

# 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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## Earning CZ 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 before 20 Jul, 2020	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%
		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	F, I, O, S, Z, X, G	0	0	0




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 20 Jul, 2020	First Class	F	300%	300%	3
		Business Class	J	250%	250%	2.5
			C	200%	200%	2
			D	150%	150%	2
			I	125%	125%	2
		Premium Economy Class	W	125%	125%	1.5
			S	75%	75%	1
		Economy Class	Y	125%	125%	1.5
			P, B, M, H,	100%	100%	1
			K, U, A, E, Q	75%	75%	0.72
			E, V, Z	25%	25%	0.25
Other Class	T, N, R	25%	25%	0		
	F, I, O, S, Z, X, G	0	0	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 Airlines 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)

## Partner Airlines



At ticketing or airport check-in, please offer your Sky Pearl Club membership card number. Traveling on and after 1 Jan, 2020, Sky Pearl Club members flying with VN/KE/UX/MF/AF/KL/DL/ME/OK/CI/AE/AR/SV/SU/AA/3U flights follow below accrue rules chart:

Partner Airlines	Applicable time	Class of Service	Booking Class (Code)	Credit Rate	Segments*
 <b>Vietnam Airlines</b> Vietnam Airlines <a href="http://www.vietnamairlines.com">www.vietnamairlines.com</a>	Travel on and after 1st January 2020	Business Class	J, C, D, I	130%	2
		Premium Economy	W, Z, U	110%	1
		Economy Class	Y, M, S, B	100%	1
			H, K, L	65%	0
			Q	50%	0
			N, R	25%	0
 <b>KOREAN AIR</b> Korean Air <a href="http://www.koreanair.com">www.koreanair.com</a>	Travel on and after 1st January 2020	First Class	P, F	150%	2
		Business Class	J, C, D, I, R	130%	2
		Economy Class	Z, Y, B, M, S, W	100%	1
 <b>AirEuropa</b> AirEuropa <a href="http://www.aireuropa.com">www.aireuropa.com</a>	Travel on and after 1st January 2020	Business Class	J, C, D	150%	2
			I	100%	1
		Economy Class	Y, B, M, L, E, K, V, H	100%	1
		Discount Economy Class	S, R, U, T, Q	40%	0
 <b>XIAMENAIR</b> Xia Men Airlines <a href="http://www.xiamenair.cn">www.xiamenair.cn</a>	Travel on and after 1st January 2020	First Class	F	300%	2
			A	150%	2
		Business Class	J	200%	1
			C/D	130%	1
			I	100%	1
		Economy Class	Y, H, B, M, L	100%	1
			K, N, Q, V	40%	0
			T, R	10%	0
	Travel on and after 1st January 2020	First Class	F, P	150%	2

 Air France <a href="http://www.airfrance.com">www.airfrance.com</a>		Business Class	J, C, D, I	130%	1
			Z	110%	1
			O	100%	1
		Premium Economy(Long-haul flights only)	W, S	110%	1
			A	100%	1
		Economy Class	Y, B, M	100%	1
			U	80%	0
		Discount Economy Class	K, H, L, Q	40%	0
T, E, N, R, G, V, X	20%		0		
 KLM Royal Dutch Airlines <a href="http://www.klm.com">www.klm.com</a>	Travel on and after 1st January 2020	Business Class	C, D, I, J	130%	1
			Z	110%	1
			O	100%	1
		Economy Class	Y, B, M	100%	1
			U	80%	0
		Discount Economy Class	P, F, K, W, H, S, L, A, Q	40%	0
T, E, N, R, G, V, X	20%		0		
 Delta Air Lines <a href="http://www.delta.com">www.delta.com</a>	Travel on and after 1st January 2020	First Class	F	150%	1
			J, C, D, I	130%	1
		Business Class	Z	100%	1
			P	130%	1
			A	125%	1
			G	100%	1
			W, S	100%	1
		Premium Economy	Y, B, M	100%	1
			H	75%	0
			Q, K	40%	0
		Economy Class	L, U, T, X, V	25%	0

 Middle East Airlines <a href="http://www.mea.com">www.mea.com</a>	Travel on and after 1st January 2020	Business Class	J, C, D, I	130%	2
			Z	100%	1
		Economy Class	B, M, U, K	100%	1
			H, L, Q, T	40%	0
N, R, V	25%	0			
	 Czech Airlines <a href="http://www.czechairlines.com">www.czechairlines.com</a>	Travel on and after 1st January 2020	Business Class	J, C, D	130%
Economy Class			Y, M, B, H, K, T	100%	1
			G, L, X, Q, U, A	50%	0
 China Airlines <a href="http://www.china-airlines.com">www.china-airlines.com</a>  Mmandarin Airlines <a href="http://www.mandarin-airlines.com">www.mandarin-airlines.com</a>	Travel on and after 1st January 2020	Business Class	J	130%	2
			C	125%	2
			D	115%	2
		Premium Economy	W, U	115%	1
			A, E	100%	1
		Economy Class	Y, B, M	100%	1
			K, V, T	80%	0
R, Q, H, N	50%	0			
 Saudi Arabian Airlines <a href="http://www.saudiairlines.com">www.saudiairlines.com</a>	Travel on and after 1st January 2020	First Class	F, P A	150%	2
		Business Class	J, D, C	130%	2
		Business Class	I	100%	1
		Economy Class	Y, E, M, B, H	100%	1
		Economy Class	K, Q, L, V, N, T	40%	0
		Economy Class	U	0	0
 Russian Airlines <a href="http://www.aeroflot.ru">www.aeroflot.ru</a>	Travel on and after 1st January 2020	Business Class	J, C, D	130%	2
		Business Class	I, Z	100%	1
		Premium Economy	W, S, A	110%	1
		Economy Class	Y, B	100%	1



		Economy Class	M, U, K, H, L	40%	0
 American Airlines <a href="http://www.americanairlines.cn">www.americanairlines.cn</a>	Travel on and after March 20, 2019	First Class	F, A	150%	2
		Business Class	J, D, R, I	150%	1
		Premier Economy Class	W	110%	1
			P	100%	1
		Economy Class	Y, H, K, L, M	100%	1
			V, G	50%	0
			N, S, Q, O	25%	0
 Sichuan Airlines <a href="http://www.sichuanair.com">www.sichuanair.com</a>	Travel on and after 28 Oct, 2018	Business Class	C	150%	0
			I, J	130%	0
		Economy Class	A, P, Y, T, H	100%	0
			G, S, L, E	40%	0

#### 1. The accrual flight range of Partner Airlines

a. Partner Airlines' prime flights (flights which coded and operated by the same Partner Airlines)

b. Code-share flights between China Southern and the Partner Airlines.

Traveling on and after 1 Jan, 2020, code-share flights between any two of the Partner Airlines (including CI/AE/MF) could be accrued. code-share flights between any two of the Partner Airlines (including AF/KL/MF) could be accrued.

c. Mileage accrual on flights operated by Mandarin Airlines(AE) is limited on the routes between China mainland and China Taiwan.

d. Charter flights are not eligible for accrual.

e. Only domestic flights of Si Chuan Airlines are eligible to accrue.

#### 2. Mileage Credit:

a. Upon ticketing and at airport check-in, please provide your Sky Pearl Club membership number and make sure that the name printed in the ticket you hold is the same one on your mileage account.

b. At airport check-in, please offer your Sky Pearl Club membership card.



c. If you find the mileage credit on partner airlines' flights are missing, the flight mileage retro-claim is valid within six months after the completion of each given

flight.

- d. One qualified travel with China Southern or other partner airlines can credit mileage towards one FFP account only.
- e. If you travel on the code-share flights, the mileages is credited based on the actual flight information of the marketed carrier.
- f. Booking classes not listing in below chart cannot earn mileages.
- e. 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.

## 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.

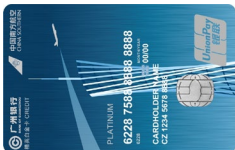
Hotels		Mileage Credit (per stay)		Please Note
 香格里拉会 SHANGRI-LA CIRCLE	<b>Shangri-La Circle</b>	800km (non-discounted rates or corporate rates)		Exchange rate of Shangri-La Circle Points to SPC mile: 2500 points per 4000km.
 <b>南航明珠</b> SOUTHERN AIRLINES PEARL	<b>Southern Airlines Pearl Hotel</b> (Guangzhou/Xinjiang/Shanghai)	400-499RMB	200KM	
		500-599RMB	300KM	
		600-699RMB	400KM	
		700-799RMB	500KM	
		800-899RMB	600KM	
		900-999RMB	700KM	
		More than 1000RMB	800KM	

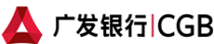







## Banks


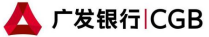
- You can earn mileage when using your China Southern Sky Pearl Credit Card.

### China Southern Sky Pearl Credit Card:



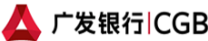



- One card, two account numbers: The CZ membership number and credit card number is printed on the card for your convenience.
- One card, double mileage credits: When you use the Sky Pearl co-branded credit card, your credit card points will be automatically converted into mileage and posted to your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



Banks		Credit Cards	Mileage Credit
 广发银行   CGB	China Guangfa Bank	China Southern Sky Pearl Credit Card (China Guangfa Bank)	Platinum Card: One km CZ mileage for every RMB7 or US \$1 spent; Gold or Base Card: One CZ mileage every RMB14 or US \$2 spent.
 招商银行	China Merchants Bank	China Southern Sky Pearl Credit Card (China Merchants Bank)	One km CZ mileage for every RMB18 or US\$2 spent
 中国银行	Bank of China	China Southern Sky Pearl Credit Card (Bank of China)	14 BOC points = 1 km CZ mileage
 中国工商银行	Industrial and Commercial Bank of China	China Southern Sky Pearl Credit Card (Peony Card)	15 ICBC points = 1 km CZ mileage
 中国建设银行	China Construction Bank	China Southern Sky Pearl Credit Card (Dragon Card)	Platinum Card: 14 CCB points = 1 km CZ mileage Gold Card: 15 CCB points = 1 km CZ mileage
 中信银行   信用卡	China Citic Bank	China Southern Sky Pearl Credit Card (China Citic Bank)	Platinum Card: One km CZ mileage for every RMB 10 spent Gold or Base Card: One km CZ mileage for every RMB 18 spent
 兴业银行	Industrial bank	Industrial Bank Credit Card	Standard Platinum Card: 8 Xingye points = One km CZ mileage Gold Card: 15 Xingye points = One km CZ mileage Base Card: 18 Xingye points = One km CZ mileage
 中国民生银行   信用卡中心	China Minsheng Bank	China Southern Sky Pearl Credit Card (Minsheng Card)	Deluxe Platinum Card: 10 Minsheng points = 1 km CZ mileage; More than 10000KM per month, 18 Minsheng points = 1 km CZ mileage Platinum Card: 15 Minsheng points = 1 km CZ mileage; More than 10000KM per month, 36 Minsheng points = 1 km CZ mileage Gold or Base Card: 18 Minsheng points = 1 km CZ mileage. More than 10000KM per month, 36 Minsheng points = 1 km CZ mileage

	Pudong Development Bank	China Southern Sky Pearl Credit Card(Pudong Development Bank)	Platinum Card: 15 SPD points = 1 km CZ mileage			
	China Guangfa Bank	China Southern Fortune Credit Card (China Guangfa Bank)	<b>Level</b>	<b>Asset</b>	<b>Mileage per month</b>	<b>Mileage per year</b>
			Three stars	one hundred thousand - three hundred thousand	110	1320
			Four stars	three hundred thousand - one million	330	3960
			Five stars	One million - three million	660	7920
			Six stars	three million - six million	2200	26400
			Seven stars	> six million	4400	52800

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

 中国银行 BANK OF CHINA	Bank of China BOC	BOC Credit Card (Bank of China)	15,000 BOC points = 500 km CZ mileage
 浦发银行 SPDBANK	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 CZ mileage
		SPDB Platinum Credit Card	1 credit points = 1 km CZ mileage
		SPDB Platinum Credit Card (standard)	15 credit points = 1 km CZ mileage
 广发银行 CGB	China Guangfa Bank	CGB Business Trip Platinum Card	10,000 credit points =500 km CZ mileage
		CGB MasterCard World Card CGB Visa Infinite Card	12,500 credit points =500 km CZ mileage
 citibank® 花旗银行	CITI BANK	CITI Credit Card	CITIBANK REWARDS: 36,000 credit points =1,000 km CZ mileage PREMIER MILES: 1,000 credit points =1,000 km CZ mileage CITIBANK PRESTIGE: 18,000 credit points =1,000 km CZ mileage CITIBANK ULTIMA: 18,000 credit points =1,000 km CZ mileage
 广州农商银行 GUANGZHOU RURAL COMMERCIAL BANK	Guangzhou Rural Commercial Bank	GRGRC Credit Card or Deposit Card	Platinum Credit Card: 7 points =1 km CZ mileage Gold Credit Card: 18 points =1 km CZ mileage Credit Card or Deposit Card: 48 points =1 km CZ mileage
 中国农业银行 AGRICULTURAL BANK OF CHINA	Agricultural Bank Of China	Agricultural Bank Of China Kins Credit Card	20 Credit Points = 1km CZ mileage

## **Other Partners.**

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

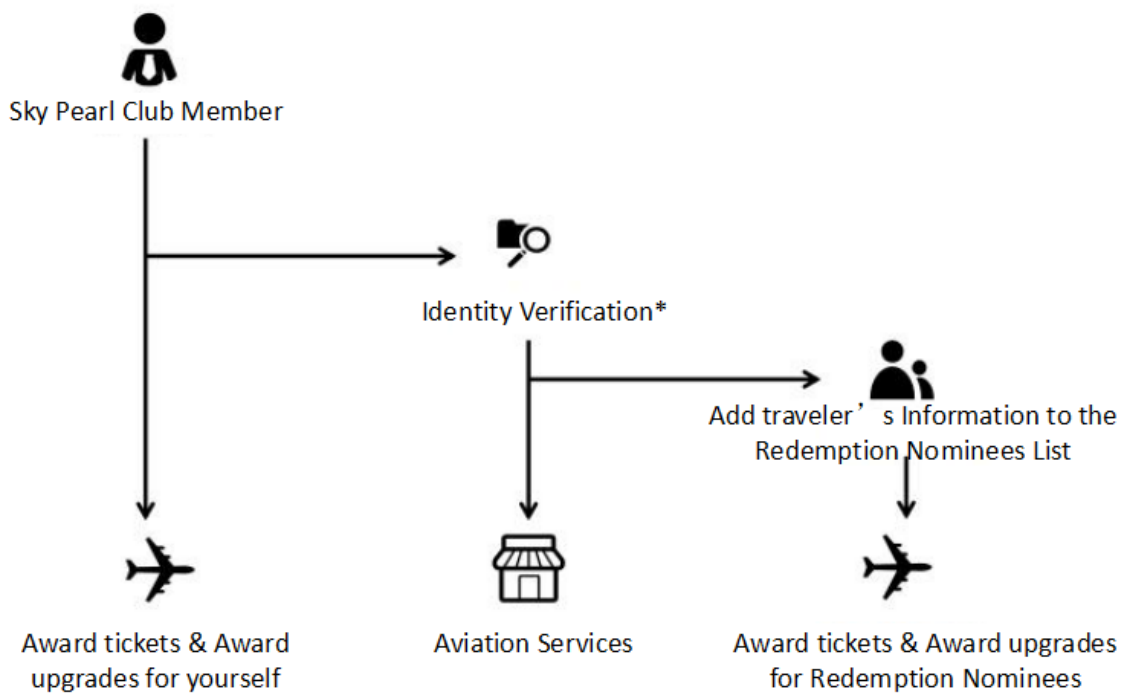


# B

## Redeeming CZ mileage

Where is your worldwide dream destination? Start your journey and use your CZ 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 CZ 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 CZ 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

### 3.Updated award ticket redemption standards from 20 Jul, 2020

Area	Segment (Round Trip)	Economy Class	Premium Economy Class	Business Class	First Class
Domestic	Beijing - Dalian	8000	10000	14000	18000
	Shanghai - Wuhan	8000	11000	14000	18000
	Guangzhou - Nanchang	8000	11000	14000	18000
	Haikou - Shenzhen	9000	11000	15000	18000
	Guangzhou - Guiyang	9000	11000	15000	18000
	Guangzhou - Haikou	10000	12000	16000	18000
	Beijing - Shenyang	10000	12000	16000	18000
	Guangzhou - Xiamen	10000	12000	16000	18000
	Guangzhou - Fuzhou	10000	12000	16000	18000
	Guangzhou - Sanya	10000	12000	16000	18000
	Changchun - Shanghai	13000	16000	-	-

	Guangzhou - Tianjing	13000	16000	-	-
	Beijing - Changsha	13000	16000	-	-
	Shenzhen - Xi' an	13000	16000	-	-
	Shenzhen - Zhengzhou	13000	16000	-	-
	Guangzhou - Shanghai	13000	16000	-	-
	Shenzhen - Shanghai	13000	16000	-	-
	Beijing-Chengdu	14000	16000	-	-
	Beijing - Changchun	14000	16000	-	-
	Guangzhou - Beijing	17000	20000	-	-
	Beijing - Shenzhen	17000	20000	-	-
	Guangzhou - Changchun	17000	24000	-	-
	Guangzhou - Harbin	17000	24000	-	-
	Beijing - Haikou	17000	24000	-	-

	Beijing - Urumchi	18000	24000	-	-
	Beijing - Sanya	18000	24000	-	-
International	Guangzhou - Adelaide	50000	58000	70000	90000
	Guangzhou - Brisbane	50000	58000	70000	90000
	Shenzhen- Sydney	50000	58000	70000	90000
	Guangzhou - Sydney	50000	58000	70000	90000
	Guangzhou - Melbourne	50000	58000	70000	90000
	Shenzhen - Melbourne	50000	58000	70000	90000
	Guangzhou - London	-	-	100000	-
	Guangzhou - Christchurch	-	-	100000	-

Remark: The note of - stands for the class that requires no adjustment

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

### China Southern Airlines Award Upgrade

You can use your Sky Pearl 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 bellow 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→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→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→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→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→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→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	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	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	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	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	80 150 190

ZONE G: Colombia, Ecuador, French Guiana, Guyana, Panama, Peru, Suriname, Venezuela	25	30	50	55	60	65
	40	55	100	100	110	120
	60	70	130	130	140	160
ZONE H: Argentina, Bolivia, Brazil, Chile, Paraguay, Uruguay		25	55	70	70	55
		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	
ZONE J: Algeria, Morocco, Tunisia, Libya				30	30	45
				45	45	75
				60	60	90
ZONE K: Bahrain, Egypt, Iran, Iraq, Israel, Jordan, Kuwait, Lebanon, Qatar, Saudi Arabia, Sudan, Oman, Syria, U.A.E. , Yemen					30	40
					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)

		Economy	Business	First	
I	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.

# C

## Enjoying Sky Pearl Elite Benefits

### Membership Tiers

- The Sky Pearl Club has four membership tiers: CZ Platinum card, Gold card, Silver card and Classic 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	CZ Platinum Card	CZ Gold Card	CZ Silver Card
Elite Qualifying Mileage(EQM)	160,000 km	80,000 km	40,000 km
Elite Qualifying Segments(EQS)	80 designated segments	40 designated segments	20 designated segments

In order to upgrade flight segments and mileage,China Southern plans to introduce a new requirement to elite status qualification in the near future.A number of annual amount spent on CZ will be required in addition to EQS and EQM. For the calculation of EQM and EQS, please refer to “Earning Mileage” and “Terms & Conditions” of this Guide.

## Elite Benefits

Elite Benefits		Contents	Silver Card	Gold Card	Platinum Card
	Ticketing And Booking	Seats Guaranteed	72H Prior To Departure	48H Prior To Departure	24H Prior To Departure
		Priority Standby	Priority	Priority	Top Priority
		Priority Luggage Check	Cardholder Only	+1 Companion	+2 Companions
		Priority Check-In	Cardholder Only	+1 Companion	+2 Companions
		Extra Free Baggage Allowance	10kg/1pc	20kg/1pc	30kg/1pc
		VIP Lounge Access	Cardholder Only	+1 Companion	+2 Companions  (First And Business Class  Lounge Access)

<b>Fixed Benefits</b>	Check In & Airport Service	Priority Security At Selected Airports			✓
		Exclusive Seats For Domestic Flight	✓	✓	✓
		Exclusive Seats For International Flight	✓	✓	✓
	Boarding And Onboard Service	Priority Boarding	Cardholder Only	+1 Companion	+2 Companions
		Upgrades On Boarding Gates	Priority	Priority	Priority
		VIP Shuttle bus At Selected Airports			+2 Companions

		Redemption Nominees Management			Nominee Fast Validation 3 Times Per Year
	Mileage Service	Elite Bonus Miles	15%	30%	50%
		Mileage Extending	√	√	√
		China Southern e-Mall Discount	√	√	√
		China Southern e-Mall Exclusive Section	√	√	√
	After-Sales &	Priority Phone	Priority	Priority	Dedicated

**As China Southern Platinum/Gold/Silver card member, now you could enjoy the Elite Benefits when flying with our Partner Airlines' prime flights or code-share flights with China Southern around the global network.**

China Southern Platinum/Gold Card Member Benefits								
Partner Airlines	Priority Check-in <sup>1</sup>	Extra Free Baggage Allowance <sup>2</sup>	Lounge Access <sup>3</sup>	Priority Baggage Handling	Priority Boarding	Priority Airport Standby <sup>4</sup>	Preferred Seating <sup>5</sup>	Confirmed Full Fare Economy Reservation <sup>6</sup>
Xiamen Airlines	√	√	√	√	√	√	√	√
China Airlines Mmandarin Airlines	√	√	√	√	√	√	√	√
Middle East Airlines	√	√	√	√	√	√	√	√
American Airlines			√					
Aeroflot	√	√	√	√	√		√	
Delta	√	√	√	√	√	√	√	√
Czech Airlines	√	√	√	√	√	√	√	√
Air France-KLM	√	√	√	√	√	√	√	√



China Southern Silver Card Member Benefits						
Partner Airlines	Priority Check-in <sup>1</sup>	Extra Free Baggage Allowance <sup>2</sup>	Lounge Access <sup>3</sup>	Priority Boarding	Priority Airport Standby <sup>4</sup>	Preferred Seating <sup>5</sup>
Xiamen Airlines	√	√	√	√	√	√
China Airlines Mmandarin Airlines	√	√	√	√	√	√
Middle East Airlines	√	√		√	√	√
Aeroflot	√	√		√		√
Delta	√	√		√	√	√
Czech Airlines	√	√		√	√	√
Air France-KLM	√	√		√	√	√

**Notes:**

**1. Priority Check-in:**

1.1 CZ Platinum/Gold/Silver card members enjoy Priority check-in Benefits.

1.2 When flying with MF flight, CZ Platinum/Gold card members can bring one companion together with him/her for Priority check-in. The companion should take the same flight on the same day, or a code-share flight marketed by CZ and operated by MF.

**2. Extra free baggage allowance:**

CZ Platinum/Gold card member, Weight concept: 20kg; Piece concept: 1 piece.

CZ Silver card member Weight concept: 10kg; Piece concept: 1 piece

### 3. Lounge Access

#### 3.1 Lounge access general rules

3.1.1 Lounge access for the CZ Platinum/Gold card member and one guest, when traveling on the same day international flight or domestic flights connecting to/from an international flight operated by a partner Airlines. (More info for MF/CI/AE refer to below 3.2)

3.1.2 The companion bought by Platinum/Gold Card member should travel on a same flight and appear with him/her when requesting to lounge access. (More info for AA refer to 3.3)

#### 3.2 Lounge access for CZ members on MF/CI/AE flight:

3.2.1 CZ Platinum/Gold card member can enjoy Lounge access when traveling on the same day international flights or domestic flights connecting to/from an international flight operated by a partner Airlines, and he/she is eligible to invite one additional guest (traveling on the same flight) to the lounge.

3.2.2 CZ Platinum/Gold card member can enjoy Airlines Self-operated Lounges access when traveling on flights within Chinese mainland or cross-strait flights marketed and operated by CZ/MF/CI or the code-shared flights between CZ/MF/CI, and he/she is eligible to invite one additional guest (traveling on the same flight) to the lounge.

3.2.3 CZ Silver card member can enjoy Airlines Self-operated Lounges access when traveling on cross-strait flights and operated by MF/CI or the code-shared cross-strait flights between CZ/MF/CI.

3.2.4 Airlines Self-operated Lounges are as follows:

Xiamen Air: Xiamen, Fuzhou, Hangzhou, Quanzhou, Tianjin

China Airlines: TaiPei(TaoYuan), Kaohsiung

China Southern: Guangzhou, Beijing (Capital/Daxing), Shanghai(Pudong/Hongqiao), Shenzhen, Chongqing, Zhengzhou, Changchun, Changsha, Dalian, Haikou, Hangzhou, Haerbin, Kunming, Guiyang, Nanjing, Nanning, Shenyang, Shantou, Sanya, Urumqi, Wuhan, Zhuhai.

3.2.5 The companion brought by Platinum/Gold Card member should travel on a same flight and appear with him/her when requesting to lounge access. AE (Mandarin Airlines) coded CI operated flights between TaiPei(TaoYuan/SongShan), Kaohsiung and destinations in Chinese mainland are also applied.

#### 3.3 Lounge Access for American Airlines:

3.3.1 China Southern Platinum/Gold members and flying with any flight marketed and operated by China Southern or American Airlines in any combination in any cabin on the same day or before 6:00 a.m. the following day. Platinum Card member is eligible to invite two additional guests, Gold Card member is eligible to invite one additional guest to the lounge.

3.3.2 Invited guest refers to passengers who are flying with any flight marketed and operated by China Southern or American Airlines in any combination.

3.3.3 China Southern Platinum/Gold card member needs to show the plastic card or the electronic card in China Southern APP, in order to get the lounge access.

American Airlines Admirals Club Lounges
US, Canada: 27 airports - 43 lounges

Hartsfield-Jackson Atlanta International Airport; Austin-Bergstrom International Airport; Nashville International Airport; Boston Logan International Airport; Charlotte Douglas International Airport (2 lounges); Ronald Reagan Washington National Airport (2 lounges); Denver International Airport; Dallas-Fort Worth International Airport (4 lounges); Newark Liberty International Airport; Honolulu International Airport; Houston George Bush Intercontinental Airport; John F. Kennedy International Airport; Los Angeles International Airport (3 lounges); LaGuardia Airport; Orlando International Airport; Miami International Airport (3 lounges);

Chicago O'Hare International Airport (3 lounges); Philadelphia International Airport (4 lounges); Phoenix Sky Harbor International Airport (3 lounges); Pittsburgh International Airport; Raleigh-Durham International Airport; San Diego International Airport; San Francisco International Airport; Santa Ana - John Wayne Airport; St. Louis Lambert International Airport; Tampa International Airport and Toronto Pearson International Airport.

Asia, Europe, Latin American: seven airports - seven lounges

Paris Charles de Gaulle Airport; Buenos Aires Ministro Pistarini International Airport; Rio de Janeiro Airport; Sao Paulo Guarulhos International Airport; London Heathrow International Airport; Mexico City Benito Juarez International Airport and Tokyo Narita International Airport.

4. Priority Airport Standby: Only on prime flight of partner Airlines, not including code-share flights.

5. Preferred Seating: Only on international flights more than 6 hours of partner Airlines prime flights, not including code-share flights.

6. Confirmed Full Fare Economy Reservation: Only on international flights more than 6 hours of partner Airlines prime flights, not including code-share flights. Apply at least 24 hours prior to departure.

7. Please note that the list of Delta Sky Club Lounge that Sky Pearl Gold card member members can access is available on our website.



## 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 CZ I 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 2-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 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 classic 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 classic 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 CZ 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 CZ 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 CZ 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 Platinum Card, Gold Card and Silver Card validity, if an elite member degrades to Classic 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 Classic 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 Classic Card members can register for the CZ 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.;
  - 3.3.1.3 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. Phone: Call customer service hotline: 95539. Provide flight information including name, CZ number, segment, flight No, ticket number, flown class as required. We will submit the reclaim requirement and wait for the Airline Partner to confirm.
- 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 CZ 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), CZ 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.
- 4.5.13 Starting from 1st JAN,2020, Sky Pearl Club members cannot redeem on AM/GA/KQ/MU award tickets. The award tickets redeemed before 1st Jan,2020 should be used within the ticket validity date, if there are refund/change/endorsement requirements, need to be done within 31 Dec,2020

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

- 4.5.14 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 As the name list is set up for the first time, a new nominee list will be valid after 15 days from the modification date; the second time to set up or change of the name list, it will be valid after 30 days. Platinum card members can enjoy the benefit of nominee fast validation 3times per year.
- 4.6.4 Removal from each list is effective immediately.
- 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 Customer Service Call 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 four membership tiers in the Sky Pearl Club program: Platinum card, Gold card, Silver card and Classic 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 classic 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 CZ Platinum card, 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 CZ Elite benefits are available on the flights marketed and operated by China Southern Airlines.
- 5.2.3 CZ Elite Benefits - Lounge Access
  - 5.2.3.1 Platinum card can bring two companion into the lounge, Gold Card Members can bring one companion into the lounge, while Silver Card Members can access to the lounge only for themselves.
  - 5.2.3.2 The companion brought by the Platinum Card or 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, Platinum Card members could enjoy the service as the First And Business Class passengers, Gold Card members could enjoy the service as the Gold Card members, Silver Card members could enjoy the service as the Silver Card members.

## **5.3 Little Pearl benefits**

For children ages 2-11, China Southern Airlines Sky Pearl Club has launched a fun and exciting new membership program - Little Pearl.

### **Benefits for Little Pearl members:**

- 5.3.1 Mileage Accrual
  - 5.3.1.1 When traveling by air, mileage accrual rules applicable to Little Pearl members are the same as those for regular CZ Classic card members.

- 5.3.1.2 When traveling by air, mileage accrual rules applicable to Little Pearl members are the same as those for regular CZ Classic card members.
- 5.3.2 Mileage Redemption  
The redemption rules applicable to Little Pearl FFP members are the same as those as adult members.
- 5.3.3 Others
- 5.3.3.1 Validity Period: There is no validity period set for mileage accrued by Little Pearl members. When Little Pearl members reach 12 years old, their FFP mileage will be automatically converted based on a 36 month period - according to the mileage rules applicable to CZ Classic cards.
- 5.3.3.2 Priority Check-in: Little Pearl members at the age of 6 or below, together with his accompanying adults (up to two), are entitled to priority check-in at Premium Economy Class counters on some domestic routes by presenting the membership card and valid ID documents. If there is no Premium Economy class counters at the airport, Little Pearl members enjoy the same benefits as ordinary passengers.(Applicable Airports: Guangzhou, Shenyang, Beijing, Shenzhen, Harbin, Changchun, Dalian, Wuhan, Haikou, Sanya, Nanning, Guilin, Shanghai Hongqiao, Shanghai Pudong, Xi'an, Zhengzhou, Guiyang, Jieyang, Zhuhai, Chongqing, Nanyang, Kunming, Urumqi)
- 5.3.3.3 Priority Boarding: Little Pearl members at the age of 6 or below, together with his accompanying adults (up to two), are entitled to priority boarding.
- 5.3.3.4 Nominee: Little Pearl members may go through authentication, but nominees cannot be added to the accounts.
- 5.3.3.5 Guardian(s): When registering their Little Pearl membership, child passengers need to associate their accounts with the CSAir membership card numbers of their guardian(s). Only one Guardian card number can be bound to a little pearl member.
- 5.3.3.6 Sky Pearl Elite: Little Pearl members cannot attain the status of CZI Elite. The accrual of qualifying mileage and qualifying segments is inapplicable to "Little Pearl" members
- 5.3.3.7 Voluntary or Involuntary Refunds: The validity period of mileage in case of voluntary or involuntary refunds depends on the age of members. For members ages 2-11, there is no validity period and mileage refund rules are in accordance with the refund rules applicable to SCZ Classic card members.
- 5.3.3.8 Mileage Discrepancy: The flight mileage retro claim of Little Pearl is in accordance with adult membership rules, infant tickets are not acceptable .

## 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 CZ 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.**
- 6.10.5 CHINA SOUTHERN AIRLINES will make every effort to ensure the accuracy of operations along with information issuance , when under certain circumstances,the rights to certain adjustments including but not limited to deduction of miles is reserved by CHINA SOUTHERN AIRLINES COMPANY LIMITED:**

**6.10.5.1 When informations are wrongly displayed due to system malfunctions or other unforeseeable reasons;**

**6.10.5.2 When the related account is verified of improper profit;**

**6.10.5.3 Mileage error caused by other objective factor.**

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, and only use it for accumulation, mileage redemption, participation in membership activities and information operation and management, and to provide members with corresponding services, promotional information and recommendation for routes. If you fail to provide adequate information required, you may have no access to a valid membership or related benefits and services.

6.11.2 China Southern Airlines respects and protects the personal information of all members. According to this Membership Manual, China Southern Airlines will collect the following information from members for membership registration and membership authentication: name, ID number, passport number or other valid identity document number, mobile phone or email address; guardian name, guardian card number (only For "Little Pearl Membership Card").

6.11.3 Members will generate the following personal information due to the services provided by China Southern Airlines, which are used to

maintain, manage member accounts, accumulate mileage and flight segments, send mileage bills, and manage preferential information: Electronic membership card and password, membership card number, membership level, membership Mileage and flight segments, member consumption bills, coupons, member orders, member ticket numbers.

- 6.11.4 China Southern Airlines Sky Pearl Club will collect the following information to enable specific services or functions with the consent of members: Member authentication function: collects the member's facial recognition or bank card information; China Southern Airlines wallet function: collects the member's bank card information; payment function: collects the member's bank card, etc.; China Southern Airlines Mall: collects the member's delivery address and contact information; Care for women during pregnancy and childbirth: collect members' valid medical certificates for pregnancy and childbirth, including but not limited to diagnosis certificates, name, age, pregnancy and childbirth time, etc.; mileage inheritance: collect members' death certificates, marriage certificates, registration information, etc.
- 6.11.5 China Southern Sky Pearl Club will share personal information with third-party companies that cooperate with Sky Pearl Club under the premise of members' consent to provide members with mileage redemption, points/mileage accumulation, parking, airport pick-up, communication, Internet access, catering, business travel, lounge and other membership services. China Southern Airlines Pearl Club only shares members' data with these third parties within the necessary scope, and takes reasonable security measures to ensure members' data security.
- 6.11.6 China Southern Airlines Sky Pearl Club will store members' personal data in China, but if the services selected by members require us to cooperate with overseas partners to provide, we will follow the agreements with other overseas airlines and partners to store your personal data. The information is securely transmitted to overseas partners, so that you can enjoy the points/mileage accumulation, preferential redemption, lounge and other services in the frequent flyer cooperation program of other airlines and partners. We will sign data cross-border transfer agreements with these partners in accordance with the law, and take reasonable security measures to ensure the security of your data.
- 6.11.7 China Southern Sky Pearl Club will host specific online or offline membership activities or preferential promotion plans from time to time (such as: member surveys, membership maintenance, accelerated mileage accumulation, ticket package products, upgrades, lucky draws and etc.), and other activities with third parties. These activities will provide China Southern Airlines members with more discounts or services. China Southern Airlines will send invitations to members through various forms such as emails, text messages or in-app messages/pop-ups or mini-program pop-ups. You can also subscribe and view our activities or discount information on China Southern Airlines' official website. Members can voluntarily choose whether to participate or not after receiving the invitation, but members should know that if they participate in such activities, China Southern Airlines will collect specific information from members to ensure the smooth progress of the activities. If you do not want to participate or want to unsubscribe such information,

you can submit your needs through China Southern Airlines hotline 95539 (Domestic) 86-4008695539 (International) or email 95539@csair.com.

- 6.11.8 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  
China Southern Membership Guide, Version 2022.6