



∞ Member's Handbook

ROYAL ORCHID PLUS

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Earn Miles Every Day, Every Way With **Royal Orchid Plus**

In the air or on the ground you can earn Royal Orchid Plus miles with the world's best airlines, travel partners, daily spending and more.

Your Royal Orchid Plus card, membership number, and Personal Identification Number (PIN) are the keys to your account. With THAI and airline partners quoting your membership number at reservations or entering when booking online and presenting your card at check-in will help ensure mileage is accurately tracked and credited to your account. With travel partners providing your membership number is also essential to ensure accurate mileage credit.

Your PIN provides you with account security and enables you to manage your account at thaairways.com/rop and access other on-line channels using your preferred device. The best of the world is yours, with Royal Orchid Plus.

Earning Miles

Miles in the air with THAI and Star Alliance airlines are earned according to the fare you pay, the class of service of your purchased ticket, and the distance flown.

THAI and Star Alliance	Actual Miles
First Class	150%
Business Class	125%
Premium Economy Class	110% (on THAI only)
Economy Class	100%
Discounted Economy Class*	Less than 100%

* More information about mileage credit for each booking class, please visit thaairways.com/rop click Earn Miles

Paid fares on all THAI and Star Alliance flights are matched with booking class codes, with full fares earning miles. On Star Alliance airlines designated fares and/or routes may accrue at reduced mileage or do not earn miles.

Reduced or no miles may also occur on code share flights if the ticket is purchased from the Marketing Carrier. Short haul flights may or may not earn minimum miles.

Before purchasing a ticket, check for current mileage accrual information thaairways.com/rop at Earning Miles.

STAR ALLIANCE
THE WAY THE EARTH CONNECTS



ADRIA

Ethiopian የኢትዮጵያ

AEGEAN

EVA AIR

AIR CANADA

LOT POLISH AIRLINES

AIR CHINA

Lufthansa

AIR INDIA

Scandinavian Airlines

AIR NEW ZEALAND

深圳航空
Shenzhen Airlines

ANA

SINGAPORE AIRLINES

ASIANA AIRLINES

SOUTH AFRICAN AIRWAYS

Austrian

SWISS

Avianca

TAP TAP PORTUGAL

brussels airlines

THAI

Copa Airlines

TURKISH AIRLINES

CROATIA AIRLINES

UNITED

EGYPTAIR

Travel Partners

With Travel Partners, miles can be earned around the world. Up to 750 miles can be earned for qualifying stays booked directly with Hotel Partners, substantially more miles can be earned with online booking partners for hotel stays, or points earned in hotel programs can be converted to miles. Up to 500 miles can be earned with Car Rental Partners when paying qualifying rates.

Discounted rates with travel agents, tour packages and online bookings through consolidators and travel sites not affiliated with Royal Orchid Plus often do not qualify for mileage accrual. When booking directly with travel partners, inquire if your paid rate will earn Royal Orchid Plus miles.

Spending using partner cards, credit, charge or debit, can also earn miles directly or with point to mile transfers. Members residing in Thailand, Asia Pacific and many other countries have a variety of partner card issuers to choose from.

In Thailand, purchase of products or services with Lifestyle Partners, dining, spa treatments, shopping and much more can also earn miles.

Miles earned with Travel Partners are not Qualifying miles that determine membership status.

Visit thaairways.com/rop at Earning Miles for current Travel Partner information.

Partners

Hotel Partners



Lifestyle Partners



Car Rental Partners



Financial Partners



Mileage Validity

Miles accrued remain valid for a full 3 years. Miles not redeemed within the 3 year validity expire on a quarterly basis. For example miles earned within the first quarter of 2015, (January - March) and not redeemed will expire at the end of the first quarter of 2018 (31 March). Within each calendar year there are 4 dates on which miles may expire on 31 March, 30 June, 30 September 31 December. Expiring miles, if any, can always be viewed online by accessing your account.

Mileage Credit

There are many reservations systems in use, and your travel agent can always include your Royal Orchid Plus membership number in your booking. When booking on-line directly, be sure to include your membership number. At ticketing, or when reviewing an on-line booking confirmation, check that your name is exactly the same as on your membership card. At check-in, present your plastic or digital card and check that your name and membership number correctly appears on your boarding pass. By ensuring your name and number have been correctly included in your booking, miles will be automatically credited to your account.

Tracking Interruptions

If you change a flight date or time, or miss your scheduled flight, mileage may not automatically track for that flight, or remaining flights in your original reservation. Present your card at each check-in and inform the check-in agent of flight changes and the need for your membership number to be included once again in your booking. Always retain original boarding passes and e-ticket print-outs until mileage appears in your account.





Mileage Claims

Errors do occur and if mileage is not automatically credited, documents are required. All mileage claims must be submitted within 180 days of the activity date.

Flight claims on THAI and Star Alliance airlines can be made on-line thaiairways.com/rop. Enter the required information and if the claim is verified, miles are credited instantly.

THAI and Star Alliance mileage claims that cannot be processed on-line, must include boarding passes and the e-ticket or itinerary print-out, which can be scanned or copied. These documents can then be submitted to your local THAI office or sent to Royal Orchid Plus.

Email : ropsvc@thaiairways.com

Fax : +66 (0) 2545 3300-4

Most Hotel and Car Rental Partners offer an on-line claim service at their website. Visit thaiairways.com/rop at Earning Miles for website addresses.

Claims with partners who do not offer a direct online claim service can be sent by email, fax or post to the Members Service Centre in Bangkok. Claims must include a copy of the detailed hotel receipt or rental contract, and be sure to include your Royal Orchid Plus membership number. Allow 4-6 weeks for all claims to be processed and credited to your account. All mileage claim documents will not be returned to senders.

Each accrual activity can be credited to only one frequent flyer program. Claims for miles that have been credited to another Star Alliance airlines are not eligible for credit with Royal Orchid Plus. Miles also cannot be transferred from one program to another, nor among Royal Orchid Plus accounts.

Keeping in Touch

Via the website at thaiairways.com/rop is the most convenient and easiest way to keep in touch with Royal Orchid Plus. Complete information is at your fingertips and at Manage Your Account you can :

- Monitor your account and submit mileage claims on THAI
- Redeem many Awards instantly
- Update your profile
- Change your PIN / PIN request
- Add names or make changes to your personal Award Nominee List
- Download digital card

You can also opt-in to receive eNews and eOffers that keep you up to date on the latest program news and offers. Take advantage of special Award savings and boost your account balance with bonus miles, all conveniently on-line.

THAI Contact Center

In Thailand the THAI Contact Center is the main contact point for Royal Orchid Plus where you can redeem Awards not yet available on-line, inquire about your account activities or about the program in general.

Royal Orchid Plus Members Service Center

Telephone : 66 (0) 2356 1111

Email : ropsvc@thaiairways.com

Fax : 66 (0) 2545 3300

Post : Royal Orchid Plus
Thai Airways International
P.O. Box 567
Samsennai Post Office
Bangkok 10400 Thailand

The THAI Contact Center provides 24 hour service and the Members Service Centre hours are Monday to Friday from 08:00 - 17:00 hrs. (excluding public holidays). If you reside outside of Thailand your local THAI office can provide assistance during local office hours.





On-line Service Locations

Many THAI Offices around the world are online equipped, providing program and account information and Award ticketing on THAI

Details of online service contact worldwide please visit thaairways.com/rop



Benefits and Recognition

There are 4 tiers of Royal Orchid Plus membership, and the more you fly the more benefits and recognition you'll enjoy with THAI and across the Star Alliance network.

Platinum status is reserved for those who fly very frequently with THAI and exclusively in Royal First Class and Royal Silk Class. Details on attaining and retaining this elite status with THAI can be viewed at thaairways.com/rop

Attaining Silver and Gold Status

Silver and Gold status are attained with Qualifying Miles, the miles earned according to the paid fare, with THAI and Star Alliance airlines, during 2 rolling month period. This is a system automated process whereby on the most recent activity all eligible flights are evaluated for the past 12 and 24 month periods. With each new activity, status is again evaluated during the past 12 and 24 months, ensuring that all eligible flights are counted for attaining either top tier status.

Evaluation Period	Silver Status	Gold Status
12 Rolling months	10,000 Qualifying Miles	- 50,000 Qualifying Miles - 40 international sectors on THAI*
24 Rolling months	15,000 Qualifying Miles	- 80,000 Qualifying Miles

*Excludes sectors flown on G,V,W,L booking classes

Retaining Silver and Gold Status

Evaluations for retaining Silver and Gold status are on a personal calendar year based on the validity of current status. On the date which current Silver or Gold validity commences, for example 01 September 2015, eligible flights are evaluated for the following 12 month period, 01 September 2015 to 31 August 2016, to ascertain if the qualifying threshold is achieved. The same process is done during the entire 24 month period or 2 year of Silver or Gold status validity.





Evaluation Period	Silver Status	Gold Status
12 Month Personal Calendar Year	10,000 Qualifying Miles	- 50,000 Qualifying Miles - 40 international sectors on THAI*
24 Month Personal Calendar Year	15,000 Qualifying Miles	- 80,000 Qualifying Miles

*Excludes sectors flown on G,V,W,L booking classes

Benefits with THAI

- Threshold bonus miles are awarded each time Silver or Gold status is attained or retained.
- Silver and Gold Status members enjoy an additional baggage allowance and priority handling Gold Status.
- The first upgrade is on attaining or retaining Gold status, valid for use throughout the 2 year validity of Gold. The second upgrade is awarded if 50,000 Qualifying Miles are earned in either of the 12 month renewal evaluation period and is valid for 1 year from the date of entitlement.
- Guaranteed confirmed seating in Economy Class. After ticket purchase contact THAI no less than 72 hours prior to scheduled departure.
 - In Economy Class valid on booking class codes Y, B, M with waitlist availability.
 - In Premium Economy Class, Royal Silk Class and Royal First Class valid on booking class codes U, C, D, J, F, A, P.
 - Confirmed seating is given top priority when traveling in Premium classes, with seating guaranteed in Economy Class.
 - Without prior confirmation, guaranteed seating is not possible at check-in.
- Access to THAI Royal Silk Class lounges world-wide.

Status	Threshold Bonus Miles	Priority Check-in, Boarding	Priority baggage handling and additional baggage allowance of kgs.	Up to 2 complimentary round-trip upgrade	Guaranteed seating in Economy Class	Access to THAI Royal Silk Class lounges world-wide with 1 guest
Silver	3,000	-	10 kgs	-	-	-
Gold	5,000	•	20 kgs	•	•	•

Benefits with THAI and Star Alliance Airlines

- Priority reservation waitlisting and airport standby on fully booked flights for Silver and Gold members.
- Gold Status Priority check-in at counters displaying the Star Alliance Gold symbol.
- Gold fast Track, priority security and immigration clearance, at selected airports worldwide
- Priority baggage handling and an additional baggage allowance of 20 kgs. or 1 additional piece of luggage when the piece concept applies, the latter primarily on flights to/from North or South America.
- Complimentary access for Gold members and one guest to Star Alliance lounges world-wide displaying the Star Alliance Gold symbol. A paid ticket, Gold card, and boarding passes for both the Gold member and guest for same-day departing Star Alliance flights are required for lounge access.

Status	Priority reservation waitlisting	Airport standby on fully booked flight	Priority check-in and boarding	Priority Security and Immigration Clearance	Priority baggage handling and additional baggage allowance of kgs.	Access to Star Alliance lounges displaying the Gold symbol world-wide with 1 guest
Silver	•	•	-	-	-	-
Gold	•	•	•	Selected airport	•	•

*Airport standby where permitted by law.

Spending Miles

Royal Orchid Plus miles can be redeemed for a continuously expanding array of Awards. Visit thaiairways.com/rop for complete information on all Awards and promotional Awards that may be available for a limited time only.



Award Eligibility

Award Nominees gives you the freedom to redeem Awards for family, friends or anyone you choose. Only your designated Nominees and yourself are eligible for Awards redeemed from your account, and as the account holder, you must request all Awards yourself.

- Your Award Nominee List may contain up to 5 names.
- Those for who you redeem Awards on a regular basis should be included as Nominees.
- Others who are one time or special Award recipients should be included just before you request the Award.
- Each new Nominee, or changing an existing Nominee, is counted as one entry to your list.
- The name of each Nominee should be entered as it appears in their passport. This is very important for international travel. Any changes due to wrong spelling will also be counted as one entry.
- The birth date and passport or identification number is also required for each Nominee.
- Once your List contains 5 entries, you may change the names of up to 5 Nominees each 12 month period of card status.
- Fees can be paid in miles on-line or in currency/miles at any THAI city office

Location	For Each Name Change
In Thailand	Thai Baht 3,750
In other countries	US \$125 or equivalent in local currency
On-Line	7,500 miles
At THAI city offices	10,000 miles

- Fees for Nominee name changes, up to 5 changes per each 12 month period of card status, are waived for Royal Orchid Plus Gold members.

Service Fees

Royal Orchid Plus service fees can be paid on-line or through THAI city ticketing offices world-wide. In Thailand service fee are payable in Thai Baht (THB) and in all other countries in United States Dollars (USD), or the equivalent amount in local currency. Some service fees can be paid in miles. Changes to Awards that have not been ticketed are not subject to service fees.




Award Changes	Type of Award	Fees in THB / USD / Miles
Flight number or date changes to ticketed Awards (each change)	•THAI Awards – Within Thailand – International •Star Alliance Awards	500 / 16 1,200 / 40 2,850 / 95
Stopovers (each)	THAI – international only	2,850 / 95
Award Re-credit (per ticket)	•Within Thailand •Regional •Intercontinental •Hotel Award	1,800 / 60 3,750 / 125 / 10,000 miles 5,700 / 190 / 15,000 miles 2,850 / 95 / 7,500 miles
Award Nominee Changes (per name)		3,750 / 125 / 7,500 miles or 10,000 miles

Mileage Purchase

If your account does not contain sufficient mileage for the Award you intend to request, up to a maximum of 30,000 miles, or up to 50% of your current account balance per Award can be purchased. Mileage purchase begins at 1,000 miles and increment of 1,000 miles. Your account can be topped-up to redeem an Award for yourself or one of your Award Nominees.


Miles	THB	USD	Miles	THB	USD
1,000	1,200	40	16,000	19,200	640
2,000	2,400	80	17,000	20,400	680
3,000	3,600	120	18,000	21,600	720
4,000	4,800	160	19,000	22,800	760
5,000	6,000	200	20,000	24,000	800
6,000	7,200	240	21,000	25,200	840
7,000	8,400	280	22,000	26,400	880
8,000	9,600	320	23,000	27,600	920
9,000	10,800	360	24,000	28,800	960
10,000	12,000	400	25,000	30,000	1,000
11,000	13,200	440	26,000	31,200	1,040
12,000	14,400	480	27,000	32,400	1,080
13,000	15,600	520	28,000	33,600	1,120
14,000	16,800	560	29,000	34,800	1,160
15,000	18,000	600	30,000	36,000	1,200



Miles can be purchased instantly on-line at thaairways.com/rop and logging onto your account. Or contact THAI world-wide and request the amount of miles you wish to purchase, with payment by credit card or cash.

Payment for miles must be made in Thai Baht in Thailand. Payment in other countries is in USD, or the equivalent in local currency in other countries. At On-Line Service locations, mileage purchases can be credited to accounts instantly. At THAI offices not yet on-line equipped, 3 working days are required for purchased miles to be credited to accounts. Purchased miles are non refundable.

Air Awards



THAI and Star Alliance airlines can take you, or Award Nominees, on Award travel to almost any destination on the planet. With THAI you can redeem upgrades to Royal First Class, Royal Silk Class and Premium Economy Class. Upgrades can also be redeemed with all Star Alliance airlines.



Air Awards on THAI

Choose from one-way or round-trip Award travel, or one-way Mileage Upgrades across the THAI network. Plan ahead, especially during peak travel periods. Award seating is subject to availability. Air Awards on THAI departing from Bangkok and selected international destinations can be conveniently redeemed, booked and ticketed electronically on-line at thaairways.com/rop THAI reservations world-wide are pleased to assist members in redeeming and booking all THAI Awards not yet available on-line.



THAI Award Travel

Reservation and Ticketing Tips and Conditions

- Whenever possible, try and book on-line with instant ticketing.
- You must have enough miles in your account before redeeming. If not, there is the option of Mileage Purchase, or with a partner credit card you can request a point to mile transfer.
- If an international Air Award is not directly between Thailand and a destination stated in the THAI Awards Chart, use the Mileage Chart to calculate the miles needed for the Award.

For example: New Delhi - Bangkok - Hong Kong $1,824 + 1,049 = 2,873$ miles or Zone 3

- All Award travel sectors must be confirmed prior to ticketing.
- Miles are deducted from your account upon confirmation of the Award booking or at ticket issue.
- When booking with THAI reservations, Awards must be ticketed prior to the deadline provided by the reservations agent.
- Applicable taxes and surcharges can be paid by credit card online or with the reservations agent. Your Award redemption is then completed.
- If your ticket is not issued within the allotted time period, your reservation will be cancelled and miles re-credited to your account. Any expired miles in the Award will not be re-credited.
- THAI city ticketing offices with On-Line Service can issue THAI Award tickets instantly, while those THAI offices not yet on-line equipped require 3 working days for ticket issue.
- At a THAI city ticketing office the ticket holder must present a Royal Orchid Plus card or photo identification for ticket pick-up.



Award Changes and Validity

- Award travel, both international and domestic, must be completed within 1 year of the ticket issue date. Prior to ticketing, changes may be made to reservations without a fee,
- For ticketed domestic and international Award travel, flight dates or numbers on the same routing can be changed, travel remains in the same zone, with a fee. No other changes are permitted, but mileage can be re-credited, excluding any expired miles, and subject to a fee. A new Award can then be requested. Travel changes or mileage re-credit after travel has commenced is not permitted.
- Totally unused and valid domestic and international Award tickets can be returned for mileage re-credit, subject to a fee.
- Stop-over fees are non-refundable.
- Any expired miles contained in an Award will not be re-credited.

Award Travel Conditions

- THAI only may issue Award tickets, on-line or at THAI city ticketing offices.
- No stopovers or connecting flights are permitted for Award travel within Thailand.
- International Award travel within zones 1 - 6 allows one stopover at an en-route city in each direction between origin and destination without a fee.
- One open jaw at point of turnaround or origin, within the same zone and direction, or at origin within the same country, is also allowed without a fee. Backtracking is not permitted.
- For international Award travel to/from a destination in Thailand that requires a connecting flight the connection must be on the first available flight on arrival and within 24 hours for no stop-over fee application, for example: London - Chiang Mai via Bangkok. However one stopover during the Award journey is permitted subject to a fee.
- Backtracking is permitted on international award. On intercontinental travel for example SYD - BKK - KUL, a single stop over is permitted at point of turnaround in either direction with a fee. On regional award travel no stop over is permitted at point of turnaround
- All taxes and surcharges associated with Award travel are the responsibility of the member or ticket holder and may be collected at ticket issue or during the Award journey.

THAI Air Awards - One - Way

Zone	Destination (One-Way)	Economy Class	Premium Economy Class	Royal Silk Class	Royal First Class
	Domestic	9,000	11,000	12,000	N/A
	Between Phuket and Chiang Mai	17,500	21,000	28,000	N/A
1	Destinations up to 1,000 miles : Between Bangkok and : Bangladesh: Dhaka Cambodia: Phnom Penh China: Kunming Laos: Vientiane Malaysia: Kuala Lumpur, Penang Myanmar: Yangon Singapore: Singapore Vietnam: Hanoi, Ho Chi Minh City	17,500	21,000	28,000	N/A
2	Destinations from 1,001 to 2,000 miles : Between Bangkok and : China: Chengdu, Guangzhou, Hong Kong, Shanghai, Xiamen India: Bengaluru, Chennai, Hyderabad, Kolkata, Mumbai, New Delhi Indonesia: Denpasar, Jakarta Nepal: Kathmandu Philippines: Manila Sri Lanka: Colombo Taiwan: Taipei	24,500	31,500	38,500	49,000
3	Destinations from 2,001 to 3,600 miles : Between Bangkok and : Australia: Perth China: Beijing Iran: Tehran Japan: Fukuoka, Nagoya, Osaka, Sapporo, Tokyo (Haneda/Narita) Korea: Busan, Seoul Oman: Muscat Pakistan: Islamabad, Karachi, Lahore U.A.E: Dubai	31,500	42,000	52,500	77,000
4	Destinations from 3,601 to 4,800 miles : Between Bangkok and : Australia: Brisbane, Melbourne, Sydney Russia: Moscow	38,500	49,000	68,500	108,000
5	Destinations from 4,801 to 8,000 miles : Between Bangkok and : Belgium: Brussels Denmark: Copenhagen France: Paris Germany: Frankfurt, Munich Italy: Milan, Rome New Zealand: Auckland Norway: Oslo Sweden: Stockholm Switzerland: Zurich United Kingdom: London	49,000	77,000	89,000	129,000
6	Destinations from 8,001 to 12,500 miles : Between Europe and Australia or New Zealand via Bangkok	63,000	89,000	118,000	160,000

*Award seating is subject to availability and aircraft configuration.

THAI Air Awards - Roundtrip

Zone	Destination (Roundtrip)	Economy Class	Premium Economy Class	Royal Silk Class	Royal First Class
	Domestic	15,000	17,500	20,000	N/A
	Between Phuket and Chiang Mai	25,000	30,000	40,000	N/A
1	Destinations up to 1,000 miles : Between Bangkok and : Bangladesh: Dhaka Cambodia: Phnom Penh China: Kunming Laos: Vientiane Malaysia: Kuala Lumpur, Penang Myanmar: Yangon Singapore: Singapore Vietnam: Hanoi, Ho Chi Minh City	25,000	30,000	40,000	N/A
2	Destinations from 1,001 to 2,000 miles : Between Bangkok and : China: Chengdu, Guangzhou, Hong Kong, Shanghai, Xiamen India: Bengaluru, Chennai, Hyderabad, Kolkata, Mumbai, New Delhi Indonesia: Denpasar, Jakarta Nepal: Kathmandu Philippines: Manila Sri Lanka: Colombo Taiwan: Taipei	35,000	45,000	55,000	70,000
3	Destinations from 2,001 to 3,600 miles : Between Bangkok and : Australia: Perth China: Beijing Iran: Tehran Japan: Fukuoka, Nagoya, Osaka, Sapporo, Tokyo (Haneda/Narita) Korea: Busan, Seoul Oman: Muscat Pakistan: Islamabad, Karachi, Lahore U.A.E: Dubai	45,000	60,000	75,000	110,000
4	Destinations from 3,601 to 4,800 miles : Between Bangkok and : Australia: Brisbane, Melbourne, Sydney Russia: Moscow	55,000	70,000	98,000	150,000
5	Destinations from 4,801 to 8,000 miles : Between Bangkok and : Belgium: Brussels Denmark: Copenhagen France: Paris Germany: Frankfurt, Munich Italy: Milan, Rome New Zealand: Auckland Norway: Oslo Sweden: Stockholm Switzerland: Zurich United Kingdom: London	70,000	110,000	130,000	185,000
6	Destinations from 8,001 to 12,500 miles : Between Europe and Australia or New Zealand via Bangkok	90,000	130,000	170,000	230,000

*Award seating is subject to availability and aircraft configuration.

Royal Orchid Plus Mileage Chart on THAI

Bangkok to/from:	Actual Miles	Bangkok to/from:	Actual Miles
Auckland	5,947	Manila	1,363
Bengaluru	1,549	Melbourne	4,568
Beijing	2,057	Milan	5,610
Brisbane	4,520	Moscow	4,391
Brussels	5,747	Mumbai	1,878
Busan	2,304	Munich	5,459
Chengdu	1,186	Muscat	2,830
Chennai	1,379	Nagoya	2,677
Colombo	1,485	New Delhi	1,824
Copenhagen	5,358	Osaka	2,592
Denpasar	1,848	Oslo	5,380
Dhaka	963	Paris	5,858
Dubai	3,046	Phnom Penh	322
Frankfurt	5,584	Perth	3,319
Fukuoka	2,313	Rome	5,499
Guangzhou	1,047	Sapporo	3,148
Hanoi	606	Seoul	2,286
Ho Chi Minh City	453	Shanghai	1,787
Hong Kong	1,049	Singapore	889
Hyderabad	1,500	Stockholm	5,167
Islamabad	2,206	Sydney	4,679
Jakarta	1,444	Taipei	1,555
Karachi	2,310	Tehran	3,406
Kathmandu	1,378	Tokyo (Haneda/Narita)	2,869
Kolkata	1,009	Vientiane	315
Kuala Lumpur	754	Xiamen	1,354
Kunming	784	Yangon	372
Lahore	2,067	Zurich	5,618
London	5,928		

Between HongKong and Seoul 2,869 miles
Between Hongkong and Taipei 511 miles
Between Karachi and Muscat 550 miles

*For THAI Smile operated flightssee Earn miles at thaairways.com/rop



THAI Upgrade Awards

Upgrade Awards are in conjunction with domestic and international paid tickets, and the paid fare with stipulated booking class codes determines the miles required. When paying a discounted international Economy Class fare you can choose between upgrading to Premium Economy Class or Royal Silk Class, with applicable miles (subject to aircraft configuration). With any published Royal Silk Class fare, an upgrade takes you to the pure luxury of Royal First Class. Treat yourself, or one of your Nominees, and enjoy upgraded travel on THAI.

Reservation and Ticketing Tips and Conditions

- Upgrades are valid for domestic and international one-way, one sector confirmed travel.
- After the paid ticket has been issued contact THAI reservations not less than 24 hours prior to scheduled departure to request your upgrade. Award tickets, airline industry or non-revenue tickets are not eligible for upgrading.
- After upgraded travel is confirmed miles are deducted from your account and upgrading is completed in your reservation.
- Should you need to change your flight date, contact THAI reservations and upgraded travel will be applied to your new flight date, subject to availability.
- Should you need to cancel your upgraded travel, again contact THAI reservations and miles will be re-credited, less any expired miles.
- Mileage earned is based on the original paid fare.
- Upgrades are subject to aircraft configuration.
- Any applicable taxes are the responsibility of the ticket holder.
- Upgrades are not valid on STA, SATA, Award, Barter, ID, AD, or other promotional or discounted tickets designated as ineligible by THAI.

THAI Upgrade Awards

Zone	Destinations	Economy Class (Y,B,M) to Royal Silk Class	Economy Class (H,Q,S,T,K) to Royal Silk Class	Economy Class (G,V,W) to Royal First Class	Economy Class (Y,B,M,H,Q,S,T,K) to Premium Economy Class	Economy Class (G,V,W) to Premium Economy Class	Premium Economy Class (U) to Royal Silk Class	Royal Silk Class (C,D,J) to Royal First Class
Domestic	between bangkok and : Chiang Mai, Phuket Krabi, Samui	2,500 UDI	2,500 UDI	2,500 UDI	-	-	-	-
1	Destinations up to 1,000 miles between bangkok and : Bangladesh: Dhaka Cambodia: Phnom Penh China: Kunming Laos: Vientiane Malaysia: Kuala Lumpur, Penang Myanmar: Yangon Singapore: Singapore Vietnam: Hanoi, Ho Chi Minh City	16,000 UY11	20,000 UE11	22,000 UG11	12,000 UEL1	14,000 UGL1	15,000 UUI1	N/A
2	Destinations from 1,001 to 2,000 miles between bangkok and : China: Chengdu, Guangzhou, Hong Kong, Shanghai, Xiamen India: Bengaluru, Chennai, Kolkata, Mumbai, New Delhi Indonesia: Denpasar, Jakarta Nepal: Kathmandu Philippines: Manila Taiwan: Taipei	24,000 UY12	30,000 UE12	27,000 UG12	17,000 UEL2	22,000 UGL2	33,000 UUI2	35,000 UCO2
3	Destinations from 2,001 to 3,600 miles between bangkok and : Australia: Perth China: Beijing Iran : Tehran Japan: Fukuoka, Nagoya, Osaka, Sapporo, Sendai, Tokyo (Haneda/Narita) Korea: Busan, Seoul Oman: Muscat Pakistan: Islamabad, Karachi, Lahore U.A.E: Dubai	36,000 UY13	45,000 UE13	35,000 UG13	20,000 UEL3	28,000 UGL3	25,000 UUI3	40,000 UCO3
4	Destinations from 3,601 to 4,800 miles between bangkok and : Australia: Brisbane, Melbourne, Sydney Russia: Moscow	51,000 UY14	66,000 UE14	56,000 UG14	23,000 UEL4	32,000 UGL4	25,000 UUI4	52,500 UCO4
5	Destinations from 4,801 to 8,000 miles between bangkok and : Belgium: Brussels Denmark: Copenhagen France: Paris Germany: Frankfurt, Munich Italy: Milan, Rome New Zealand: Auckland Norway: Oslo South Africa: Johannesburg Sweden: Stockholm Switzerland: Zurich United Kingdom: London	57,000 UY15	75,000 UE15	70,000 UG15	25,000 UEL5	42,000 UGL5	42,000 UUI5	58,000 UCO5

Star Alliance Award Travel

The ever-expanding Star Alliance network covers 6 continents, from the world's capitals to secluded islands. Star Alliance Awards are for round-trip travel and can be redeemed on a single Star Alliance airline, or on two or more airlines that may include THAI.

- Travel must be on the most direct route possible and return to the country of origin.
- One en-route stopover in each direction is allowed per Award journey. One open jaw at point of turnaround or origin in the same country is allowed.
- Stopovers are not permitted in the country of origin or when traveling within a single country.
- Backtracking is allowed when required by the Star Alliance network for connecting flights only, and stopovers are not allowed when backtracking.
- Mixing of classes is not permitted. When redeeming First Class Award travel, mileage required is applied even if First Class is not operated on some sectors.
- All taxes and surcharges associated with Award travel are the responsibility of the member or ticket holder and may be collected at ticket issue or during the Award journey.
- For Around the World travel the following conditions apply:
 - Travel must be in continuous westbound/eastbound direction and return to the country where travel originated.
 - Award travel is valid for a minimum of 10 days and maximum of 1 year from the date of ticket issue.
 - Maximum 10 stopovers and minimum 3 stopovers, with one single open jaw permitted during the Award journey.
 - One stopover is allowed in any one city with two stopovers in any one country. No stopovers are allowed in the country of origin.
 - Side trips require an additional Award, or a separate paid ticket.
- Star Alliance Award ticket validity and conditions are as per THAI Award travel.



Star Alliance Awards

Zone Definitions

Asia 1:	Bangladesh, Cambodia, Laos, Malaysia, Myanmar, Singapore, Thailand, Vietnam
Asia 2:	Bhutan, Brunei, China South(Cities south of Shanghai), India, Indonesia, Maldives, Nepal, Sri Lanka, Taiwan, Philippines
Asia 3:	China North (Cities north of and including Shanghai), Japan, Korea, Mongolia,
Australia:	Australia, Palau, Papua New Guinea
New Zealand and Oceania:	New Zealand, Cook Islands, Fiji, New Caledonia, Norfolk Island, Samoa, Tahiti, Tonga, Vanuatu
Hawaii:	Guam, Hawaiian Islands, Saipan
Central Asia and Middle East	Armenia, Azerbaijan, Bahrain, Egypt, Georgia, Iran, Iraq, Israel, Jordan, Kazakhstan, Kuwait, Kyrgyzstan, Lebanon, Oman, Pakistan, Qatar, Saudi Arabia, Syria, Tajikistan, Turkmenistan, United Arab Emirates, Uzbekistan, Yemen
Europe and North Africa:	Albania, Algeria, Andorra, Austria, Belarus, Belgium, Bosnia, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark (incl. Greenland),Estonia, France, Finland, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Libya, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Morocco, Poland, Portugal, Norway, Romania, Russia, Slovenia, Spain, Sweden, Switzerland, The Netherlands, Tunisia, Turkey, Ukraine, United Kingdom
North America and The Caribbean	USA (excl. Hawaii), Canada, Cayman Islands, Curacao, Bahamas, Anguilla, Antigua, Aruba, Barbados, Bermuda, Cuba, Dominica, Dominican Republic, Grenada, Haiti, Jamaica, Martinique, Nevis, St. Kitts, St. Lucia, St. Martin, Trinidad and Tobago, Turks and Caicos, Virgin Islands (UK&US)
Central and South America:	Argentina, Belize, Bolivia, Brazil, Chile, Columbia, Costa Rica, Ecuador, El Salvador, French Guinea, Guatemala, Guyana, Honduras, Mexico, Nicaragua, Panama, Paraguay, Peru, Suriname, Uruguay, Venezuela
South and Central Africa:	Angola, Benin, Botswana, Burkina Faso, Burundi, Cameroon, Cape Verde, Central African Republic, Chad, Congo, Djibouti, Equatorial Guinea, Eritrea, Ethiopia, Gabon, Gambia, Ghana, Guinea-Bissau, Ivory Coast, Kenya, Lesotho, Liberia, Malawi, Mali, Mauritania, Mauritius, Madagascar, Mozambique, Namibia, Niger, Nigeria, Rwanda, Senegal, Seychelles, Sierra Leone, Somalia, South Africa, South Sudan, Tanzania, Togo, Uganda, Zaire, Zambia, Zimbabwe

Note: All destinations may not be available on The Star Alliance Network

Star Alliance

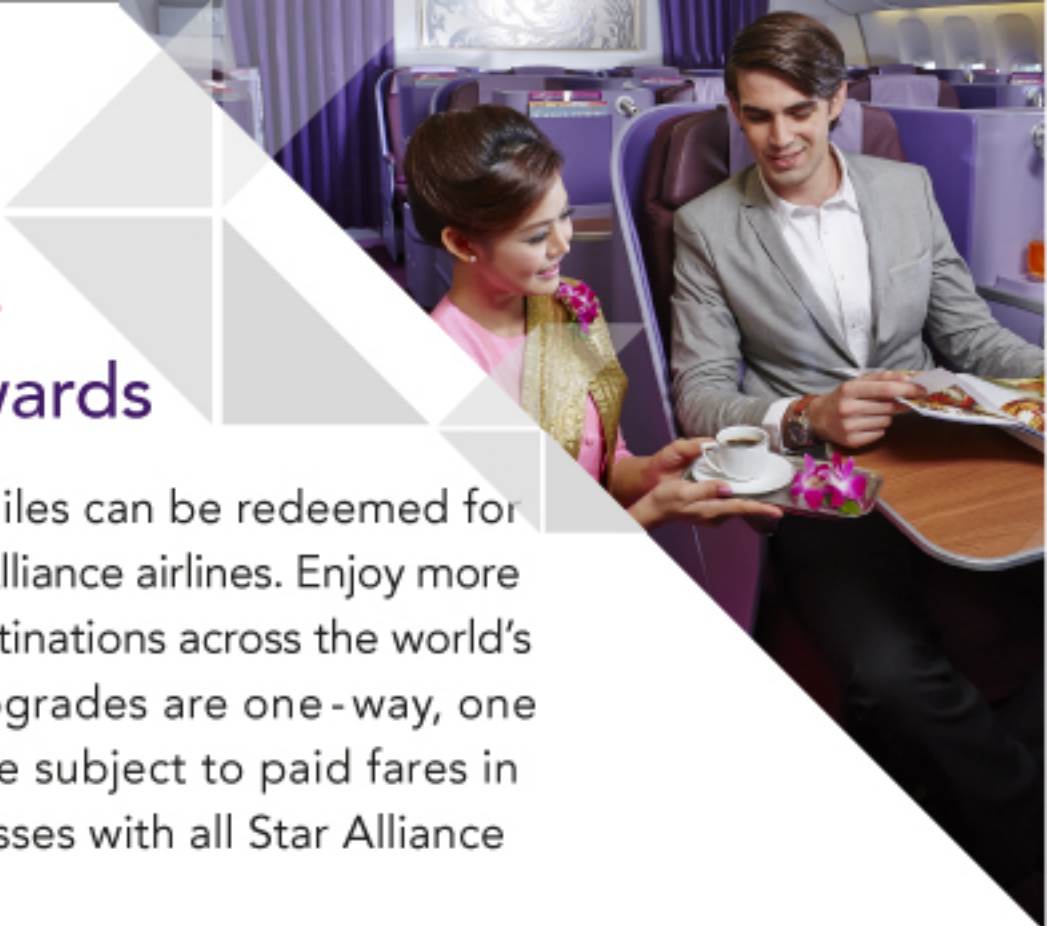
Upgrade Awards

Royal Orchid Plus miles can be redeemed for upgrades with Star Alliance airlines. Enjoy more comfort to more destinations across the world’s largest network. Upgrades are one -way, one sector travel and are subject to paid fares in specific booking classes with all Star Alliance member airlines.



Zone Distance	Economy (Y,B booking classes only) to Business Class	Business Class (C,D booking classes only) to First Class
Up to 1,000 miles	25,000 miles	30,000 miles
1,001 - 2,000 miles	30,000 miles	40,000 miles
2,001 - 3,000 miles	35,000 miles	45,000 miles
3,001 - 4,500 miles	48,000 miles	60,000 miles
4,501 - 6,000 miles	60,000 miles	72,000 miles
6,001 miles and up	70,000 miles	80,000 miles

To redeem a Star Alliance Upgrade Award for yourself, or an Award Nominee, ensure that a valid ticket has been issued, then go to thaairways.com/rop at Redeeming Awards to book online. Upgrades are subject to availability, and on confirmation your upgrade is stored electronically and accepted at check-in.



Hotel Awards

At a wide selection of partner hotels in Thailand and abroad, redeeming a free hotel stay is at your fingertips. A complete list of participating hotels is available at thaairways.com/rop at Spend Miles. Please ensure the correct Award level is redeemed for your preferred hotel.

There are 11 Award levels, beginning from just 12,000 miles and up to 50,000 miles for a one night Award stay with a participating partner hotel. Hotel Awards can only be redeemed online and are delivered by email in the form of an e-Voucher.

A convenient online search functionality is available at Hotel Awards where participating hotels can be searched by country, city, hotel group and miles. Once redemption is completed an e-Voucher will be sent by email and miles are automatically deducted.

Redemption Tips and Conditions

- Hotel Awards can only be redeemed on-line in the name of the member, or for an Award Nominee. Participating hotels can be viewed at thaairways.com/rop and go to Spend Miles.
- Each Hotel Award is valid for a 1 night stay and is issued in the form of an e-Voucher. For 2 or more consecutive night stays, an Award must be redeemed for each night. All e-Vouchers are valid for 1 year from the date of issuance and stays must be completed prior to the expiry date of the e-Voucher.
- Each e-Voucher states the number of miles used and a corresponding Award Code that can be used with any participating partner hotel that accepts the corresponding Award Code.
- Plan ahead for Hotel Award stays as rooms are based on availability and blackout dates may apply. Hotels will require a copy of your e-Voucher at the time of booking. Reservations can be made through the hotel call center or directly with the hotel as indicated in the online contact information for all partner hotels.
- e-Vouchers are accepted for room payments only. All applicable taxes, service charges and expenses incurred during Award stays are the responsibility of the e-Voucher holder.
- Only valid and unused e-Vouchers may be re-credited, less any expired miles, and subject to a fee.



Excess Baggage Awards

When departing from Bangkok only, miles can be used as payment for excess baggage beginning at 10 kgs. over your allotted weight, and for additional increments of 5 kgs. up to a maximum of 30 kgs. At Bangkok airport check-in, at least 2 hours prior to flight departure, determine the amount of excess baggage and go to the THAI ticketing office where miles are instantly deducted from your account, then present the receipt at check-in. Members can also redeem miles for an Award Nominee, however you must also be present at check-in to authorize mileage deduction from your account.

Zone	Destinations	Up to 10 Excess Kgs	Each 5 Kgs More
1	Destinations up to 1,000 miles Cambodia: Phnom Penh China: Kunming Laos: Vientiane Malaysia: Kuala Lumpur Myanmar: Yangon Singapore: Singapore Vietnam: Hanoi, Ho Chi Minh City	4,000	2,000
2	Destinations from 1,001 to 2,000 miles Bangladesh: Dhaka China: Chengdu, Guangzhou, Hong Kong, Xiamen India: Bengaluru, Chennai, Kolkata, Mumbai, New Delhi Indonesia: Denpasar, Jakarta Philippines: Manila Sri Lanka: Colombo Taiwan: Taipei	6,000	3,000
3	Destinations from 2,001 to 3,600 miles China: Beijing, Shanghai Japan: Fukuoka, Nagoya, Osaka, Sapporo, Sendai, Tokyo (Haneda/Narita) Korea: Busan, Seoul Oman: Muscat Pakistan: Islamabad, Karachi, Lahore United Arab Emirates : Dubai	10,000	5,000
4	Destinations from 3,601 to 4,800 miles Australia: Brisbane, Melbourne, Perth, Sydney New Zealand: Auckland	15,000	7,500
5	Destinations from 4,801 to 8,000 miles Denmark: Copenhagen France: Paris Germany: Frankfurt, Munich Italy: Milan, Switzerland: Zurich United Kingdom: London	20,000	10,000

Lifestyle And Promotional Awards

These Awards, that may include subscriptions to lifestyle magazines, spa treatments and more, can be redeemed on-line at thaairways.com/rop at Spending Miles. Be sure to browse from time to time for special promotional Award redemptions.



Mileage Accumulation Rules

1. Miles can be earned on all scheduled THAI, Star Alliance flights except on code share flights with aircraft not operated by THAI or a Star Alliance airline. On airlines which have a joint agreement with THAI, mileage may be accrued on certain flights only.
2. It is the responsibility of each member to state or enter their membership number at the point of reservation, and present their membership card at check-in to help ensure automatic mileage tracking. THAI reserves the right to deny mileage claims when membership information has not been included or presented as required.
3. Members receive mileage credit based on distance between origin and destination, as determined by THAI and/or Star Alliance airlines. When travel is via connecting flights that requires a change of flight number, mileage credit is for each segment. Connecting flights without a change of flight number, including an aircraft change, will receive mileage credit for travel from origin to the final destination.
4. Mileage accumulated on THAI and Star Alliance airlines is determined by the fare paid and the class of service flown. Actual miles flown are earned in: Economy Class - 100%, Premium Economy Class - 110%, Business Class - 125%, First Class - 150%. On international THAI flights on discounted Economy Class fares in T, K, S booking classes earns 75% miles, G booking class earns 50% miles, V, W, booking classes earns 25% of actual miles flown and L class is not eligible for mileage accrual. For THAI domestic flights of less than 500 miles in distance a minimum 500 miles are earned in all paid booking classes. On Star Alliance airlines, discounted fares with designated booking class codes, or designated routes, may be eligible for reduced mileage accrual or may not earn miles. On all upgraded travel, mileage is earned based on the original paid fare. Current information on mileage accrual is available at thaiairways.com/rop at Earning Miles and THAI reserves the right to change, reduce or alter mileage accrual on THAI, or Star Alliance airlines without prior notice.
5. Mileage is accrued only by the member who travels, regardless of who pays for the ticket. Mileage will not be accrued on unused, forfeited, refunded, Award, free, no value, agency/industry, denied boarding, barter, infant fares, unpublished fares and on all non-revenue tickets.



6. Mileage is accumulated solely by the enrolled member and can not be combined with or transferred to the accounts of other members, or combined with or transferred to other Star Alliance or partner loyalty program accounts. Miles cannot be willed as part of an estate or transferred from a deceased member's account. THAI reserves the right to cancel membership, void all mileage credit and cancel previously issued Awards or tickets under any account which is used by more than one person or used fraudulently, with or without prior notice.
7. All travel documentation, including tickets, boarding passes, electronic tickets payment and other payment receipts should be retained until mileage has been credited to accounts.
8. For mileage that is not automatically credited to members accounts, documentation is required: flight ticket copies or electronic ticket payment receipts and boarding passes for eligible flight, payment receipts and/or rental contracts with Partners. Claims can be submitted on-line with THAI and Star Alliance partners or with Partners that offer an on-line claim service within 180 days of the activity date. Mileage claims with scanned required documents can also be emailed to the Member Service Center at ropsvc@thaiairways.com or original documents can be submitted to any THAI ticketing office world-wide within 180 days after the activity date. Successful delivery of all documentation is the sole responsibility of the member.
9. If travel is re-routed or members are transferred to another carrier due to operational reasons on the day of scheduled travel, a claim with required supporting document can be submitted for consideration.
10. Mileage will not be earned for flight cancellations due to conditions that THAI cannot control, and THAI is the final authority for all mileage accrual and credit in the Royal Orchid Plus Program.





Program Terms and Conditions

Membership in the Royal Orchid Plus Program is subject to the following Terms and Conditions. These Terms and Conditions may be revised by THAI at anytime.

1. The Royal Orchid Plus Program is open to any person 2 years of age or older who has a mailing address in Thailand or any country which has not prohibited participation in frequent flyer program.
2. Corporations or other legal entities cannot be enrolled as members.
3. Only one person can be enrolled per Royal Orchid Plus account.
Membership will be listed under the participant's full name in English including title (Mr. Mrs. etc.). The individual's signature or electronic acceptance of Terms and Conditions is required for enrolment and/or name or address changes. (Documentation of legal name change must be attached).
4. To participate in the Royal Orchid Plus Program, the applicant must submit a completed and signed enrolment form to THAI, or enroll on-line at thaairways.com/rop indicating acceptance of the Terms and Conditions of Royal Orchid Plus. THAI has the sole right to interpret and apply Program Rules.
5. Membership numbers and accrued mileage are non-transferable from one program to another or one member to another under any circumstance. Retroactive credit on THAI or participating airline partners will not be given for flights taken prior to enrolment.
6. THAI reserves the right to cease delivery of Royal Orchid Plus Program printed or electronic updates and related materials to any member who does not meet active criteria as determined by THAI.
7. THAI takes no responsibility for any disruption or loss of Program updates or literature when delivering by surface mail or by electronic channels.
8. To attain Silver or Gold membership in the Program members must earn specified Qualifying Miles within either a 12 rolling month period or a 24 rolling month period. Silver status requires 10,000 Qualifying Miles within 12 rolling months or 15,000 Qualifying Miles within 24 rolling months. Gold status requires 50,000 Qualifying Miles within 12 rolling months or 80,000 Qualifying Miles in 24 rolling months. Gold status may also be attained by completing 40 paid international sectors on THAI, excluding travel in G,V,W,L booking classes within a 12 rolling month period. Qualifying miles are defined as actual miles flown, subject to paid fare, on THAI and Star Alliance operated flights, and includes applicable class of service Bonus Miles. All bonus and promotional miles as well as all other partner miles are excluded from membership evaluation.
9. On attaining Gold membership you will receive your Royal Orchid Plus Member's Gold card and related materials. Please allow 3 weeks or more, subject to international delivery period by post offices.
All membership cards are available in digital format and can be downloaded at thaairways.com/rop
10. To retain Silver or Gold status members must earn specified Qualifying Miles within the current 24 month validity of status. For Silver status, 10,000 Qualifying Miles within either 12 month period, or 15,000 Qualifying Miles within the entire 24 month period. For Gold status, 50,000 Qualifying Miles within either 12 month period, complete 40 paid international sectors on THAI, excluding travel in G,V,W,L booking classes, or 80,000 Qualifying miles within the entire 24 month period.
11. After enrolment any stored information relating to membership can be used for THAI, partner and third party marketing or communications purposes to the extent to which the member has consented in their enrolment with Royal Orchid Plus.
12. The Terms and Conditions shall be governed by and construed in accordance with the laws of Thailand. However, some local laws may prohibit participation in frequent flyer Program or require alterations to the rules applicable to the Program. THAI will not be liable when complying with such local laws.
13. Any tax liability arising from the redemption of Awards is the sole responsibility of the member and THAI makes no warranty or representation in relation to such tax liability.
14. Miles are valid for 3 years. Miles accrued in each quarter of any given year, and not redeemed, expire at the end of the corresponding quarter 3 years thereafter. Expiring miles that are not redeemed by the last day in each quarter are void and deleted from accounts.
15. THAI may change the Royal Orchid Plus Program rules, regulations, benefits, conditions of participation or mileage levels, in whole or in part at any time with or without notice, even though change may affect the value of the mileage or Awards already issued. THAI may change or terminate Program partners, withdraw, limit, modify or cancel any Award, increase the mileage required for, or fees associated with any Award, modify or regulate the transferability of Awards or benefits, add unlimited number of blackout dates, or limit the number of seats available to any or all destinations.
16. The selling, purchasing, bartering, auctioning or exchanging of all Royal Orchid Plus Awards, including Award tickets, or miles for compensation is strictly prohibited. THAI reserves the right to withhold or confiscate Award documents, void remaining miles, close accounts, terminate membership, with or without notice, and take legal action in the event of any member found to be conducting a commercial transaction with third parties involving Award or Miles.
17. Thai Airways International and Royal Orchid Plus will not be held responsible for any unauthorized changes of Nominees or be held liable when issuing Awards for designated Nominees.
18. THAI reserves the right to terminate the Royal Orchid Plus Program at any time.

May 2016
SD-003-06