

# SKY PEARL CLUB MEMBERSHIP GUIDE



## Welcome to China Southern Airlines' Sky Pearl Club

The Sky Pearl Club is the frequent flyer program of China Southern Airlines.

From the moment you join The Sky Pearl Club, you will experience a whole new world of exciting new travel opportunities with China Southern!

Whether you're traveling for business or pleasure, you'll be earning mileage toward your award goals every time you fly.

Many Elite tier services have been prepared for you.

We trust this Guide will soon help you reach your award flight to your dream destinations.

China Southern Sky Pearl Club cares about you!

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# A

## Earning Sky Pearl Mileage

Whether it's in the air or on the ground, The Sky Pearl Club gives you more opportunities than ever before to earn Award travel.



When flying with China Southern or one of our many airline partners, you can earn FFP mileage. But, that's not the only way! Hotels stays, car rentals, credit card services, telecommunication services or dining with our business-to-business partners can also help you earn mileage.








## Airlines






Upon making your reservation and ticket booking, please provide your Sky Pearl Club membership number and make sure that passenger's name and ID is the same as that of your mileage account.




- At the airport check-in counter, please present your Sky Pearl Club membership card or offer your membership number.
- One qualified travel with China Southern or other partner airlines can only credit mileage once into one FFP account. If there is no request as ticketing, the system will credit mileage into china southern airline account immediately.
- For mileage retro claims, please contact The Sky Pearl Club with the original Boarding Pass(es) and copies of ticket (or E-ticket Travel Verification).

Airlines	Applicable time	Class Of Service	Booking Class (Code)	Base Flight Mileage credit rate	Elite Qualification	
					Elite Qualifying Mileage	Elite Qualifying Segments
 <b>CHINA SOUTHERN AIRLINES</b>  <a href="http://www.csair.com">www.csair.com</a>	Travel on and after 30 Oct, 2016	First Class	F	300%	300%	2
		Business Class	J	250%	250%	2
			C	200%	200%	2
			D	150%	150%	2
			I	100%	100%	2
		Premium Economy Class	W	110%	110%	1.5
			S	75%	75%	1
		Economy Class	Y	100%	100%	1.5
			P, B, M, H, K	100%	100%	1
			U, A, L, E, Q	50%	50%	0
V, Z, T, N, R	25%		25%	0		
Other Class	P, I, O, S, Z, X, G	0	0	0		
 <b>AEROFLOT</b> <small>Russian Airlines</small>  <a href="http://www.aeroflot.ru">www.aeroflot.ru</a>	Travel on and after 1 Feb, 2013	Business Class	J, C, D	130%	130%	2
			I, Z	100%	100%	1
		Premium Economy	W, S, A	110%	110%	1



		Class				
		Economy Class	Y, B	100%	100%	1
			M, U, K, H, L	40%	40%	0
 <a href="http://www.aeromexico.com">www.aeromexico.com</a>	Travel on and after 15 May, 2017	Business Class	J, C	150%	150%	2
		Business Class	D, I	130%	130%	1
		Economy Class	Y, B, M	100%	100%	1
		Economy Class	U, K, H, L, Q, T, E	100%	100%	0
		Economy Class	N, R, V, W	40%	40%	0
	Travel on and after 1 Jun, 2018	Business Class	J, C	100%	150%	2
		Business Class	D, I	100%	130%	1
		Economy Class	W	100%	110%	1
		Economy Class	Y, B, M, K, H, L, T, U, Q	100%	100%	0
		Economy Class	E, N, R	40%	40%	0
		Economy Class	V	25%	25%	0
	 <a href="http://www.airfrance.com">www.airfrance.com</a>	Travel on and after 1 Feb, 2017	First Class	F, P	150%	150%
Business Class			C, D, I, J	130%	130%	1
Business Class			Z	110%	110%	1
Premium Economy (only on long haul)			W, S	110%	110%	1
Premium Economy (only on long haul)			A	100%	100%	1
Economy Class			Y, B, M	100%	100%	1
Economy Class			U	80%	80%	0
Economy Class			K, H, L, Q	40%	40%	0
Economy Class			T, E, N, R, G, V	20%	20%	0
	Travel on and after 1 Apr, 2015	Business Class	J, C, D, I, E	150%	150%	2
		Business Class	P, A	125%	125%	1
		Economy Class	Y, M, H, B, K, V, T	100%	100%	1





<a href="http://www.alitalia.com">www.alitalia.com</a>		Economy Class	N, S, Q, X	40%	40%	0	
 <a href="http://www.czechairlines.com">www.czechairlines.com</a>	Travel on and after 25 Mar, 2012	Business Class	J, C, D	130%	130%	2	
		Economy Class	Y, M, B, H, K, T	100%	100%	1	
 <a href="http://www.delta.com">www.delta.com</a>	Travel on and after 1 Dec, 2017		First Class	F, P	150%	150%	1
		A		125%	125%	1	
		G		100%	100%	1	
		Business Class	J, C, D, I	130%	130%	1	
			Z	100%	100%	1	
		Premier Economy Class	W	100%	100%	1	
		Economy Class	Y, B, M, S	100%	100%	1	
			H	75%	75%	0	
			Q, K	40%	40%	0	
			L, U, T, X, V	25%	25%	0	
		Travel on and after 21 Nov, 2018	First Class	F	150%	150%	1
			First Class	P	130%	130%	1
			First Class	A	125%	125%	1
			First Class	G	100%	100%	1
Business Class	J, C, D, I		130%	130%	1		
Business Class	Z		100%	100%	1		
Premier Economy Class	W		100%	100%	1		
Economy Class	Y, B, M, S		100%	100%	1		
Economy Class	H		75%	75%	0		
Economy Class	Q, K		40%	40%	0		
Economy Class	L, U, T, X, V	25%	25%	0			
		Business Class	J, C, D, I	130%	130%	1	


 <a href="http://www.klm.com">www.klm.com</a>	Travel on and after 1 Feb, 2017	Business Class	Z	110%	110%	1
		Economy Class	Y, B, M	100%	100%	1
		Economy Class	U	80%	80%	0
		Economy Class	K, H, L, Q, P, F, W, S, A	40%	40%	0
		Economy Class	T, E, N, R, G, V	20%	20%	0
 <a href="http://www.koreanair.com">www.koreanair.com</a>	Travel on and after 1 Feb, 2018	First Class	R, P, F	150%	150%	1
		Business Class	J, C, D, I	130%	130%	1
			Z*	100%	100%	0
	Travel on and after 1 Apr, 2018	First Class	P, F	150%	150%	1
		Business Class	J, C, D, I, R	130%	130%	1
			Z*	100%	100%	0
Economy Class	Y, B, M, S, W	100%	100%	0		
 <a href="http://www.aireuropa.com">www.aireuropa.com</a>	Travel on and after 20 Jan, 2016	Business Class	J, C, D	150%	150%	2
		Economy Class	I	100%	100%	1
		Economy Class	Y, B, M, L, E, K, V, H	100%	100%	1
		Economy Class	S, R, U, T, Q	50%	50%	0
		Economy Class	W, P, A, N, Z, G, F	25%	25%	0
 <a href="http://www.kenya-airways.com">www.kenya-airways.com</a>	From cooperation with China Southern until now	Business Class	C, I, J, Z	130%	130%	2
		Economy Class	B, E, H, K, L, M, N	100%	100%	1
			Q, R, S, T, U, Y	100%	100%	0
 <a href="http://www.vietnamair.com.vn">www.vietnamair.com.vn</a>	Travel on and after 15 Sept, 2017	Business Class	J, C, D, I	130%	130%	2
		Premium Economy Class	W, Z, U*	110%	110%	1
		Economy Class	Y, M, S	100%	100%	1
		Economy Class	H	75%	75%	0

	Travel on and after 1 Sept, 2018	Economy Class	B	50%	50%	0
		Economy Class	K, L, Q	40%	40%	0
		Business Class	J, C, D, I	130%	130%	2
		Premium Economy Class	W, Z, U	110%	110%	1
		Economy Class	Y, M, S, B	100%	100%	1
		Economy Class	H, K, L	65%	65%	0
		Economy Class	Q	50%	50%	0
		Economy Class	N, R	25%	25%	0
 <a href="http://www.tarom.ro/en">www.tarom.ro/en</a>	Travel on and after 27 Oct, 2013	Business Class	J,C, D, I	130%	130%	2
		Economy Class	Y, B, M, U, K, R, H, G	100%	100%	1
		Economy Class	L, Q, N, T, V, S, E	40%	40%	0
	Travel on and after 28 Oct, 2018 <u>until 31 Dec.2018</u>	Business Class	J, C, D, I	130%	130%	2
		Economy Class	Y, B, M, U, K, R, H, G	100%	100%	1
		Economy Class	L, Q, N, T, V, S, E, A, F	40%	40%	0
 <a href="http://www.ceair.com">www.ceair.com</a>  <a href="http://www.shanghai-air.com">www.shanghai-air.com</a>	Travel on and after 29 Oct, 2017	First Class	F, U	150%	150%	2
		First Class	P	125%	125%	1
		Business Class	J, C, D, I, Q	130%	130%	1
		Premium Economy Class	W	110%	110%	1
		Economy Class	Y, B, M, E, H	100%	100%	1
		Economy Class	K, L, N, R, S, V, T	40%	40%	0
		Economy Class	T	30%	30%	0
Travel on and after 10 Apr, 2015	First Class	F	150%	150%	2	
	Business Class	J	130%	130%	1	
	Business Class	C	125%	125%	1	
	Business Class	D	115%	115%	1	
	Premium Economy	W, U	115%	115%	1	



 <a href="http://www.china-airlines.com">www.china-airlines.com</a>		Class				
		Premium Economy Class	E	100%	100%	1
		Economy Class	Y, B, M	100%	100%	1
		Economy Class	K, V, T	80%	80%	0
		Economy Class	R, Q, H, N	50%	50%	0
	Travel on and after 1 Apr, 2018	Business Class	J	130%	130%	1
		Business Class	C	125%	125%	1
		Business Class	D	115%	115%	1
		Premium Economy Class	W, U	115%	115%	1
		Premium Economy Class	A, E	100%	100%	1
		Economy Class	Y, B, M	100%	100%	1
		Economy Class	K, V, T	80%	80%	0
		Economy Class	R, Q, H, N	50%	50%	0
 <a href="http://www.saudiairlines.com">www.saudiairlines.com</a>	Travel on and after 30 Mar, 2014	First Class	F, P, A	150%	150%	2
		Business Class	J, C, D, I	130%	130%	2
		Economy Class	Y	100%	100%	1
		Economy Class	E, B, M, K, H, Q, T, L, N, V, G, U	40%	40%	0
	Travel on and after 1 Jul, 2018	First Class	F, P, A	150%	150%	2
		Business Class	J	130%	130%	2
		Business Class	C, D, I	130%	130%	2
		Economy Class	Y, W	100%	100%	1
		Economy Class	E, B, M, K, H, T	40%	40%	0



		Economy Class	Q, L, V	40%	40%	0
 <a href="http://www.mea.com">www.mea.com</a>	Travel on and after 27 Oct, 2013	Business Class	J, C, D, I, Z	130%	130%	2
		Economy Class	Y, B, M, U, K	100%	100%	1
		Economy Class	H, L, Q, T, N, R, V	50%	50%	0
	Travel on and after 1 March, 2018	Business Class	J, C, D, I, Z	130%	130%	2
		Economy Class	B, M, U, K	100%	100%	1
		Economy Class	H, L, Q, T, N, R, V	50%	50%	0
 <a href="http://www.aerolineas.com.ar">www.aerolineas.com.ar</a>	Travel on and after 5 Dec, 2013	Business Class	J, C, D, I, W, S	130%	130%	2
		Economy Class	Y, B, M, U, K, H, L, Q	100%	100%	1
		Economy Class	T, E, N, V, A, R, G	40%	40%	0
	Travel on and after 1 Jun, 2018	Business Class	J, C, D, I, W, S	130%	130%	2
		Economy Class	Y, B, M	100%	100%	1
		Economy Class	U, K, H, L, Q	100%	100%	0
 <a href="http://www.xiamenair.cn">www.xiamenair.cn</a>	Travel on and after 1 Feb, 2015	First Class	F, A	150%	150%	2
		Business Class	J	150%	150%	1
		Business Class	C, D	130%	130%	1
		Business Class	I	100%	100%	1
		Economy Class	Y, B, M, L, H	100%	100%	1
		Economy Class	K, N, Q, V	40%	40%	0
 <a href="http://www.garuda-indonesia.com">www.garuda-indonesia.com</a>	Travel on and after 1 May, 2015	First Class	F, A	150%	150%	2
		First Class	P	140%	140%	1
		Business Class	J, C	130%	130%	1
		Business Class	D, I	110%	110%	1
		Economy Class	W	100%	100%	1
		Economy Class	Y, B	100%	100%	1
		Economy Class	M, K, N, Q	40%	40%	0
	Travel on and after 1 Feb, 2018	First Class	F	150%	150%	0






 www.sichuanair.com/			I, J	130%	130%	0
		Economy Class	A, P, Y, T, H	100%	100%	0
			G, S, L, E,	40%	40%	0
	Travel on and after 28 Oct, 2018	Business Class	C	150%	150%	0
			I, J	130%	130%	0
		Economy Class	A, P, Y, T, H	100%	100%	0
G, S, L, E			40%	40%	0	



1. Base Flight Mileage is calculated as Statute Mileage ( IATA standard city-pair distance ) multiplied by the credit rate (The standard city-pair distance, or flight route's length, and any of those less than 500km will be credited as 500km Statute Mileage). Base Flight Mileage can be accumulated as Elite Qualifying Mileage (EQM) to acquire the Elite Qualification. For the Elite Qualifying Segments (EQS), please refer to the table above.  
E.g. Guangzhou to Beijing (Statute Mileage:1908km), First Class F, on a China Southern's flight  
Base Flight Mileage is: 1908km×300%=5724km.
2. The eligible flights for Sky Pearl Club member's accrual include:
  - a. China Southern Airlines' scheduled, extra and code-share flights coded by CZ shown on the ticket .
  - b. Partner airlines' flights coded and operated by the same airline. **Charter flights cannot be accumulated.**
  - c. Sichuan Airlines domestic flights prefixed by 3U. **Charter flights cannot be accumulated.**
  - d. China Airlines flights both prefixed by CI and operated by China Airlines on all of the routes, and Mandarin Airlines flights coded by AE and operated by China Airlines on the routes between China mainland and China Taiwan area.
  - e. Chongqing Airlines flights prefixed by OQ and operated by China Southern airlines or Chongqing Airlines (these flights will be credited as CZ flights and based on CZ flights' accrual standard)
3. If you travel on the code-share flights, the mileages will be credited based on the actual travel information on the ticket, such as carrier, flight number, booking class, etc.
- 4. No mileage will be credited for group ticket, award ticket redeemed by mileage and the ticket in the travel agency reduced rates or other non-revenue tickets. Mileage will be credited in the original booking class for the award upgrade obtained by mileage redemption and promotion or the situation of involuntary upgrade.**
- 5. The partnership between RO and CZ has been ended as of 1 January 2019. Travelling from 1 January 2019, Sky Pearl Club members cannot get the mileages on the RO flights but mileage reclaim is allowed to make for the flights travelling before.**





## Hotels



- Please present your Sky Pearl Club membership card or provide the card number upon check-in.
- Remember to keep the hotel bill until the appropriate mileage is posted to your Sky Pearl Club account.
- If the mileage for your hotel stay is not credited, please contact our hotel partner for a mileage retro claim.

Hotels		Mileage Credit (per stay)	Please Note
	<b>Shangri-la Hotels and Resorts</b>	800km (non-discounted rates or corporate rates)	Exchange rate of Shangri-la points to SPC mile: 2500 points per 4000km.
	<b>InterContinental Hotels Group</b>	<ol style="list-style-type: none"> <li>1. At InterContinental® Hotels &amp; Resorts, Crowne Plaza®, Hotel Indigo®, and Holiday Inn® and Holiday Inn Express® Sky Pearl Club member can earn three (3) Sky Pearl Club kilometers per \$1 USD or local currency equivalent paid on eligible charges.</li> <li>2. At Staybridge Suites®, Candlewood Suites® and Even™ Hotels, Sky Pearl Club member can earn one (1) Sky Pearl Club kilometer per \$1 USD or local currency equivalent paid on eligible charges.</li> <li>3. 10,000 IHG REWARDS CLUB Points = 2,000 Sky Pearl Club kilometers</li> </ol>	

 <p><b>WANDA</b> Hotels &amp; Resorts 万达酒店及度假村</p>	<b>Wanda Hotels &amp; Resorts</b>		1KM/4RMB 4 Wanda Club points=1 km	Must be a Wanda Club member
 <p><b>Jinling</b> Hotels &amp; Resorts 金陵酒店集团</p>	<b>Jinling Hotels &amp; Resorts</b>	Five Star Hotel	800 km	
		Four Star Hotel	400 km	
		Jin's Inn	100 km	
 <p><b>LANGHAM</b> HOSPITALITY GROUP</p>	<b>Langham Hotels International</b>		1,000 km	
 <p><b>BW   Best Western</b> Hotels &amp; Resorts</p>	<b>Best Western</b>		400KM PER STAY	
 <p><b>开元酒店集团</b> NEW CENTURY HOTELS &amp; RESORTS</p>	<b>New Century Hotels and Resorts</b>	Five Star Hotel	800 km	<p>1.Exchange rate of Century Club points to Sky Pearl Club. mileage: 1600 points = 400 km</p> <p>2.Sky Pearl Club members can become Century Club gold members for free.</p> <p>3. The New Century Membership Service Center when booking rooms, the card holder can enjoy a 10% discount on the basis of front office exercise price.</p> <p>4. The special offer that three people together and one person free for buffet dinner in New Century hotels (except for Children's Day, Chinese Valentine's Day and</p>
		Four Star Hotel	400 km	
		Manju Hotel	200 km	

				Christmas), applies to all the hotels with buffet services. 5. Privileges can be enjoyed during the stay in New Century hotels: postponed checkout service on the premise of permit of the occupancy; Instant checkout service and free working-day newspaper. 6. Free fresh fruit and pastry can be enjoyed on the first day during the accommodation in New Century hotels.
 <p>FURAMA HOTEL DALIAN 大连富丽华大酒店 ★★★★★</p>	<b>Farama Hotel Dalian</b>	800 km (Deluxe Room)		
		1000 km (Business/Executive Room)		
		1200 km (Suite Room)		
 <p>花园酒店 THE GARDEN HOTEL GUANGZHOU</p>	<b>Guangzhou Garden Hotel</b>	800 km		

	<p align="center"><b>Shenyang Marvelot Hotel</b></p>	<p>One hotel point = 15 km</p>		<ol style="list-style-type: none"> <li>1. One hotel point for every RMB30 spent for hotel stay;</li> <li>2. One hotel point for every RMB50 spent for meals;</li> <li>3. One hotel point for every RMB80 spent for meeting</li> <li>4. Other kinds of services, including boutique, wedding party and health clubs are not eligible for hotel points.</li> </ol>	
	<p align="center"><b>China Lodging Group Limited</b></p>	<p>100 km (per night) 2000 points = 100 KM</p>		<ol style="list-style-type: none"> <li>1. Must be a Huazhu Club member via the airlines channel in Huazhu Hotel website;</li> <li>2. More than two stays will be calculated as only two.</li> </ol>	
	<p align="center"><b>Millennium &amp; Copthorne Hotels and Resorts</b></p>	<p>every qualifying stay with Millennium &amp; Copthorne Hotels in China &amp; China Taiwan.</p> <ul style="list-style-type: none"> <li>• 800km per qualified stay (Millennium)</li> <li>• 400km per qualified stay (Copthorne and other brands)</li> </ul>			
	<p align="center"><b>Southern Airlines Pearl Hotel (Guangzhou/Xinjiang/Shanghai)</b></p>	<p>400-499RMB</p>	<p>200KM</p>		
		<p>500-599RMB</p>	<p>300KM</p>		
		<p>600-699RMB</p>	<p>400KM</p>		
		<p>700-799RMB</p>	<p>500KM</p>		
		<p>800-899RMB</p>	<p>600KM</p>		
		<p>900-999RMB</p>	<p>700KM</p>		

		More than 1000RMB	800KM	
	<b>Country Garden Phoenix International Hotels Management Company</b>	2 kilometer mileage awards for every 10 yuan ; every 5 points for 1 kilometer mileage		
	<b>Marriott International</b>	<p><b>Earning Mileage</b></p> <p>1. Two (2) Miles per United States dollar (US \$1.00) spent on all qualifying charges during Qualifying Stays at the following Participating Brands:</p> <p>The Ritz-Carlton®  JW Marriott®  EDITION®  Autograph Collection®  Renaissance® Hotels  Marriott Hotels®  Marriott Vacation Club ®  Gaylord Hotels®  Delta Hotels by Marriott™  Design Hotels™  Le Meridien®  The Luxury Collection®  Sheraton®  St. Regis®  Tribute Portfolio®  W® Hotels  Westin®</p>		<ol style="list-style-type: none"> <li>1. In order to receive Sky Pearl Club kilometers at Participating Hotels, a Sky Pearl Club Member shall be required to enroll in Marriott Rewards by completing a Marriott Rewards enrollment form at any Participating Hotel, via the Internet, or by calling the Marriott Rewards Customer Service Center and choose to collect Sky Pearl Club Kilometers;</li> <li>2. Sky Pearl Club Members shall identify themselves by showing their Sky Pearl Club membership card or Marriott Rewards card at check-in at the Participating Hotels.</li> </ol>



2. One (1) Mile per United States dollar (US \$1.00) spent on all qualifying charges during Qualifying Stays at the following Participating Brands:

- Courtyard by Marriott®
- Fairfield® by Marriott
- SpringHill Suites by Marriott®
- Residence Inn by Marriott®
- TownePlace Suites by Marriott®
- Marriott Executive Apartments®
- AC Hotels Marriott®
- MOXY® Hotels
- Protea Hotels by Marriott®
- Aloft®
- Element by Westin®
- Four Points® by Sheraton

3. Conversion of Marriott Loyalty Program Points

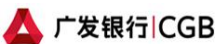





Marriott Loyalty Program Points	Sky Pearl Club Kilometers
9,000	3,000
30,000	10,000
60,000	20,000
90,000	30,000
120,000	40,000

For every 60,000 Points exchanged,

		Joint Members will receive 15,000 bonus Points	
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## Banks





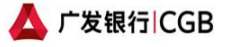

- You can earn mileage when using your China Southern Sky Pearl Credit Card.




Banks		Credit Cards	Mileage Credit	Please Note
 广发银行   CGB	China Guangfa Bank	China Southern Sky Pearl Credit Card (China Guangfa Bank)	Platinum Card: One km Sky Pearl mileage for every RMB7 or US \$1 spent; Gold or Base Card: One Sky Pearl mileage every RMB14 or US \$2 spent.	Please apply for the co-branded credit card from our bank partners.
 招商银行 CHINA MERCHANTS BANK	China Merchants Bank	China Southern Sky Pearl Credit Card (China Merchants Bank)	One km Sky Pearl mileage for every RMB18 or US\$2 spent	
 中国银行 BANK OF CHINA	Bank of China	China Southern Sky Pearl Credit Card (Bank of China)	14 BOC points = One km Sky Pearl mileage	
 中国工商银行 INDUSTRIAL AND COMMERCIAL BANK OF CHINA	Industrial and Commercial Bank of China	China Southern Sky Pearl Credit Card (Peony Card)	15 ICBC points = One km Sky Pearl mileage	
 中国建设银行 China Construction Bank	China Construction Bank	China Southern Sky Pearl Credit Card (Dragon Card)	Platinum Card: 14 CCB points = One km Sky Pearl mileage; Gold Card: 15 CCB points = One km Sky Pearl mileage.	
 中信银行 信用卡 CHINA CITIC BANK   CREDIT CARD	China Citic Bank	China Southern Sky Pearl Credit Card (China Citic Bank)	Platinum Card: One km Sky Pearl mileage for every RMB 15 spent; Gold or Base Card: One km Sky Pearl mileage for every RMB 18 spent.	








 <p>兴业银行 INDUSTRIAL BANK CO., LTD. 信用卡中心</p>	Industrial bank	Industrial Bank Credit Card	<p>Standard Platinum Card: 8 Xingye points = One km Sky Pearl mileage;</p> <p>Gold Card: 15 Xingye points = One km Sky Pearl mileage;</p> <p>Base Card: 18 Xingye points = One km Sky Pearl mileage;</p>	
 <p>中国民生银行 CHINA MINSHENG BANK CO., LTD.</p>	China Minsheng Bank	China Southern Sky Pearl Credit Card (Minsheng Card)	<p>Deluxe Platinum Card: 10 Minsheng points = One km Sky Pearl mileage; Mpre than 10000KM per month,18 Minsheng points = One km Sky Pearl mileage.</p> <p>Platinum Card: 15 Minsheng points = One km Sky Pearl mileage; Mpre than 10000KM per month,36 Minsheng points = One km Sky Pearl mileage.</p> <p>Gold or Base Card: 18 Minsheng points = One km Sky Pearl mileage.Mpre than 10000KM per month, 36 Minsheng points = One km Sky Pearl mileage.</p>	
 <p>中国农业银行 AGRICULTURAL BANK OF CHINA</p>	Agricultural Bank Of China	China Southern Sky Pearl Credit Card (Agricultural Bank Of China)	<p>Platinum Card: 13 ABC points = 1km Sky Pearl Mileage</p> <p>Gold Card : 15 ABC points = 1km Sky Pearl Mileage</p>	

- You can convert bank points into Sky Pearl Club mileage.

 <p>中国银行 BANK OF CHINA</p>	Bank of China BOC	BOC Credit Card (Bank of China)	15,000 BOC points = 500 km Sky Pearl mileage	Please apply for the exchange from our bank partner.
 <p>交通银行太平洋信用卡中心 Bank of Communications Pacific Credit Card Center 交通银行 HSBC</p>	Bank of Communications	BoCom Credit Card	9000 BoCom points = 500 km Sky Pearl mileage	

	China Citic Bank	China Citic Bank Credit Card	12,500 points = 500 km Sky Pearl mileage
	Bank of China (China Hong Kong) Limited	BOC Credit Card (China Hong Kong)	6,000 BOC points = 500 km Sky Pearl mileage
		BOC Great Wall Credit Card (international)	10,000 BOC points = 500 km Sky Pearl mileage
	Industrial bank	Industrial Bank Credit Card	12,500 credit points = 500 km Sky Pearl mileage
		Industrial Bank "You Yi" Platinum Credit Card	5,000 credit card points = 500km Sky Pearl mileage Remark: Every cardholder can convert credit card points to mileage of assigned airline companies at the conversion rate mentioned above with the maximum of 200,000 points every year. And if the conversion point amount is over 200,000, the conversion rate of the exceeded amount will be 20 credit card points to one km Sky Pearl mileage
		Industrial Bank "Xing" Platinum Card	4000 credit point = 500km sky pearl mileage
	Pudong Development Bank	SPDB Base Credit Card, SPDB Gold Credit Card, SPDB WOW Credit Card, New Mart • SPD Bank Co-branded Credit Card, New100 • SPD Bank Co-branded Credit Card, Mopark • SPD Bank Co-branded Credit Card, Qiaohong • SPD Bank Co-branded Credit Card	18 credit points = 1 km Sky Pearl mileage
		SPDB Platinum Credit Card	1 credit points = 1 km Sky Pearl mileage
		SPDB Platinum Credit Card (standard)	15 credit points = 1 km Sky Pearl mileage
	China Guangfa Bank	CGB Business Trip Platinum Card	10,000 credit points = 500 km Sky Pearl mileage
		CGB MasterCard World Card CGB Visa Infinite Card	12,500 credit points = 500 km Sky Pearl mileage
	The Bank of East Asia	BEA Credit Card	10,000 credit points = 500km Sky Pearl mileage

	<p>Bank of Communications(China Hong Kong Branch)</p>	<p>Platinum Card、Gold Card、Base Card</p>	<p>First redemption 8,000 BOC points = 1,000 km Sky Pearl mileage Afterwards 4,000 BOC points = 500 km Sky Pearl mileage</p>	
	<p>China Minsheng Banking Corp., Ltd.</p>	<p>Diamond Card, Platinum Card、Gold Card、Base Card</p>	<p>Gold/Base Card: less than 10000KM per year, 10000 credit points =500 km Sky Pearl mileage; 10000-30000KM per year, 22500 credit points =500 km Sky Pearl mileage Platinum Card: less than 20000KM per year, 7500 credit points =500 km Sky Pearl mileage; 20000-50000KM per year, 22500 credit points =500 km Sky Pearl mileage Platinum Plus Card: less than 50000KM per year, 5000 credit points =500 km Sky Pearl mileage; 50000-100000KM per year, 22500 credit points =500 km Sky Pearl mileage Diamond Card: less than 100000KM per year, 4000 credit points =500 km Sky Pearl mileage; 100000-200000KM per year, 22500 credit points =500 km Sky Pearl mileage</p>	
	<p>Ping An Wan Li Tong</p>	<p>Ping An Wan Li Tong Credit Holders</p>	<p>17,500 credit points =500 km Sky Pearl mileage</p>	
	<p>BANK OF GUANGZHOU</p>	<p>BANK OF GUANGZHOU CREDIT CARD</p>	<p>28POINTS=1KILOMETER</p>	

	CITI BANK	CITI Credit Card	CITIBANK REWARDS: 36,000 credit points =1,000 km Sky Pearl mileage PREMIER MILES: 1,000 credit points =1,000 km Sky Pearl mileage CITIBANK PRESTIGE: 18,000 credit points =1,000 km Sky Pearl mileage CITIBANK ULTIMA: 18,000 credit points =1,000 km Sky Pearl mileage
	NCB CHINA	NCB Credit Card	20 credit points =1 km Sky Pearl mileage
	CITIC LOYLATY	CITIC LOYLATY Credit Holders	9 points CITIC LYT points = 1 km Sky Pearl mileage
	Guangzhou Rural Commercial Bank	GRGRC Credit Card or Deposit Card	Platinum Credit Card: 7 points =1 km Sky Pearl mileage Gold Credit Card: 18 points =1 km Sky Pearl mileage Credit Card or Deposit Card: 48 points =1 km Sky Pearl mileage
	Societe Generale Bank	Societe Generale Clients	Societe Generale China clients can redeem points for China Southern Airline mileage, every 4,000 SG points for 500 mileages.
	Agricultural Bank Of China	Agricultural Bank Of China Kins Credit Card	20 Credit Points = 1km Sky Pearl Mileage
	HSBC Bank	Premier Travel Credit Card Travel Credit Card Premier Credit Card	Premier Travel Credit Card 10 points =1 Km Mileage Travel Credit Card 12 points =1 Km Mileage Premier Credit Card 35 points =1 Km Mileage

## China Southern Sky Pearl Credit Card:

1. One card, two account numbers: The Sky Pearl Club membership number and credit card number is printed on the card for your convenience.
2. One card, double mileage credits: When you use the Sky Pearl co-branded credit card, your credit card points will be automatically converted into mileage and posted to your account as flight mileage.





## Telecommunications, Car Rentals, Business Travel and Meals





### Telecommunications

- You can convert telecommunications points into Sky Pearl Mileage.
- You should contact the telecommunications company to apply.

Telecommunications	Mileage Credit	Please Note
	5000 China Telecom VIP club points =500 Sky Pearl mileage	


### Car Rentals

- Please present your Sky Pearl Card upon car booking.



Car Rental	Region	Mileage Credit	Please Note
	Asian (except Japan)	400km	Mention CDP#1503704 upon booking for the special Sky Pearl Club discount
	Other region	800km	
		400km (business or governmental rate)	
	Worldwide	400km	
	China	400km or 200km	
	Worldwide	800km	

## Business Travel

- Please offer your Sky Pearl membership number upon hotel reservation.

Business		Mileage Credit and Special Discount	Please Note
 缤客	Booking.com	4 kilometer mileage awards for every 10 yuan	Must book through:  <a href="https://www.booking.com/index.html?aid=1460299">https://www.booking.com/index.html?aid=1460299</a>

## Others

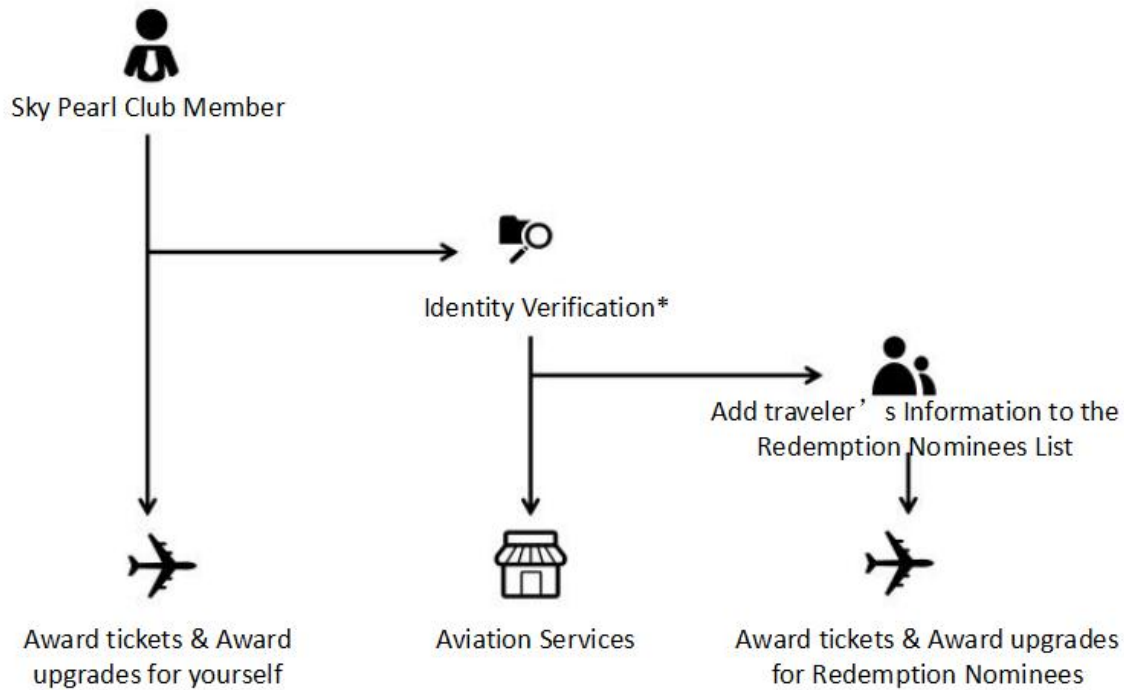
B2C	Contents	Please Note
	Heyyouyou Insurance Every 1 RMB Spend = 4km Sky Pearl Mileage	
	CHOW TAI FOOK points to redeem Sky Pearl Mileage 5000 points = 500km Sky Pearl Mileage; 8000 points = 1000km Sky Pearl Mileage; 15000points = 2000km Sky Pearl Mileage	

# B

## Redeeming Sky Pearl Mileage

Where is your worldwide dream destination? Start your journey and use your Sky Pearl mileage to get there fast!  
The Sky Pearl Club brings you to nearly every corner of the world!

Redeem Flow Chart:



\*Identity Verification should be dealt with only once.

Redeem Channel table:

Service	Service Channel				
	China Southern APP	China Southern Wechat	China Southern Official Website	China Southern 95539	China Southern Service outlets
China Southern Sky Pearl Award Ticket	√	√	√	√	√
On-line Award Tickets Redemption*	√	—	—	—	—
China Southern Award upgrades Redeem	—	—	—	√	√
Partner Airlines Award Ticket	—	—	√	√	√
Partner Airlines Award upgrades	—	—	—	√	√
International Seat Reservation	√	—	—	—	—
Free Extra Baggage	√	√	—	—	—
Lounge service*	—	—	—	—	√

1. For more information on award ticket and award upgrade, please refer to “Mileage Redemption” .
2. Some of our check-in counters no longer provide award upgrade redemption service, please contact 95539 to redeem.
3. For award ticket standards, please refer to “Award Ticket Chart” s, or use the redemption calculator to learn about the mileage requirements between two city.
4. ID Authentication is required before redeeming tickets for registered redemption nominees.
5. Our service hotline 95539 provides tax payment services for award tickets. If your bank is not available on 95539, please visit our member service center for redemption and payment.

## China Southern Airlines Award Ticket

You can use your Sky Pearl mileages for the award ticket and enjoy the happy flight with your family and friends. To book an ticket, please visit China Southern Airlines' website, Mobile App or call China Southern Airlines hotline 95539. See "Award Rules and Conditions" for details.

The charts bellow list the mileage required for the award ticket on China Southern Airlines' flights. To find out how many Sky Pearl Mileage you'll use for your flight, simple check with the Redemption Calculator online.

### 1. One-way Award Ticket Within China, Excluding China Hong Kong/China Taiwan Region (Unit:km)

Award Zone	A	B	C	D
Air Route Distance	1-800	801-1700	1701-3000	3001-5000
Economy Class	6,000	12,000	15,000	25,000
Premium Economy Class	7,000	14,000	18,000	30,000
Business Class	12,000	24,000	30,000	50,000
First Class	15,000	30,000	38,000	63,000

### 2. One-way Award Ticket on the China Hong Kong/China Taiwan Regional Routes & International Routes (Unit:km)

Award Zone	A	B	C	D	E	F	G
Air Route Distance	1-800	801-1700	1701-3000	3001-5000	5001-7700	7701-10000	10001-15000
Economy Class	20,000	25,000	28,000	30,000	40,000	55,000	64,000
Premium Economy Class	24,000	30,000	34,000	36,000	48,000	66,000	77,000
Business Class	30,000	38,000	42,000	45,000	60,000	90,000	110,000
First Class	40,000	50,000	56,000	60,000	80,000	203,000	233,000

\*Mileage required for round-trip award tickets are the double of one-way.

## China Southern Airlines Award Upgrade

You can use your SkyPearl mileage for the class upgrade and enjoy the better service. To book an upgrade, please call China Southern Airlines hotline 95539. See "Award Rules and Conditions" for details.

The chart below lists the mileage required for the award upgrade on China Southern Airlines' flights. To find out how many SkyPearl Mileage you'll use for your flight, simply check with the Redemption Calculator online.

### 1. One-way Award Upgrade Within China, excluding China Hong Kong/China Taiwan Region (Unit:km)

Award Zone	A	B	C	D
Air Route Distance	1-800	801-1700	1701-3000	3001-5000
Business Class J/C/D/I/O→First Class	3,000	6,000	8,000	13,000
Premium Economy Class W、Economy Class Y/B/M/H/K→First Class	6,000	13,000	16,000	27,000
Premium Economy Class W、Economy Class Y/B/M/H/K→Business Class	4,000	8,000	11,000	18,000
Economy Class Y/B/M/H/K→Premium Economy Class	2,500	4,500	5,500	9,000
Premium Economy Class S、Economy Class U/A/L/E/Q/X→First Class	9,000	18,000	23,000	38,000
Premium Economy Class S、Economy Class U/A/L/E/Q/X→Business Class	6,000	12,000	15,000	25,000
Economy Class U/A/L/E/Q/X→Premium Economy Class	3,500	7,000	9,000	15,000
Economy Class V/Z/T/N/R→First Class	13,000	25,000	32,000	53,000
Economy Class V/Z/T/N/R→Business Class	8,000	17,000	21,000	35,000
Economy Class V/Z/T/N/R→Premium Economy Class	5,000	10,000	13,000	21,000

**2.One-way Award Upgrade on the China Hong Kong/China Taiwan Regional Routes & International Routes (Unit:km)**

Award Zone	A	B	C	D	E	F	G
Air Route Distance	1-800	801-1700	1701-3000	3001-5000	5001-7700	7701-10000	10001-15000
Business Class J/C/D/I/O→First Class	10,000	12,000	14,000	15,000	20,000	113,000	123,000
Premium Economy Class W、Economy Class Y/B/M/H/K→First Class	14,000	18,000	20,000	21,000	28,000	133,000	152,000
Premium Economy Class W、Economy Class Y/B/M/H/K→Business Class	9,000	11,000	13,000	14,000	18,000	27,000	33,000
Economy Class Y/B/M/H/K→Premium Economy Class	7,000	9,000	10,000	11,000	14,000	20,000	23,000
Premium Economy Class S、Economy Class U/A/L/E/Q/X→First Class	20,000	25,000	28,000	30,000	40,000	148,000	169,000
Premium Economy Class S、Economy Class U/A/L/E/Q/X→Business Class	15,000	19,000	21,000	23,000	30,000	45,000	55,000
Economy Class U/A/L/E/Q/X→Premium Economy Class	12,000	15,000	17,000	18,000	24,000	33,000	39,000
Economy Class V/Z/T/N/R→First Class	28,000	35,000	39,000	42,000	56,000	192,000	220,000
Economy Class V/Z/T/N/R→Business Class	21,000	27,000	29,000	32,000	42,000	63,000	77,000
Economy Class V/Z/T/N/R→Premium Economy Class	17,000	21,000	24,000	25,000	34,000	46,000	54,000

## Partner Airlines Award Ticket

Chart1 : Partner airlines' one-way award ticket on the international routes and China Hongkong or Taiwan Regions (Unit: 1000km)

Destination	ZONE A	ZONE B	ZONE C	ZONE D	ZONE E	ZONE F	ZONE G	ZONE H	ZONE I	ZONE J	ZONE Kt	ZONE L
Origin												
ZONE A: China (CN. excluding China Hong Kong and China Macau), Korea, Japan, East Russia, Mongolia, China Taiwan	30 45 60	35 60 75	40 75 90	45 80 203	65 120 233	60 115 145	70 135 160	85 170 210	60 100 203	50 90 130	50 95 145	60 115 155
ZONE B: Brunei, Cambodia, Guam, China Hong Kong, Indonesia, Laos, China Macau, Malaysia, Myanmar, Philippines, Saipan, Singapore, Thai, Vietnam	25 40 60	35 60 80	45 85 115	60 120 160	65 120 165	75 135 170	90 160 205	55 105 145	50 100 130	50 100 130	50 100 130	55 105 150
ZONE C: Afghanistan, Bangladesh, Bhutan, India, Kazakhstan, Kyrgyzstan, Nepal, Pakistan, Sri Lanka, Tajikistan, Turkmenistan, Uzbekistan		25 40 60	60 120 150	65 120 160	70 125 170	85 165 215	90 180 220	50 90 120	40 70 90	40 70 90	40 70 90	45 80 100
ZONE D: American Samoa, Australia, Fiji Islands, French Polynesia, Independent Samoa, Kiribati, Tonga, Marshall Islands, Micronesia, Nauru, New Cledonia, New Zealand, Palau Islands, Papua New Guinea, Solomon Islands, Tuvalu, Vanuatu			25 40 60	70 140 190	80 150 200	75 140 190	65 120 160	80 150 205	75 130 160	75 130 160	75 130 160	65 125 150
ZONE E: USA(US. Excluding Hawaii), Canada				25 40 60	30 40 60	40 75 90	50 100 140	45 80 110	60 115 155	60 115 155	60 115 155	65 120 155
ZONE F: Mexico, Hawaii, Antigua, Aruba, Bahamas, Barbados, Bermuda(, Cayman Islands, Cuba, Dominica, Dominican Republic, Haiti, Jamaica, Martinique, Puerto Rico, Belize, Costa Rica, El Salvador, Guatemala, Honduras, Nicaragua, British Virgin Islands, Grenada, Guadeloupe, Montserrat, St.Kitts&Nevis, St.Lucia, St.Vincent, Trinidad&Tobago, the US Virgin Islands, Antilles					25 40 60	30 50 70	40 80 120	50 95 130	55 110 140	55 110 140	55 110 140	80 150 190



	25	30	50	55	60	65
ZONE G: Colombia, Ecuador, French Guiana, Guyana, Panama, Peru, Suriname, Venezuela	40	55	100	100	110	120
	60	70	130	130	140	160
		25	55	70	70	55
ZONE H: Argentina, Bolivia, Brazil, Chile, Paraguay, Uruguay		40	110	125	125	100
		60	145	170	170	140
ZONE I: Albania, Andorra, Armenia, Austria, Belarus, Belgium, Bosnia, Bulgaria, Croatia, Cyprus, Czech, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Monaco, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, Ukraine, United Kingdom, West Russia, Yugoslavia	25			35	35	55
	40			55	55	100
	60			80	80	145
				30	30	45
ZONE J: Algeria, Morocco, Tunisia, Libya				45	45	75
				60	60	90
					30	40
ZONE K: Bahrain, Egypt, Iran, Iraq, Israel, Jordan, Kuwait, Lebanon, Qatar, Saudi Arabia, Sudan, Oman, Syria, U.A.E. , Yemen					45	80
					60	100
ZONE L: The Republic of Sierra Leone Angola, Benin, Botswana, Burkina Faso, Burundi, Cameroon, Central African Republic, Chad, Comoros, Congo, Cote d'Ivoire, Djibouti, Eritrea, Ethiopia, Gabon, Gambia, Ghana, Guinea, Kenya, Lesoto, Liberia, Madagascar, Malawi, Maldives, Mali, Mauritius, Mozambique, Namibia, Niger, Nigeria, Reunion,						30
						45
						60

Notes:

1. Flight range: Apply for the partner airlines operated segments which one of origin or destination is not in China.
2. Mileage required for round-trip award tickets are the double of one-way.
3. Standards are divided into 12 district for the global market.
4. Simply crosscheck your origin in the left-hand margin with your destination at the top of chart. The kilometers listed are for Economic / Business and First class partner airlines' one way Award tickets respectively. The unit is 1000km.
5. Apply for when the origin and destination are not in the same country.
6. \*The partnership between RO and CZ has been ended as of 1 January 2019. Starting from 1st Jan.2019, Sky Pearl Club members cannot redeem award ticket on RO

flights.

Chart 2: Partner airlines' one-way award ticket standard within the same country/district (Unit:1000km)

I		Economy	Business	First
China domestic flights	1 – 800 km	10	20	25
	801 – 1700 km	15	30	38
	1701 – 3000 km	20	40	50
	3001 – 5000 km	28	56	65
II	USA(USA 49 states, not including Hawaii), Russia, Canada, Brazil, Australia, India, Argentina, Kazakhstan, Sudan, Algeria, Congo, Mexico, Saudi Arabia, Indonesia, Malaysia	20	40	50
III	Countries other than I & II and China Taiwan region	15	30	38

Notes:

1. Only apply for redemption with both the Origin and Destination are in the same country or region.
2. For the China domestic flights, they are divided in to 4 standards, the unit is 1000km.
3. For the China domestic flights, the transfer and stopover must be within China.
4. Mileage required for round-trip award tickets are the double of one-way.
5. For Sichuan Airlines China domestic flights apply to Chart 2, Sichuan Airlines international flights are not available for redemption.



## Enjoying Sky Pearl Elite Benefits

### Membership Tiers

- The Sky Pearl Club has three membership tiers: Sky Pearl Gold card, Silver card and Base card.



### Elite Qualification

- To achieve or retain your Elite status, simply earn the required Elite Qualifying Mileage or Elite Qualifying Segments listed below within one Qualification Year (from January 1 to December 31 of each year).

Sky Pearl Elite Qualification	Sky Pearl Gold Card	Sky Pearl Silver Card
Elite Qualifying Mileage(EQM)	80,000 km	40,000 km
Elite Qualifying Segments(EQS)	40 designated segments	20 designated segments

For the calculation of EQM and EQS, please refer to “Earning Mileage” and “Terms & Conditions” of this Guide.

### Elite Benefits

	Sky Pearl Gold Card	Sky Pearl Silver Card
Elite Bonus Mileage	30% of Statute Mileage	15% of Statute Mileage

Mileage Automatically Extending	√	√
Visa Application Facilitation Service	√	√
<b>With China Southern Airlines, you are eligible to the Sky Pearl Elite Benefits listed below:</b>		
Priority in booking and ticketing	√	√
Confirmed full fare Economy reservation	√ (48 hours prior to departure)	√ (72 hours prior to departure)
Premium check-in	Gold Card member check-in counter	Silver Card member check-in counter
Lounge Access	√ (one companion allowed)	√ (no companion allowed)
Extra free baggage allowance	Weight concept: 20 kg Piece concept: 1 piece	Weight concept: 10 kg Piece concept: 1 piece
Priority standby and upgrade	√	√
Flight delays	Premium passengers service	Premium passengers service
Dedicated Hotline	√ (95539#8)	√ (95539#8)
<b>With Partner Airlines(excluding SiChuang Airlines), you are eligible to the Elite Benefits listed below:</b>		
Preferred Seating	√	√
Priority Reservation Waitlist	√	√
Priority Check-In	√	√
Priority Airport Standby	√	√
Priority Boarding	√	√
Guaranteed Reservations on Sold-Out Flights	√ (international flight of six hrs or longer, at least 24 hrs prior to departure)	
Priority Baggage Handling	√	

Extra free baggage allowance	Weight concept: 20 kg Piece concept: 1 piece	Weight concept: 10 kg Piece concept: 1 piece
Lounge Access	√ (one companion allowed,)  √Great China Connection: Starting from 4 Jan, 2013, Elite Plus members of China Southern Airlines, China Eastern Airlines, China Airlines, Xiamen Airlines, traveling economic class on domestic flights in Mainland China of the four Airlines can also use the self-operated airport lounges of the four Airlines in mainland China.	√Great China Connection: Starting from 4 Jan, 2013, Elite members of China Southern Airlines, China Eastern Airlines, China Airlines, Xiamen Airlines, traveling economic class on Greater China flights of the four Airlines (including code-share flights) can use the self-operated airport lounges of the four Airlines in mainland China.

- **In the high season of Spring Festival, Trade Fair and Summer Holidays, etc, full fare Economy reservation may not be guaranteed, please make the travel plan and book in advance.**
- If there is no Elite member check-in counter at airport, Gold Card member can use the First-Class counter, Silver Card member can use the Business-Class counter.
- If there is no Elite member lounge at airport, Gold Card member can use the First-Class lounge, Silver Card member can use the Business-Class lounge.
- Elite Member Flight delay Benefits - In case of flight irregularity, in the terms of catering, accommodation and indemnification, Gold Card members could enjoy the service as the First Class passengers, Silver Card members could enjoy the service as the Business Class members.
- The flight mileage earned on partner airlines' flights in effective classes can be counted towards Elite Bonus Mileage. Elite Bonus Mileage is based on the Elite status and Statute Mileage.
- The base flight mileages earned on partner airlines' flights in effective classes can be counted towards Elite Qualifying Mileage (EQM).
- In some cases, depending on the itinerary and airlines, restrictions might apply. Customers can contact operated airline for information about their specific itinerary.
- Greater China Connection Locations of China Airlines, China Southern, China Eastern and Xiamen Airlines Self operated Airport Lounges:  
China Southern: Beijing, Urumqi, Shenyang, Changchun, Zhengzhou, Harbin, Guiyang, Guangzhou, Changsha, Haikou, Sanya, Shenzhen, Chongqing, Shantou, Dalian, Shanghai(Pudong/Hongqiao);  
China Eastren: Shanghai(Pudong/Hongqiao), Hefei, Kunming, Nanchang, Lanzhou, Shijiazhuang, Qingdao, Xi'an, Hangzhou;

China Airlines: Taipei(Taoyuan), Kaohsiung;  
Xiamen Airlines: Fuzhou, Hangzhou, Nanchang, Jinjiang, Tianjin, Xiamen.

# D

## Getting Acquainted with Sky Pearl Rules

To ensure your maximum benefits, we've set-up these terms and conditions as below. Please read through your Sky Pearl Club rules.

### 1. Definitions

With the rules and terms, unless otherwise specified, there will be:

**China Southern Sky Pearl Club** is defined as the frequent flyer program under the control and management of China Southern Airlines.

**Award Mileage** includes Base Flight Mileage, Consumption Mileage, Promotional Mileage and Elite Bonus Mileage. Award Mileage can be used to redeem awards (award ticket/upgrade or other specific awards).

**Statute Mileage** refers to the distance of city pairs published in the IATA Ticketed Point Mileage Manual. All flight routes shorter than 500km will be credited 500km as Statute Mileage.

**Base Flight Mileage** is defined as mileage earned on the eligible China Southern's flights or any other partner airlines' flights in the effective classes. Base Flight Mileage is calculated as Statute Mileage multiplied by the credit rate.

**Consumption Mileage** refers to mileage earned from non-airline partners.

**Promotional Mileage** refers to mileage earned by attending activities held by China Southern Sky Pearl Club. The acquirement and usage should refer to each activity's regulations.

**Elite Bonus Mileage** refers to bonus especially for Sky Pearl Elite members. Elite Bonus Mileage is based on the Elite status and Statute Mileage. Elite Bonus Mileage is counted towards Award Mileage only, but not towards Elite Qualifying Mileage.

**Elite Qualifying Mileage (EQM)** is defined as the base flight mileage earned on eligible China Southern or specified partner airlines' flights in effective classes, excluding Consumption Mileage of non-airline partners, Promotional Mileage and Elite Bonus Mileage. EQM is used to acquire the Elite Qualification.

**Elite Qualifying Segments (EQS)** is defined as the base flight segments earned on eligible China Southern or specified partner airlines' flights in the effective classes. EQS is used to acquire the Elite Qualification. For the calculation of EQS, please refer to "Earning Mileage" of this guide.

### 2. Membership Qualification and Mileage Account

2.1 Membership in China Southern Airlines' Sky Pearl Club is free to all passengers over 12-year-old who accept the Program Rules and

Conditions described herein, except where and to the extent such membership is prohibited by law or regulation.

2.2 Corporations and/or entities applications, **joint applications or multiple applications by the same individual will not be honored.**

2.3 Application forms are required to be completed and submitted to China Southern Sky Pearl Club by mail or online. Duly signed application forms or online confirmed application will be regarded as having accepted the Program terms and conditions.

2.4 Membership Card Access

2.4.1. All members of the China Southern Airlines' Sky Pearl Club are available to download the electronic membership card from the official website of China Southern Airlines, official WeChat account and China Southern mobile APP.

2.4.2. The new members overseas and at China Hong Kong, China Macao and China Taiwan area will still be able to apply for the standard physical membership card online or by calling 95539.

2.5 Membership card is for personal use only and is non-transferable.

**2.6 China Southern Airlines Sky Pearl Club reserves the right to disqualify any person from further participation in Sky Pearl Club if, in Sky Pearl Club's sole judgment, the person has violated the Program Rules and Conditions described herein, or misuses or abuses his/her membership right or performs any fraudulence. Disqualification may result in termination of membership, loss of accumulated mileage and/or cancellation of any unused awards.**

2.7 Mileage account (membership number) management

**2.7.1 After being accepted as a member, each member has one Sky Pearl Club account (membership number).China Southern doesn't accept multiple applications and reserves the right to clear or delete the duplicated account if any.**

2.7.2 In case two or more different accounts exist for one person, the member could apply for a merger. Member could designate a card number (membership account) and merge the information of the other account into his designated one.

2.7.3 The old account and new account must get through the ID Authentication before your account merge.

2.7.4 After accounts have merged, the redemption nominee list of the merge-in account will be used instead. If the merge-out account have created the nominee list, the merge-in account's instant effective qualification of the first time to create the nominee list will be cancelled and the original redemption nominees in the merge-in account will be effective 30 days after the create date.

**2.7.5 After the merger request made by the member, the former account could be deleted by Sky Pearl Club.**

2.7.6 After accounts have merged, the membership level and status of merge-in account will be recalculated by combined with the mileage of merge-out account, including Elite Bonus Mileages and Promotion Mileages. For example, if you merge your Base tier account into a Gold tier account, the Elite Bonus Mileages of the qualified flights will be re-calculated and credit into your new account. If the member chooses to merger from gold to the base tier account, this is no longer to get Elite Bonus Mileage of the prior elite tier.

2.8 Members are required to go to one of China Southern's designated ticketing offices for a ID Authentication procedure before they can



select the service items as follows: Redeem mileages for award tickets (for others), Redeem mileages for other (non-aviation) rewards, Manage 'Redemption Nominee's, Customize services, Add/modify ID number and card merger.

## 2.9 ID Authentication

2.9.1 Members can complete ID Authentication online at [www.csair.com](http://www.csair.com).

2.9.2 If go to ticketing Office for ID Authentication, please note the requirements as below:

2.9.2.1 If the member does it by him/herself, he/she shall bring the original and copy of his/her valid ID and Sky Pearl Club membership card or card number, and present a valid mobile phone number in China (either a China Mobile, China Unicom or China Telecom number) or an email address for receiving the password.

2.9.2.2 If the member authorizes another person to do it, besides above, the original and copy of the designated person's valid ID shall be presented as well.

2.9.2.3 It's only allowed to make the ID Authentication for up to 3 members on the same day. **But if there are no flight records or the ID registered is not the second generation Chinese ID card,, Sky Pearl Club member must make an ID authentication procedure in person.**

2.9.2.4 **If the second generation Chinese ID card can't be identified by the apparatus, it's not allowed to make the ID Authentication procedure.**

## 3. Mileage Accrual

### 3.1 General rules

3.1.1 The unit of mileage accumulation is based on Kilometer.

3.1.2 The mileages of the valid flights before your enrollment date and within the reclaim validity could be re-claimed.

3.1.3 Each member is assigned a personal (non-transferable) account number for mileage records.

**3.1.4 No mileage will be credited for group ticket, award ticket redeemed by mileage and the ticket in the travel agency reduced rates or other non-revenue tickets.**

3.1.5 Mileage will be credited in the original booking class for the award upgrade obtained by mileage redemption and promotion or the situation of involuntary upgrade.

3.1.6 No mileage will be credited in case of voluntary or involuntary flight endorsement to other airlines' flights, which is not eligible for Sky Pearl Club members to accrual.

3.1.7 Mileage will be posted to your personal mileage account. Different accounts under different person cannot be merged.

3.1.8 To ensure your mileage can be earned accurately into your account, please accrue mileage in accordance with this guide.

- 3.1.9 Until the appropriate mileage appears on your Sky Pearl account, please keep all boarding passes, copies of your ticket (E-ticket Travel Verification), the receipt of paid upgrade and partner service, for possible mileage retro claims.
- 3.1.10 To ensure the mileage credit properly, please present the card or card number at the time of booking and airport check-in or use the partners' service or product and ensure the passenger's name and ID information is the same as your Sky Pearl membership account. After the flight, please keep the ticket and boarding pass until the mileages credited into your account properly.
- 3.1.11 If you travel on the code-share flights, the mileages is credited based on the actual flight information of the marketed carrier.
- 3.1.12 One qualified travel with China Southern or other partner airlines can only credit mileage once into one FFP account. If there is no request as ticketing, the system will credit mileage into china southern airline account immediately.

### **3.2 Mileage Validity and Mileage Extension**

- 3.2.1 The Sky Pearl Club mileages are valid for 36 months from the date of flight and the non-flight mileages are valid from the date of credit, except for the special mileages with designated validity
- 3.2.2 No mileage will be expired during the Gold Card and Silver Card validity, if an elite member degrades to Base Card, his/her mileages still have a mileage protecting period of 12 months. No mileage will be expired during the elite tier period and the mileage protecting period. For example, if a member degrades to Base Card on March 2018, the unused mileages with the validity date during the elite tier period and the mileage protecting period will be protected until March 2019.
- 3.2.3 Base Card members can register for the Sky Pearl Mileage Extension Plan. In that case, the 80% unused mileages can be extended for 12 months on the expiration date. Mileages could only be extended once.

### **3.3 Mileage Discrepancy**

- 3.3.1 The flight mileage retro claim is valid within six months after the completion of each given flight. The expired flights are not acceptable.
  - 3.3.1.1 For the mileage reclaim on China Southern flights, you are advised to call China Southern hotline providing the flight details or offer the copies of Boarding Pass and paper ticket (E-ticket) as the verification of mileage reclaim.
  - 3.3.1.2 For the mileage reclaim on Sichuan Airlines: Same as 3.3.1.1.; For the mileage reclaim on partner airlines' flights: please mail BOTH the original Boarding Pass and paper ticket (or E-ticket)'s copies for the mileage reclaim. We suggest to mail in express to ensure its arrival.
- 3.3.2 Mileage reclaim for the consumption with non-airline partners: Please keep the bill or receipt as the verification and make the mileage reclaim with non-airline partners.
- 3.3.3 The reclaim documents are required to attach the Sky Pearl membership number. The documents containing insufficient or unclear information are not acceptable.

## 4. Mileage Redemption

### 4.1 General rules

- 4.1.1 There will be no redemption threshold for Sky Pearl Membership, all members shall be entitled for redemption as soon as standards are reached (unless otherwise specified for certain redemption products)
- 4.1.2 Award ticket and award upgrade is required to book in the designated class. Award availability is subject to capacity control.
- 4.1.3 Award tickets are valid for one year from the date of travel. Unused award tickets are valid for one year from the date of issue.**
- 4.1.4 The mileage required for the infant and children's award redemption are the same as the adult.
- 4.1.5 The name and ID number for the traveling passenger must be the same as the information of member or redeem nominees registered on the member account. If the information is incorrect or left blank, please call the China Southern Airlines Customer Service Hotline at 95539 (within China) to change the information of the member account and redeem again. Once ticketed, the passenger's name and ID number must not be changed. If you find the submitted information is incorrect, you must apply for ticket refund and begin the on-line redemption procedure again.**
- 4.1.6 If award ticket or award upgrade involves the special service (such as the Unaccompanied Children Service), Sky Pearl members should apply to China Southern according to the company requirement and be responsible for the additional fees involved. But Award ticket and award upgrade are not applicable to the special passengers who required the stretcher service.
- 4.1.7 Members who are issuing reward tickets or processing cabin upgrade awards in the ticketing office are requested to present the original plus copy of ID card of the person who is collecting the tickets or making the upgrades.
- 4.1.8 Members who are demanding refund shall file their requests within 13 months after the date of the start of the trip (in case the first flight of the ticket is not used, the starting date shall be the issuing date), otherwise, China Southern Airlines shall have the right to refuse such refunds.**
- 4.1.9 The documents required to provide upon the ticket refund are unused E-ticket verification or flight coupon and passenger coupon of paper ticket and the passengers' ID card (If entrusting someone else to get the award ticket, his ID card is required as well), as well as the membership number or card required.
- 4.1.10 Lost award tickets will not be replaced nor refunded.**
- 4.1.11 Rules of change and refund in case of non-voluntary
  - 4.1.11.1 For information on the application of non-voluntary change and refund of tickets, please refer to the General Conditions of Domestic/International Transportation of Passengers and Baggage of China Southern Airlines.
  - 4.1.11.2 Principles of mileage refund out of non-voluntary change of tickets:

- In case of change of class, China Southern Airlines will hold the policy of refunding any surplus of mileage but demanding no supplemental mileage for any deficiency in respect of redemption for tickets or upgrades.
- In case of non-voluntary downgrade, the price difference will be calculated based on the class and the discount rate before it is fully refunded to the member's account. In case of non-voluntary upgrade, the price difference will not be charged.

#### 4.1.11.3 Principles of mileage refund out of non-voluntary refund of tickets

- If the passenger ticket is totally unused, the original paid mileage will be fully refunded. If the passenger ticket has been partially used, for China Southern Airlines domestic tickets, the mileage redeemed for the unused segments of the original class and discount rate will be refunded (to the extent that it does not exceed the original paid mileage), and no refund fee will be charged; for China Southern Airlines international (regional) tickets, the mileage difference between the original paid mileage and the mileage redeemed for the used segments of the original class and discount rate will be refunded, and no refund fee will be charged.
- If the passenger asks for a refund of ticket when the flight lands at any other terminal than the stopovers and is cancelled that day, the redeemed mileage from the landing station to the destination station with the same class and discount rate as the original paid mileage will be refunded (to the extent that it does not exceed the original paid mileage), and no refund fee will be charged. If the redemption standard for the distance from the landing station to the destination station cannot be obtained, the mileage to be refunded will be based on the flight distance from the landing station to the destination station. If the distance from the landing station to the destination station is less than half of the distance from the original departure station to the destination station, 50% of the original paid mileage will be refunded; if it is more than half of the distance, the original paid mileage will be totally refunded.

4.1.11.4 The mileage refunded in case of non-voluntary change or refund of tickets will obtain a validity of 36 months from the date of refund.

4.1.11.5 To apply for mileage refund out of non-voluntary change or refund of tickets, please go to the ticket offices directly subordinate to China Southern Airlines with relevant proofs of flights or call the sales & service hotline 95539.

4.1.12 Other transportation conditions not being listed are the same as the normal revenue ticket.

## **4.2 China Southern Airlines Standard Award Ticket**

- 4.2.1 China Southern Award Tickets or Award Upgrades are only redeemable on the flights coded and operated by China Southern (excluding any CZ code-share flights) or designated partner airlines' prime flights.
- 4.2.2 Award tickets may be used for one-way, round-trip and open jaw. The mileage is deducted based on a single segment. Stopover is not allowed.
- 4.2.3 Route, flight date and flight number must be decided upon booking China Southern Award Ticket. Open ticket is not allowed to China Southern Award Ticket.

4.2.4 Sky pearl award ticket is not allowed to make a stopover in the itinerary.

4.2.5 Rules of the change of China Southern Airlines Award Ticket

4.2.5.1 Within the ticket validities, members can change the ticket for several times, based on the same booking class. The fee will be charged as bellow:

	On or more than 24 hours before departure	Less than 24 hours before departure
Domestic Ticket	50 RMB or equal currency per ticket per change	100 RMB or equal currency per ticket per change
International and China Hong Kong/China Taiwan Area Ticket	100 RMB or equal currency per ticket per change	200 RMB or equal currency per ticket per change

4.2.5.2 Lower award classes would be also allowed to change to if the new flight does not have the same class for the change, while the mileage difference cannot be refund.

4.2.5.3 What follows is the situation that the change cannot be implemented: 1. The award ticket without tax payment. 2. Non-issued award tickets.

4.2.6 After mileage for award tickets is deducted, Sky Pearl Club members should go to the designated China Southern Ticketing Offices or China Southern website to pay the related taxes and issue the tickets immediately. If the required mileages of the award tickets has been deducted but not yet paid the taxes and issued, its rules of refund should be the same as the ticket issued and once the flights cancellation or delay happens, members could choose to endorse to the subsequent flights operated by China Southern or make the involuntary ticket refund, but endorsing to other carriers' flights is not permitted.

4.2.7 Refund In the voluntary cases: It should deduct 50% mileage of unused segments for the refund fee. Only valid mileage can be refund when applying the mileage refund rule. Mileage is refunded in accordance with the month that the mileage used for the award was originally posted. Refund in the involuntary cases: It should refund 100% mileage of unused segments. The mileage refunded will be valid for 36 months from the day of refund. Please refer the General Rules for more information.

### 4.3 China Southern Airlines Dynamic Award Ticket

4.3.1 Dynamic Award Ticket is available on China Southern' s official APP. For ticket change or refund, please contact China Southern Service Hotline 95539.

4.3.2 Dynamic Award Ticket offers more available seats for redemption, please see the APP for real-time mileage costs.

4.3.3 Dynamic Award Ticket are only redeemable on the flights coded and operated by China Southern (excluding any CZ code-share flights).

4.3.4 Dynamic Award Ticket is available for both one-way and round-trip. Stopover is not allowed.

- 4.3.5 Route, flight date and flight number must be determined upon a Dynamic Award Ticket Redemption\*. Open ticket is not allowed.
- 4.3.6 Dynamic Award Ticket are changeable and refundable, but no endorsement is allowed. Terms and conditions applied.
- 4.3.7 Any Change Fee involved on Dynamic Award Ticket must be paid in mileage. If there' s insufficient mileage in the account, a refund can be applied.
- 4.3.8 Any mileage refunded on Dynamic Award Ticket are valid for 36 months after the refunded date.

#### **4.4 China Southern Airlines Award Upgrade**

- 4.4.1 Award upgrade is only redeemable on the flights marketed and operated by China Southern, not including any code-share flights and Charter flights.
- 4.4.2 The paid tickets and redeemed ticket awards shall be subject to redemption of upgrade award, and please refer to the China Southern Airlines Award Upgrade Chart for detailed applicable cabins. No upgrade award is applicable for such tickets, like, group tickets, redeemed tickets and awarded tickets, tourism or special discount tickets or free tickets, special or charter flights.
- 4.4.3 Successive upgrades shall be allowed, which means the tickets with mileage upgrade can be further upgraded by redemption.
- 4.4.4 Tickets stipulated as “non-change” also apply to airport upgrade award, but only in the flight of original ticket.
- 4.4.5 The rules and conditions of the original ticket apply to the ticket of award upgrade. Free of charge if only change the class on the same flight and date as the original ticket.
- 4.4.6 Member can change the flight or the date within the ticket validity. If the new flight doesn't have the upgrade class, member can change to the lower class, but the mileage cannot be refund.
- 4.4.7 For the flight carrier change and ticket refund, it is subject to the rules and conditions of the original ticket before upgrade, and the mileages cannot be refund.

#### **4.5 Partner Airlines Award Ticket**

- 4.5.1 To redeem award ticket on partner airlines, contact China Southern Customer Service Call Center at 020-95539(domestic) and +86 4008695539(international).
- 4.5.2 Partner airlines award ticket is only eligible on the flights marketed and operated by CZ's partner airlines. Co-share flights between partner airlines or between partner and non-partner airlines are not eligible.
- 4.5.3 China Southern sky pearl members redeeming partner airlines flights apply to chart1 and chart2. Partner Airlines Award Ticket Chart is applicable for one-way tickets, round-trip award tickets are the double of one-way.
- 4.5.4 Route, flight date and flight number must be decided upon booking partner airlines Award Ticket. Open Jaw and blackout date is is not allowed.

- 4.5.5 In the itinerary of award tickets, classes in different levels of service could mix book in the route. The mileages needed for the whole itinerary are added from every segment.
- 4.5.6 Change regulation
- 4.5.6.1 Change only within ticket validity. Tickets out of validity cannot be changed. The award tickets cannot be refunded.
  - 4.5.6.2 Partner airlines award tickets deducted mileages before ticketing cannot be changed.
  - 4.5.6.3 Partner airlines award tickets already issued cannot changed routes and the name of passenger. Flight number and date can be changed within the ticket validity and 200RMB or equal value in local currency is charged per change for international flights, 100RMB or equal value in local currency is charged per change for domestic flights. In the itinerary there are international segments apply to 200RMB or equal value in local currency.
  - 4.5.6.4 Call 95539 to apply for a change, and 95539 can change for you or you can make the change or pay the cash in designated China Southern ticketing office.
  - 4.5.6.5 China Southern segments change rule apply to China Southern award tickets regulations.
  - 4.5.6.7 Need to check with stopover/class/blackout dates or other restrictions.
  - 4.5.6.8 Before ticketing, the seats are cancelled beyond ticketing time limit, and cannot be booked again, are redeemed as voluntary refund.
  - 4.5.6.9 Changes of routes/ passenger's name/class (change the standard of how many mileages should be paid), tickets need to be refunded. Should be handled as voluntary refund and make the redemption again.
  - 4.5.6.10 Changes of passenger's name: Should be handled as voluntary refund and make the redemption again.
- 4.5.7 Mileage refunds should be made in ticket's validity.
- 4.5.8 Mileage refunds should be handled at any designated China Southern Ticketing Office.
- 4.5.9 Mileage refunds are categorized as voluntary and involuntary. It costs time for China Southern to contact partner airline and confirm the nature of the refund- voluntary or involuntary.
- 4.5.10 Refund In the voluntary cases: It should deduct 50% mileage of unused segments for the refund fee. Only valid mileage can be refund when applying the mileage refund rule. Mileage is refunded in accordance with the month that the mileage used for the award was originally posted. Refund in the involuntary cases: It should refund 100% mileage of unused segments. The mileage refunded will be valid for 36 months from the day of refund. Please refer the General Rules for more information.**

**4.5.11 The ticket validity is one year, revalidation not permitted. If you want to revalidate the tickets, you should make a refund, and make the redemption again.**

4.5.12 To redeem 3U flights award tickets, apply to chart 2. 3U international flights are not available for redemption.

#### **4.6 Redemption Nominees for Award Tickets**

**4.6.1 Members need to set up the Nominees' name list previously before they can redeem award tickets to them, and only individuals on the list will be eligible for award tickets redemption.**

**4.6.2 Each member can add up to eight Redemption Nominees to the list, please try to add them all for the first time.**

**4.6.3 Starting June 1, 2013, as the name list is set up for the first time, if there are no less than three flight records on account from January 1, 2009, it'll be valid immediately; otherwise, it'll be valid after 30 days. (Flight records of partner airlines is not eligible, if mileage accrual for flight records is zero.)**

**4.6.4 Removal from each list is effective immediately. Newly added names will be valid after 30 days, including that very day.**

**4.6.5 No FFP mileage is deducted when adding/deleting an individual name from the list.**

**4.6.6 No corporate entity or company can be a Redemption Nominee.**

**4.6.7 FFP members can add redemption nominee's information by logging in the membership account at the SkyPearl website or by calling China Southern's Customer Service Center (24-hours within China) at 020-95539(Please go to the China Southern ticketing office to make the ID identification before you create the nominee list.)**

**4.6.8 Once the Redemption become effective, the booking and redemption for the nominees is accepted.**

### **5. Membership tier and Elite benefits**

#### **5.1 Membership tier**

5.1.1 There are three membership tiers in the Sky Pearl Club program: Gold card, Silver card and Base card.

5.1.2 One qualification year is 12-month duration from January 1 to December 31, within which your status will be rated.

5.1.3 Sky Pearl Club will rate next year's elite qualification based on the number of EQM or EQSs of this year.

5.1.4 The EQS and EQM is credited based on the year of flight. If you successfully retro-claimed mileage for a flight in the previous year, the retro-claimed mileage will only be counted to the EQS or EQM of the previous year in which you take the flight.

5.1.5 Before your Elite Qualification gets expires, your new qualification will be calculated by the EQM or EQS you earned within last Qualification Year.

5.1.6 Upgrading to a higher tier or keeping your elite status requires the same EQM or EQSs in your previous Qualification Year.



5.1.7 When being newly upgraded to elite status as a base card member, your elite status is valid from the day in the first year you obtained the elite status to February 28/29 of the third year.

## **5.2 Elite benefits**

5.2.1 Sky Pearl Gold card and Silver card members could enjoy Elite Bonus Mileage on the eligible flights of China Southern or airline partners.

5.2.1.1 Elite Bonus Mileage is counted towards Award Mileage, but not towards Elite Qualifying Mileage (EQM).

5.2.1.2 Elite Bonus Mileage is not available to the ineligible classes of mileage accrual.

5.2.2 Sky Pearl Elite benefits are available on the flights marketed and operated by China Southern Airlines.

5.2.3 Sky Pearl Elite Benefits - Lounge Access

5.2.3.1 Gold Card Members can bring one companion, who is on the same day traveling on China Southern flights into the lounge, while Silver Card Members can access to the lounge only for themselves.

5.2.3.2 The companion brought by the Gold Card Member should appear at the same time with the member when requesting lounge access.

5.2.3.3 China Southern only provides lounge access where the lounges are owned by China Southern or contracted with China Southern.

5.2.4 Elite Benefits - This extra free baggage allowance will be provided at the time of airport check-in based on the member's tier, which won't be shown on the ticket. The size and weight rules of the baggage on the piece concept flight are the same with the class of the flight.

5.2.5 Elite Benefits- At the flight irregularity, in the terms of catering, accommodation and indemnification, Gold Card members could enjoy the service as the First Class passengers, Silver Card members could enjoy the service as the Business Class members.

5.2.6 Greater China Connection: Elite members of China Southern Airlines, China Eastern Airlines, China Airlines, Xiamen Airlines, traveling economic class on Greater China flights of the four Airlines (including code-share flights) can use the self-operated airport lounges of the four Airlines.

(1) Location of China Airlines, China Southern, China Eastern, and Xiamen Airlines Self-operated Airport Lounge for "Greater China Connection":

\*China Southern Airlines: Beijing, Urumqi, Shenyang, Changchun, Zhengzhou, Harbin, Guiyang, Guangzhou, Changsha, Haikou, Sanya, Shenzhen, Chongqing, Shantou, Dalian, Shanghai (Pudong/Hongqiao)

\*China Eastern Airlines: Shanghai (Pudong/Hongqiao), Kunming, Xi'an, Hefei, Nanchang, Lanzhou, Shijiazhuang, Qingdao

\*China Airlines: China Taipei(Taoyuan), China Kaohsiung

\*Xiamen Airlines: Fuzhou, Hangzhou, Nanchang, Jinjiang, Tianjin, Xiamen

(2) Greater China regional flights means flights to and from: China Taiwan - China/China Taiwan - China Hong Kong/China - China Hong

Kong.

## **6. Others**

- 6.1 **The Sky Pearl Club will not accept any responsibility of the loss of mileage resulted from PIN disclosure.**
- 6.2 Members shall be responsible for all applicable taxes (such as fuel surcharges and airport construction fees) if imposed by governmental agencies by using award travel.
- 6.3 China Southern Sky Pearl Club will initially set a password for each member. Members are strongly urged to change the initial password upon registering. Your password is your membership account identity and ensures the safety of your FFP account, therefore please keep it confidential and change it frequently. Members should never release his/her password to any unauthorized individual. The Sky Pearl Club accepts each mileage transaction only via password and bears no responsibility for any loss of mileage if members release their password to unauthorized individuals or anyone uses their password without approval.
- 6.4 **China Southern forbidden any behavior that violates the interest of other Sky Pearl Club members. Any misuse of Frequent Flyer Program of the Sky Pearl Club, including submitting any error information or conducting other behaviors deemed inappropriate by China Southern Airlines Ltd. such as the violation of the regulations made by China Southern Airlines or other cooperative partners of this program, improper or harassing behaviors against China Southern Airlines Ltd. staff, or rejection of the staff's advice, will result in termination of China Southern Sky Pearl Club membership and participation qualification, and cancellation of all accumulated mileage and unused award tickets previously issued. Any violation conducts of this terms and conditions of the Sky Pearl Club will result in confiscation of the tickets (including during travel) and payment for the misused Economy, Business, First Class tickets in respect to the concerned travel sector. As for the implementation of terms and conditions of The Sky Pearl Club, China Southern Airlines Ltd. reserves the right to take proper and legal measures when necessary in order to seek compensation, retain fee and legal fare.**
- 6.5 **Each member shall be responsible for advising The Sky Pearl Club of any change in contact information including phone, mobile, Email or mailing address. The Sky Pearl Club accepts no responsibility for any loss or delay of information and mailed material to the member due to an incorrect contact information provided by the member.**
- 6.6 **Sky Pearl Club forbids any form of mileage dealing with money, otherwise Sky Pearl Club doesn't answer for any of the loss.**
- 6.7 **If you are doubt about your Sky Pearl Club account, the mileage retro claim is valid within six months after the completion of each given flight.**
- 6.8 The effective time or expiration time is based on the Beijing local time.
- 6.9 **China Southern Airlines' Sky Pearl Club retains the right to change its rules or terminate its system-wide frequent flyer**

**programs at any time without notice. All membership cards are the property of China Southern Airlines.**

**6.10 Responsibility exemption and limitations**

**6.10.1 In case of force majeure(natural catastrophe), cyber attack, system failure, communication failure, power blackout and other cases not attributed to China Southern, China Southern accepts no responsibility.**

**6.10.2 In case members make use of system failure or other information to damage China Southern or other members' benefits, China Southern Sky Pearl Club retains the right to immediately terminate said membership, cancel all accumulated mileage and retain legal action against the member.**

**6.10.3 Upon discovering behavior that affects account and information security, China Southern retains all right to protect membership accounts. Members may be required to validate their identity to use their account.**

**6.10.4 If you voluntarily authorize third parties to inquire your information, which leads to the refusal of the third party to provide service to you or to make a decision against you, considering that the provision of this information is provided by your own consent, you agree that China Southern Airlines do not bear the responsibility or compensation for this.**

**6.11 Individual privacy and other issues**

**6.11.1 China Southern Sky Pearl Club collects and stores needed personal information provided by you to create a membership account in order to maintain and provide you with the Services, to accumulate, redeem mileage or to respond to your questions and instructions. If you fail to provide adequate information required, you may have no access to a valid membership or any promotions and services.**

**6.11.2 The storage and use of all the personal information is subject to the Privacy Policy of China Southern Airlines.**

**6.12 Where the Program Rules and Conditions are in conflict with laws of a local government, they are subject to the restrictions of all applicable local laws.**

**6.13 If the Chinese version of this guide is conflict with other language version, the Chinese version shall prevail. In case of dispute, China Southern reserves the right to make final explanation.**

**6.14 For any rules and conditions which are not updated in this edition, please refer to [skypearl.csair.com](http://skypearl.csair.com).**

**6.15 China Southern Airlines reserved the right of final explanation of this membership guide.**

**6.16 In case of any dispute, all arbitration shall be held in Guangzhou Arbitration Committee, China.**

Customer hotline: 95539 (Domestic); +86 4008695539 (international)  
Fax: 020-95539-1 -(Domestic); +86 4008695539- 2-# (international)  
Website: [www.csair.com](http://www.csair.com) E-mail: [skypearl@csair.com](mailto:skypearl@csair.com)  
Address: China Southern Sky Pearl Club, Qixin Road 68, Guangzhou, 510403, P.R.China  
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