里程有效期 Mileage Validity

请确保您在连续的24个月内，账户内有任一活动记录（包括里程累积与兑换），里程有效期将自账户活动日起自动顺延24个月。

To avoid miles expiring, please ensure that within 24 consecutive months, there must be some activity in your account record (accrual or redemption). Your miles will be automatically extended for another 24 months from the date of the account activity.

里程查询 Check Your Miles Account

◆ 短信查询：会员可根据在金鹏俱乐部登记的手机号码发送短信查询账户信息，短信查询收取基本通讯费。

① 会员卡号查询：编辑短信CXKH发送至10669507；

② 里程积分查询：编辑短信CXJF发送至10669507；

③ 帮助信息查询：编辑短信HELP发送至10669507。

中国电信号码除外。

By SMS: Send us an SMS with your mobile/cell phone. Charge per text：0.1 RMB.

① Check your Membership Number : Edit message "CXKH" and send to 10669507;

② Check your Miles：Edit message "CXJF" and send to 10669507;

③ Help：Edit text "HELP" and send to 10669507;

Except for a number of China Telecom.

◆ 网上查询：登入ffp.hnair.com 进入“会员区”。

Online: Login to "Member" section at ffp.hnair.com

◆ 电话查询：（86-898）950717。

By Telephone: (86-898) 950717

◆ 金鹏通讯：金鹏俱乐部每月以电子邮件的形式发送里程对账单。

Fortune Wings Cub Newsletter: A Monthly Statement will be emailed to members.

里程补登 Retroactive Mileage Claims

◆ 登陆ffp.hnair.com进入“会员区”栏目，点击“网上补登”进行操作。

Login to "Member" section at ffp.hnair.com and click "Mileage Inquiry".

◆ 您可以直接致电金鹏俱乐部服务热线（86-898）950717或到海航各地营业部，提供会员卡号及乘机信息，工作人员将及时为您补登。

Call Fortune Wings Club Service hotline directly at (86-898)950717 or your local Hainan Airlines sales offices, and provide your membership number and flight information. Your mileage will be tracked and credited to your account.

◆ 若补录合作伙伴航空公司的飞行里程，必须提供机票和登机牌复印件。

To claim miles from our partner airlines, copies of your ticket and boarding pass are required.

◆ 补登里程的时限为6个月(从乘机或在合作伙伴处消费之日起计算)。如超过补录期限，将视为您自动放弃。

Missing miles can be claimed within six months (from the date of your flight or your use of our partners’ services or products). Any claims not made during that period will be void.

密码管理 Manage Your Password/PIN

◆ 通过网上入会的会员，初始密码即为您网上入会时设置的密码，您无须更改初始密码即可进行里程查询、网上补登、修改资料及兑换奖励品。

Members who sign up online may continue to use the original password at registration to manage their account, submit a mileage credit claim, update personal profile and redeem miles for awards.

◆ 通过填写纸质申请表入会的会员，当您的入会资料审核通过后，我们将会发送短信或电子邮件通知您卡号和初始密码，您凭初始密码只能进行里程查询、网上补登。请您携带金鹏卡及您有效身份证件原件到大新华航空、海南航空、香港航空、香港快运航空、天津航空、祥鹏航空、西部航空、首都航空各地售票处或金鹏俱乐部机场服务专区更改会员卡的初始密码，便可申请兑换奖励品及修改个人资料。

Members who do not sign up online will receive an SMS or email notifying them of their membership numbers and passwords once their application is approved. You can then manage your account and submit a mileage claim request. If you wish to redeem your miles for awards or update your personal profile, you will need to bring your membership card and personal identification to change your password at any of the offices of Grand China Air,Hainan Airlines,Hong Kong Airlines,Hong Kong Express Airways,Tianjin Airlines,Lucky Air,West Air and Capital Airlines or at our FFP service counters at the airport.

◆ 请您随时关注您的金鹏账户安全，定期修改账户密码，免被不法分子盗取里程，以确保您的权益不受损害。

Please change your password on a regular basis to keep your Fortune Wings account safe.

* 金鹏俱乐部保留随时更改所有标准及规则的权利，请以金鹏俱乐部网站ffp.hnair.com 上的内容为准。

* The Fortune Wings Club reserves the right to change all the policy and rules at any time. The latest information is available on the Fortune Wings Club’s website ffp.hnair.com.

合作伙伴 Partners

航空类 Airlines

大新华航空 GRAND CHINA · 海南航空 Hainan Airlines · HONGKONG AIRLINES 香港航空 · HONGKONG EXPRESS 香港快运 · 天津航空 · Lucky Air 祥鹏航空 · WEST AIR 西部航空 · 首都航空 Capital Airlines · airberlin

银行类 Bank

ICBC 中国工商银行 · 交通银行 · 中国农业银行 · 浦发银行 SPD BANK · 中国建设银行 · 兴业银行 · BEA 东亚银行

酒店类 Hotel

香格里拉酒店集团 SHANGRI-LA · IHG · Jinling Hotels · 北京饭店 · Best Western PREMIER · MERITUS · HILTON HHONORS 希尔顿荣誉客会 · Holiday Inn · 锦江酒店 · Jin Jiang Hotels · 开元酒店集团 NEW CENTURY · REGAL HOTELS INTERNATIONAL · 世纪金源酒店集团 · 7天连锁酒店 · 锦江之星 · 悦堂计划 REWARDS · CANDLEWOOD · INTERCONTINENTAL · 锦江之星 JINJIANG INN

旅行与租车类 Travelling & Renting Cars

HRS.cn · 携程旅行网 ctrip.com · 艺龙旅行网 eLong.com · 锦江旅游 · rentalcars.com · Hertz 赫兹国际租车 · AVIS 安飞士汽车租赁 · DOLLAR RENT A CAR · 永行天下旅游网 www.qtzljy.com

其它类 Others

家家乐购 · 中国移动通信 CHINA MOBILE · 爱康国宾 · myTianHui.com 参加调查赠取豪礼 · 慈铭体检 CIMING CHECKUP · 红黄蓝亲子园 KID'S Learning Center

更多合作伙伴详情及奖励品种类请登陆金鹏俱乐部网站*ffp.hnair.com*。

For more details of partners and awards please log onto the Fortune Wings Club website ffp.hnair.com.

金鹏俱乐部会员服务热线
Fortune Wings Club Membership Services Hotline

86-898-950717

地址：海南省海口市国兴大道7号海航大厦 邮编：570203
Address: HNA Plaza, 7Guoxing Ave., Haikou, Hainan 570203, P. R. China

联系方式 Contact Us

网址 Visit Our Websites：

金鹏俱乐部网址 Fortune Wings Club:ffp.hnair.com
海南航空官方网站 Hainan Airlines: www.hnair.com
海南航空海外网站 Global Website: global.hnair.com
祥鹏航空网站 Lucky Air: www.luckyair.net
天津航空网站 Tianjin Airlines: www.tianjin-air.com
西部航空网站 West Air: www.westair.cn
首都航空网站 Capital Airlines: www.capitalairlines.com.cn
香港航空/香港快去航空网站
Hong Kong Airlines/ Hong Kong Express Airways: www.hkairlines.com

邮箱及电话 By Email & By Phone：

会员邮箱 E-mail: ffp@hnair.com
贵宾会员信箱 Elite Membership Email: vip@hnair.com
会员服务热线/传真 Membership Services Hotline/Fax: 950717
中国大陆以外地区会员服务热线/传真
Membership Services Hotline/Fax outside of Mainland China: 86-898-950717
金鹏俱乐部工作时间Business Hours：
周一至周日08:30-20:00(08:30 to 20:00, Monday through Sunday)
海航24小时订票热线 Hainan Airlines 24-hour Booking Hotline: 950718
中国大陆以外地区海航订票热线
Hainan Airlines 24-hour Booking Hotline outside of Mainland China: 86 898 950718

境外联系方式 Contact Us Overseas：

欧洲24小时订票热线Hainan Airlines 24-hour Booking Hotline in Europe:
0080087689999（适用于匈牙利、比利时、德国、意大利、英国、法国、西班牙、瑞士、荷兰It is available for Hungary, Belgium, Germany, Italy, Britain, France, Spain, Switzerland, Holland）

釜山Busan	0082-514690790
台北Taipei	00886-2-2713 9555
曼谷Bangkok	0066-26795086/26795087
新加坡Singapore	0065-64381161
布鲁塞尔Brussels	0032-2-7533-030/031
柏林Berlin	0049 3031518950
苏黎世Zurich	0041-432448804
莫斯科Moscow	007-499-9730230
圣彼得堡St.Petersburg	007-812-3398888
阿拉木图Almaty	007-727-311-52-72
迪拜Dubai	0097-143-595-000
罗安达Luanda	00244-931168887/931168889
西雅图Seattle	1-888-688-8813
多伦多Toronto	001-905-362-1327

更多境外营业部方式请参考海航官方网站 www.hnair.com
For more information on our overseas contacts, please visit www.hnair.com

金鹏俱乐部会员手册 简易版
FWC Program Brochure



HNA 海航创业20周年 1993-2013

欢迎辞
Welcome to Fortune Wings Club

欢迎您成为金鹏俱乐部会员！金鹏俱乐部是大新华航空、海南航空、香港航空、香港快运航空公司、天津航空、祥鹏航空、西部航空、首都航空共享的全球性奖励计划。金鹏俱乐部汇集了众多的合作伙伴，为您准备了精彩缤纷的礼品。您可以通过搭乘航班、入住酒店、信用卡消费、租赁汽车等途径累积源源不断的里程。当里程达到规定标准时，您可以用账户中的里程为您或您预先设定的亲朋好友免费兑换机票、升舱、酒店住宿、美食及数百种时尚生活用品。

The Fortune Wings Club is the frequent flyer program for Grand China Air,Hainan Airlines,Hong Kong Airlines,Hong Kong Express Airways,Tianjin Airlines,Lucky Air,West Air and Capital Airlines. The Fortune Wings Club features several partnerships to provide you with a wide array of attractive gifts and benefits.You can easily earn miles when you fly with our airline partners, stay at hotels, shop using your credit card, rent cars and many other ways. You can redeem your miles for award tickets, upgrades to the next higher class of service, hotels, meals and hundreds of other awards for you and those persons you have designated in your account profile.



本手册2013年1月生效，将取代以往发放的各种版本简易手册。
This manual printed in January 2013 will replace the current versions.

里程累积 Earn Miles

搭乘航班 Flying

搭乘航班 Flying on	舱位 Class	订座舱位 Booking Fare Class	累积标准 Accrual Rates	升级次数 Qualifying Segments
大新华航空 Grand China Air 海南航空 Hainan Airlines	头等舱 First Class	R/F/A	200% x K	2
		Z	150% x K	1.5
	公务舱 Business Class	C	150% x K	2
		D	125% x K	1.5
		I	100% x K	1
	舒适A舱 Comfortable A Class	I	130% x K	2
		A	125% x K	1.5
	经济舱 Economy Class	Y	125% x K	1.5
		B/H/K/L/M	100% x K	1
		Q/X/(U)/V/E/N/T	50% x K	
	其他舱位 Other Class	W/P/Z/S/G/O/J/N/T	0 x K	0
香港航空 Hong Kong Airlines 香港快运航空 Hong Kong Express Airways	公务舱 Business Class	C/D/J	200% x K	2
		Z	130% x K	1.5
	经济舱 Economy Class	Y	130% x K	
		B/H/K/L/M	100% x K	1
		N/Q/T	50% x K	
		S/X/V	30% x K	
	其他舱位 Other Class	I/R/ E/F /G/O/W	0 x K	0
天津航空 Tianjin Airlines	头等舱 First Class	F	200% x K	2
	公务舱 Business Class	C	150% x K	
	超值头等舱 Super-value First Class	A	125% x K	1.5
	经济舱 Economy Class	Y	125% x K	
		B/H/K/L/M	100% x K	1
		Q/X/W/V	50% x K	
	其他舱位 Other Class	D/E/G/(U)/N/O/P/ R/S/T/U/Z	0 x K	0
祥鹏航空 Lucky Air	头等舱 First Class	F	200% x K	2
	公务舱 Business Class	C	150% x K	
	超值头等舱 Super-value First Class	A	125% x K	1.5
	经济舱 Economy Class	Y	125% x K	
		B/H/K/L/M	100% x K	1
		Q/Q1/X/(U)/V/E	50% x K	
	其他舱位 Other Class	W/A/Z/S/G/O/(U)/R/T/P/D/N	0 x K	0
西部航空 West Air	经济舱 Economy Class	Y	125% x K	1.5
		B/H/K/L	100% x K	1
		M/R/Q/D/X	50% x K	
	其他舱位 Other Class	U/A/E/W/Z/T/I/N/J/V/S/G/O/P	0 x K	0
首都航空 Capital Airlines	头等舱 First Class	F	200% x K	2
	公务舱 Business Class	C	150% x K	
	超值头等舱 Super-value First Class	A	125% x K	1.5
	经济舱 Economy Class	Y	100% x K	
		B/H/K/L/M/M1	100% x K	1
		Q/Q1/X/(U)/E/I	50% x K	
	其他舱位 Other Class	W/V/R/G/O/J/N/T/ Z/P/S/D	0 x K	0
柏林航空 Air Berlin	公务舱 Business Class	J/C/I	150% x K	2
	经济舱 Economy Class	Y	125% x K	1.5
		B/H/K/M/L/V/S	100% x K	1
		P/E/W/N/Q/O/G	25% x K	
	其他舱位 Other Class	X/U	0 x K	0

说明 Notes:

1. 大新华航空、海南航空、香港航空、香港快运航空公司、天津航空、祥鹏航空、西部航空、首都航空统称为海航集团旗下航空公司，共计八家。
   Grand China Air,Hainan Airlines,Hong Kong Airlines,Hong Kong Express Airways,Tianjin Airlines,Lucky Air,West Air and Capital Airlines are the eight (8) affiliated airlines of the HNA Group.
2. 当您搭乘海航集团旗下航空公司实际承运的航班时可累积里程，乘坐专机、国际包机及入会前乘机均不可累积里程。
   You will earn kilometers when flying with any of the eight airlines. Special flights, international chartered flights and flights flown prior to your enrollment in the Fortune Wings Club will not be eligible for mileage accrual.
3. 国内会员乘机后，我们会短信通知您的里程已计入账户中，若未收到短信，请核实金鹏账户中的手机号码是否有误；境外会员乘机后，请您及时登陆金鹏俱乐部网站或致电境外营业部查询您的里程。
   For domestic (China) members, we will send you a Short Message Service (SMS) to notify that your kilometers earned have been credited into your Fortune Wings Club account. If you do not receive the SMS, please check that your mobile number is correct in your Fortune Wings Club membership profile. For overseas members, please visit the Fortune Wings Club website or contact overseas offices to check your account on kilometers earned after you have flown with us.
4. 请确保您订座时的证件类型及号码与金鹏账户中的保持一致，以便里程自动采集。
   To automatically earn Fortune Wings Club kilometers, book your tickets with the same identification information as your Fortune Wings Club membership.
5. “金鹏里程”累积是以公里为单位，以国际航空运输协会（IATA）公布的实际里程（Ticketed Point Mileage）为标准。航距在500公里以上的航段，K为您搭乘航班的飞行距离；航距在500公里以下的航段，K均按500公里计算。
   The Fortune Wings miles are calculated according to IATA TPM (Ticketed Point Mileage). K is the actual miles flown when the flight distance is above 500, and K is calculated as 500 when the distance flown is below 500 miles.
6. 当您搭乘大新华航空及海南航空公司的航班时，Z舱的可累积标准只适用于国内航线；N/T舱位的可累积标准只适用于国际航线；A舱在国际航班中按200%累积，在国内航班中按125%累积；I舱在国际航班中按130%累积，在国内普通航班中按100%累积。
   When you fly Grand China Air and Hainan Airlines, Z class is eligible for mileage accrual on domestic flights only and N/T classes are eligible for mileage accrual on international flights only. The accrual factor of A Class: 200% for international flights, and 125% for domestic flights. The accrual factor of I Class: 130% for international flights, 100% for domestic flights.
7. 按成人钻石头等舱、头等舱、经济舱公布普通票价50%购票的普通儿童票，在R、F、C、Y舱订座时，累积标准按以上相应舱位标准的50%累积。
   Children tickets purchased in R, F, C and Y classes according to 50% of published adults’ ticket price of first and economy classes could earn 50% mileages of the above mileage earning standard.
8. 当您选乘其他合作伙伴航空公司航班时，请在订座、购票、办理乘机手续时出示金鹏卡或提供金鹏卡号。
   Please present your membership card or quote your membership number at the time of reservation, purchase or check-in when flying on other partner airlines.
9. 金鹏会员搭乘柏林航空可累积舱位的航班代码仅限：AB/HG
   When flying with Air Berlin, Fortune Wings Club members can only earn kilometers on AB/HG flights.
10. 请保留登机证，机票副本和合作伙伴账单，直至在里程通知单中显示记录无误。
    Please retain your boarding pass, a copy of your ticket and receipts from program partners until they are recorded correctly in your mileage statement.
11. 请您在合作伙伴处消费时出示金鹏卡或提供金鹏卡号。
    Please present your membership card or provide your membership number for transactions with our program partners.
12. 金鹿卡用户持卡购买海航集团旗下航空公司航班机票的可累积里程舱位仅限于头等舱、公务舱和全价经济舱，累积标准为对应舱位标准的50%。
    Golden Deer Card members may earn Fortune Wings Club miles when travelling in first class, business class and full-fare economy class only. The miles accrual rates are 50% of the normal earning rates of respective class of service.

里程兑换 Redeem Miles

首次兑换资格 Start using your miles

当您金鹏账户中的里程达到3000里程后即可开始申请兑换。

You may start redeeming your miles once you have accumulated a minimum of 3000 miles in your Fortune Wings Club account.

航空奖励品兑奖受益人Redemption Designees For Flight Awards

- 会员兑换航空类奖励品（奖励机票或奖励升舱），账户中的里程除本人使用外，也可以转赠给预设名单中的10名兑奖受益人使用。
  Flight award redemption may be requested for the ten (10) redemption designees in members’ accounts in addition to the member.
- 会员可通过登录海航官网、金鹏俱乐部网站，拨打会员服务热线950717，前往海航集团旗下各成员公司直属售票处、海航境外办事处或者机场柜台进行受益人信息的建立、新增、删除。
  Members can establish, add or delete details of redemption designated individuals by logging on to the official website of Hainan Airlines, the Fortune Wings Club website, calling member services hotline at +86-898-950717, or visiting any ticket office of the eight member airlines of the HNA Group, overseas offices or at FFP member services counters at the airport.
- 2013年3月10日（含）起，首次建立受益人名单，不管是否用满名额，即刻生效。
  Starting March 10th 2013,newly added name list of redemption designees will be valid immediately.
- 非首次新增的受益人，将于申请成功30天后生效（含当天）。
  Name list of redemption designees not added for the first time will take effect 30 days after application.

◆ 航空机票 Air Tickets

金鹏俱乐部会员可兑换海航集团旗下八家航空公司航班机票，兑换的渠道包括：

1. 致电会员热线（86-898）950717；
2. 前往海航集团旗下各航空公司直属售票处或机场柜台，兑换时请出示金鹏会员卡及有效身份证件。

Fortune Wings Club Members may redeem award tickets for any of the eight member airlines of HNA Group. Redemption can be made by:

(1) Calling the hotline at (86-898) 950717 or local call center number.

(2) Visiting a Hainan Airlines office or the FFP member services counters at the airport. Please present your Fortune Wings Club membership card and personal identification.

国内航线奖励机票新兑换标准（2012年9月1日起使用）
Redemption Rates for China–Domestic Award Tickets – Effective for bookings made on or after September 1, 2012

免票类型 Award Type / 兑换标准 Redemption Standard / 兑换区域 Section	经济舱Economy Class		公务舱Business Class		头等舱First Class	
	单程 one way	往返 Round Trip	单程 one way	往返 Round Trip	单程 one way	往返 Round Trip
1–800	8000	14000	11000	19000	14000	24000
801–1200	11000	20000	15000	27000	18000	28000
1201–1600	13000	23000	18000	33000	21000	38000
1601–2000	15000	26000	20000	36000	23000	42000
2001–3000	18000	32000	24000	43000	30000	52000
3001+	28000	50000	38000	68000	45000	80000

国内航线奖励升舱新兑换标准（2012年9月1日起使用）
Redemption Rates for China Domestic Flight Award Upgrades –Effective for bookings made on or after September 1, 2012

免票类型 Award Type / 兑换标准 Redemption Standard / 兑换区域 Section	经济舱(Y、B) 升头等舱 Upgrade To First Class From Economy Class(Y/B)	经济舱(H、K、L、M、Q) 升头等舱 Upgrade to First Class from Economy Class(H/K/L/M/Q)
1–800	4500	7500
801–1200	5500	11000
1201–1600	7500	14000
1601–2000	8000	15000
2001–3000	11000	19000
3001+	18000	30000

国际及地区航线奖励机票新兑换标准（2012年9月1日起使用）
Redemption Rates for International & Regional Flight Award Tickets –Effective for bookings made on or after September 1, 2012

免票类型 Award Type / 兑换标准 Redemption Standard / 兑换区域 Section	经济舱Economy Class		公务舱Business Class		头等舱First Class	
	单程 one way	往返 Round Trip	单程 one way	往返 Round Trip	单程 one way	往返 Round Trip
1–2500	24,000	40,000	35,000	60,000	45,000	75,000
2501–5000	28,000	45,000	40,000	65,000	60,000	90,000
5001–8500	45,000	80,000	80,000	135,000	120,000	185,000
8501–11000	55,000	90,000	90,000	145,000	135,000	205,000
11001+	80,000	135,000	130,000	200,000	160,000	250,000

国际及地区航线奖励升舱新兑换标准（2012年9月1日起使用）
Redemption Rates for International & Regional Flight Award Upgrades –Effective for bookings made on or after September 1, 2012

免票类型 Award Type / 兑换标准 Redemption Standard / 兑换区域 Sectors	经济舱(Y、B)升公务舱 Upgrade To Business Class From Economy Class(Y/B)	经济舱(H、K、L、M)升公务舱 Upgrade To Business Class From Economy Class(H/K/L/M)	公务舱（C、D、I）升头等舱 Upgrade To First Class From Business Class(C/D/I)
1–2500	9,000	18,000	18,000
2501–5000	14,000	24,000	18,000
5001–8500	36,000	55,000	45,000
8501–11000	36,000	55,000	45,000
11001+	50,000	80,000	55,000

备注：Notes

1. 兑奖区域是根据国际航空运输协会(IATA) 公布的航段实际里程(TPM) 划分的，以公里为单位。城市间距离请登陆 ffp.hnair.com查询。
   Flight award redemption sectors are decided according to IATA TPM (Ticketed Point Mileage). Please visit ffp.hnair.com for the TPM between city pairs.
2. 兑换奖励机票标准适用于海航集团旗下八家航空公司实际承运的航班，不包括专机、国际包机及其他航空公司的代码共享航班。
   Redemption for award tickets is limited to flights operated by the eight member airlines of HNA Group, namely, Grand China Air, Hainan Airlines, Lucky Air, Tianjin Airlines, West Air, Capital Airlines, Hong Kong Airlines and Hong Kong Express Airways, excluding special flights, international chartered flights and other code–share flights.
3. 香港航空/香港快运航空将于2013年4月1日起执行全新兑换标准，届时原兑换标准将停用，具体兑换标准请登录金鹏俱乐部网站查询。
   Hong Kong Airlines and Hong Kong Express Airways will implement new redemption standards starting from April 1, 2013, and as of that day the old miles redemption rates will no longer apply. For more information, please visit: ffp.hnair.com.
4. 航距在800公里以上的航段可使用“现金+里程”方式，补差标准调整为：每差100里程，须补足人民币10元；不足100里程，按100里程计。国际及地区航线奖励机票、升舱不可使用“里程+现金”方式兑换。
   “Cash + Miles” are available for a flight distance of more than 800 miles. You may purchase the additional miles required at RMB10 per block of 100 miles. The same fee will be charged for any distance less than 100 miles. “Cash + Miles” cannot be used to redeem for award tickets and upgrades for international and regional flights.
5. 儿童与婴儿兑换标准与成人兑换标准相同。
   Redemption rates apply to both adults and children and infants.
6. 大新华航空、海南航空、祥鹏航空、天津航空、西部航空、首都航空国内航班升舱仅限Y/B/H/K/L/M/Q舱位，国际航班升舱仅限Y/B/H/K/L/M舱位。香港航空及香港快运航空升舱限：Y/B/H/K/L舱位。
   Redemption for upgrades is available only for domestic Y/B/H/K/L/M/Q class and international Y/B/H/K/L/M class when flying Grand China Air, Hainan Airlines, Lucky Air, Tianjin Airlines, West Air and Capital Airlines.Redemption for class upgrades is available only for Y/B/H/K/L class when flying Hong Kong Airlines and Hong Kong Express Airways.
7. 会员须自付奖励机票的离境税、机场建设费或政府的手续费、燃油附加费、保安费、保险费及任何授权法人指定的费用。会员还须自付因使用该奖励机票引起的其他所有开支和费用、索赔或赔偿。
   The issuance of tickets for airline award travel is subject to the passenger being responsible for applicable departure taxes, airport or government handling fees, fuel surcharges, security and insurance charges and any other fees charged by any authorized entity. The passenger shall also be responsible for all other expenses and any other charges, claims or liabilities arising in relation to the use of tickets for airline award travel.
8. 您也可以申请兑换柏林航空奖励机票。
   Members are also able to redeem for awards tickets for Air Berlin.

◆ 其它奖励品 Other awards

1. 除兑换奖励机票、升舱外，我们还为您精心搜罗了丰富多彩的生活奖励品，包括酒店住宿、时尚化妆品、流行配饰、数码产品、旅行产品、商务礼品、飞机模型等，应有尽有，希望得到您的青睐！
   In addition to award air tickets and upgrades, we also offer a variety of lifestyle awards including hotel accommodations, fashion and cosmetics, fashion wear, IT products, travel products, corporate gifts as well as airplane models.
2. 您可以通过金鹏俱乐部网站、金鹏商城网站，拨打会员服务热线950717咨询兑换。
   Members can enquire and redeem other awards by visiting the Fortune Wings Club website, Airshop website or calling member services hotline at （86-898）950717.

贵宾会员 Elite Status Membership

升级标准 Elite Status Qualification Requirements

级别 Elite Status	定级标准（连续12个月内） Qualification Requirements (12 consecutive months)	保级标准（连续24个月内） Renewal Requirements (24 consecutive months)
金鹏金卡	5万里程或40次有效乘机	10万里程或60有效乘机
Elite Gold	50,000 kilometers or 40 flights	100,000 kilometers or 60 flights
金鹏银卡	3万里程或20次有效乘机	6万里程或40有效乘机
Elite Silver	30,000 kilometers or 20 flights	60,000 kilometers or 40 flights

1. 会员的升级或保级里程仅指会员购买海航集团旗下八家航空公司可累积里程舱位航班机票所获取的基础里程，不包括额外奖励里程、会员在合作伙伴处获取的里程和其他任何促销里程。
   Miles count towards elite status membership (or renewed elite status membership) and are based only on qualifying miles (or renewing miles) earned from eligible flights operated by Grand China Air, Hainan Airlines, Lucky Air, Tianjin Airlines, West Air, Capital Airlines, Hong Kong Airlines and Hong Kong Express Airways. Tier bonus and promotional miles earned do not count towards elite membership.
2. 会员的升级或保级次数仅限可累积基础里程的有效乘机次数。其中，乘坐钻石头等舱（国内R舱）、头等舱、公务舱升级次数按2次计算，全价经济舱、舒适A舱（超值头等舱A舱）升级次数按1.5次计算，其他可累积基础里程的舱位升级次数均按1次计算。
   The number of flights that count toward elite status membership (or renewed elite status membership) is the number of qualifying segments. Diamond First Class (Domestic R Class), First Class or Business Class are counted as 2 qualifying segments while full–fare economy class or Comfortable A Class (Super–value First Class) are counted as 1.5 qualifying segments, and other mileage–accruable classes are counted as one qualifying segment.

贵宾会员的专享优惠和服务 Elite Membership Benefits

优惠待遇 Elite Membership Benefits	金卡 Elite Gold	银卡 Elite Silver
额外里程奖励 Extra Bonus Miles	50%	25%
优先订票与候补 Priority Booking and Wait List	是Yes	是Yes
保证经济舱全价票座位 Full–Price Economy Class Ticket Guaranteed	是Yes ①	— —
免费同舱变更 Free same–class ticket change	是（海航国内航班最截前） Yes(before Hainan Airlines domestic flights depart)	是（海航国内航班最截前） Yes(before Hainan Airlines domestic flights depart)
免费退票 Free Refund	是（海航国内航班最截前） Yes (before Hainan Airlines domestic flights depart)	是（海航国内航班最截前） Yes (before Hainan Airlines domestic flights depart)
值机 Check–in	头等舱柜台或贵宾会员专属柜台办理值机并托运行李，可携带一名同航程同行人员Check in at First Class Counters or at Elite Membership Counters. One guest can be invited who is travelling on the same flight	公务舱柜台或贵宾会员专属柜台办理值机并托运行李 Check in at Business Class Counters or at Elite Membership Counters
额外免费行李额 Extra Baggage Allowance	20公斤或 2 件 20kg or 1 piece ②	10公斤或 1 件 10kg or 1 piece ②
休息室候机 Lounge	头等舱休息室休息，可携带一名同航程同行人员 First Class Lounges with one invited guest	公务舱休息室休息 Business Class Lounges
不正常航班服务 Flight Irregularity Services	航班不正常享受头等舱待遇，可携带一名同航程同行人员。 First Class Benefits with one invited guest	航班不正常享受公务舱待遇 Business Class Benefits
专用卡号 Exclusive Card Number	是Yes	是Yes
专用电子邮箱 Exclusive Email	是Yes	是Yes

①在航班起飞前48小时（含）订票,将尽量优先保障座位,但黄金周期间需提前72小时。
Your seats will be guaranteed with preferential treatment if you reserve at least 48 hours before scheduled departure time. But during peak periods, it is essential to reserve at least 72 hours.
②头等舱/公务舱32公斤，经济舱23公斤，三边之和不得超过62英寸。
Restrictions for one additional piece of baggage apply. First Class / Business Class: A maximum of 32kg, Economy Class: A maximum of 23kg. Sum of height, width and length may not exceed 62 inches.

备注：由于各机场的服务条件不同，请以当地机场硬件条件为准。
Notes: Airport services may vary due to local airport facilities.