Spanair Plus reserves the right to modify requirements for obtainment or maintenance of Silver and Gold levels without prior notification.

Spanair Plus and Programme Associated Companies reserve the right to cancel, modify rules and redemptions offered under the Programme at any time without prior notification.

In the event of Programme cancellation, the participants will have 6 months from cancellation date to use their points after which time points will be deemed cancelled.

Spanair or Programme Associated Companies are not liable for the impossibility of executing the Spanair Plus Programme due to force majeure or legal impositions.

These General Conditions shall be governed as per Spanish laws and regulations.

For any controversy which might derive from this contract the parties shall subject themselves to Palma de Mallorca Courts and Tribunals.

These General Conditions are valid from 1<sup>st</sup> April 2003.