

Benefits according to your loyalty level

The Fidelys Handbook

Even more benefits



Your loyalty program: *Fidelys*

Easier, more practical, and user-friendly

Here is how you join:

- Minimum age is 2
- Pick up an enrollement/application form available in the following locations:
 - In your local **Tunisair** agency or point of sale,
 - In a Fidelys lounge or the **Tunisair** head office,
 - On the **Tunisair** website: www.tunisair.com
 - In the in-flight magazine « La Gazelle »
 - On board **Tunisair** flights
- Please tear off the temporary card containing your identification number
- If you choose to join on-line, please don't forget to print your card (pdf format)
- On your next trip, give your identification number when making your reservation and at check in.
- Please send Tunisair the completed application form, the passenger receipt and other information relating to your first trip, if it occurred within 4 weeks prior to you joining the Fidelys program, or those that are planned and for which you hold a ticket.

To receive your **Fidelys Classic** card please ensure the following:

- ✚ When you make your reservation for your next flight provide your identification number or present your Temporary card at check in,
- ✚ Mail, fax or email all the relevant information for this flight as well as your enrollement application available at your local **Tunisair** agency, or in a **Fidelys** lounge or at the **Tunisair** head office.
 - ✚ A welcome bonus of **3 000 MILES**
 - ✚ A bonus of **600 MILES** if an email address is provided,
 - ✚ A bonus of **600 MILES** if you join on line.
 - ✚ A bonus of **100 MILES** for each of the following information:
 - ✚ Passport number
 - ✚ Nationality
 - ✚ Cell phone number
 - ✚ As well as the miles from the respective flight, all tunisian miles accumulated during four weeks before your enrollement be credited retroactively if you can provide the necessary information³. In order to enable you to benefit rapidly from the Fidelys program, your Fidelys Classic Card and your confidential Pin number will be send to you separately within 4 weeks.
- ✚ As soon as you have received your Fidelys Classic Card you can exchange your miles for the following :
 - ✚ Fidelys Award Ticket
 - ✚ Fidelys Award MCO Upgrade
 - ✚ Fidelys Award MCO Excess baggage

For more information about miles policies , please check www.tunisair.com

1: Qualifying Miles: Miles accumulated after each Qualifying flight with Tunisair and during your first year.

2: Mile: universal unit of measurement for aviation distances, equal to 1609 metres.

3: Once you registered on your first flight with your identification number , you will receive the first credit for the miles according to the following award chart.

Congratulations, and Welcome to Fidelys, You are now a member now !

The Fidelys program differentiates between of three cards:

- ✚ The Fidelys Classic card
- ✚ The Fidelys Silver card
- ✚ The Fidelys Gold card

There respective benefits of each card are the following

Fidelys Classic Card : (first card)

- ✚ Start earn miles with the very first trip,
- ✚ Personal check-in.
- ✚ A **5 kg extra baggage allowance**.
- ✚ Number **3** priority on the waiting list at the airport.
- ✚ Priority baggage handling with your **Fidelys** baggage tag.

Fidelys Silver Card: (second card)

- ✚ Check in at the Privilège (business class) counter.
- ✚ Access to the business class lounge, « Espace Privilège » at Tunis-Carthage airport.
- ✚ A **10 kg extra baggage allowance**.
- ✚ Number **2** priority on the waiting list at the airport.
- ✚ Priority baggage handling with your **Fidelys** baggage tag.
- ✚ **25%** additional Award Miles for each leg travelled.

Fidelys Gold Card: (third card)

- ✚ Check in at the Privilège (business class) counter.
- ✚ Use of the business class lounge, « Espace Privilège » at Tunis-Carthage airport.
- ✚ A **20 kg extra baggage allowance**.
- ✚ Number **1** priority on the waiting list at the airport.
- ✚ Priority baggage handling with your **Fidelys** baggage tag.
- ✚ **50%** additional Award Miles for each leg travelled.

How many Qualifying miles or flights are required to move to the next level?

Change of Status: Moving up a level and buy back of N + 1 to N + ...

Status	Moving from one level to another The first year: Miles / number of flights	Buy-back the same level: From the second year of status Miles / number of flights
Classic Adult Classic Youth	01 qualifying mile	Valid for 36 months or 3 status years
Silver Adult	20 000 qualifying miles / 30 flights	15 000 qualifying miles / 24 flights
Silver Youth	15 000 qualifying miles / 24 flights	13 000 qualifying miles / 20 flights
Gold Adult	40 000 qualifying miles / 50 flights	30 000 qualifying miles / 40 flights
Gold Youth	30 000 qualifying miles / 40 flights	25 000 qualifying miles / 34 flights
Gold Adult redeemed Silver	40 000 qualifying miles / 50 flights	15 000 qualifying miles / 24 flights
Gold Youth redeemed Silver	30 000 qualifying miles / 40 flights	13 000 qualifying miles / 20 flights

N.B : Beyond these levels the member is downgraded to the corresponding level to the number of qualifying miles accrued during the status year or the number of qualifying flights taken during the same period. Eg. A gold member who has accrued during the year the status of qualifying miles less than 30000 miles and more than or equal to 15000 miles or a number of qualifying flights less than 40 flights and more than or equal to 24 Qualifying flights will be downgraded to Silver.

How to earn more miles, more awards and get a Silver or Gold card

It's easy, fast and convenient:

- ✚ Please show your **Fidelys** card when you make your reservation and at check-in for each trip,
- ✚ If you travel with your family with a minimum of 3 members including you can take advantage of the Family Bonus (25% more Award miles per flight),
- ✚ Buy up to 10.000 Qualifying Miles and/or Award Miles per level each status year¹. The following conditions apply :
 - ✚ The Qualifying Miles are credited according to the Mileage Table defined in relation to the distance travelled and the class of reservation. They will also enable you to reach the next card level more quickly.
 - ✚ The Award Miles enable you to take advantage of the Fidelys benefits offered by the FIDELYS award table published by Tunisair available on the website.

Award miles can be purchased:

On line:

- ✚ - Please consult the **Tunisair** web site www.tunisair.com
- ✚ - Provide your identification number, your password or your PIN number and your email address.
- ✚ - Click on "Buy miles" to buy Qualifying Miles or Awards,
- ✚ - choose the type of Miles,
- ✚ - the number of miles (in steps of 1000) are limited 10 000 miles each status year
- ✚ - Please verify the price.

The transaction will be completed after you have entered your bank details.

The confirmation of the transaction from your bank will prove the transfer of Miles to your account and will serve as a voucher in case of being processed within 7 days from the date of the transaction.

At a **Tunisair** agency:

Please provide your identification number, your password or your PIN number.

Indicate the type and number of Miles you wish to purchase and finish the transaction with a payment corresponding to the published price on the website for this date. The Miles purchased are credited immediately.

A MCO voucher form (not valid for transport) will be sent to you and it will serve as a voucher in case of being processed and within 7 days from the date of the transaction.

Family Bonus

- **Fidelys Family** : Families comprising 3 Fidelys members or more, will receive an additional **25% bonus on Award Miles** based on the distance travelled as soon as they make their first scheduled Tunisair flight together at a fare that corresponds with the program's terms and conditions. The bonus will apply to each family member who is also Fidelys member.

Qualifying Miles
&
Fidelys Award Tickets / Award MCO*s
&
General *Fidelys*
Program Terms and Conditions

Qualifying Miles

- ❖ **Qualifying Miles** : Miles earned from each Tunisair qualifying flight at a fare accepted by the program.
- ❖ Qualifying Miles only serve to determine the member's card level (classic and Gold).
- ❖ Miles can be bought by members at price per mile determined by **Tunisair**. This members have a second option to earn qualifying miles, to reach the next card level, and to enjoy even more benefits.
- ❖ Qualifying miles are valid for 12 months (status year). The miles account is back to reset to zero once a new level is reached.
- ❖ The number of Qualifying Miles credited depends on the class of reservation and the market price:

Application of Qualifying Miles

MARKET	Percentage of Miles	25%	50%	100%	150%	200%
Tunisia		F,O,N,S,T	U,Q,H,P,W,L,I, Tariff OG(Y,M)	K,B,M,D,J	Y	C
France		A,F,O,N,S,T	U,Q,H,P,W,L,I, Tariff OG(Y,M)	K,B,M,D,J	Y	C
Italy		F,O,N,S,T	U,Q,H,P,W,L,I, Tariff OG(Y,M)	K,B,M,D,J	Y	C
Spain		F,O,N,S,T	U,Q,H,P,W,L,I, Tariff OG(Y,M)	K,B,M,D,J	Y	C
England		F,O,N,S,T	U,Q,H,P,W,L,I, Tariff OG(Y,M)	K,B,M,D,J	Y	C
Africa	ABJ/DKR/NKC/BKO	F,O,N,S,T	U,Q,H,P,W,L,I, Tariff OG(Y,M)	K,B,M,J	Y,D	C
	CAS	F,O,N,S,T	U,Q,H,P,W,L,I, Tariff OG(Y,M)	K,B,M,J	Y,D	C
	ALG	F,O,N,S,T	U,Q,H,P,W,L,I, Tariff OG(Y,M)	K,B,M,D,J	Y	C
	TIP/BEN	F,O,N,S,T	U,Q,H,P,W,L,I, Tariff OG(Y,M)	K,B,M,D,J	Y	C
Germany		F,O,N,S,T	U,Q,H,P,W,L,I, Tariff OG(Y,M)	K,B,M,D,J	Y	C
Switzerland		F,O,N,S,T	U,Q,H,P,W,L,I, Tariff OG(Y,M)	K,B,M,D,J	Y	C
Belgium		F,O,N,S,T	U,Q,H,P,W,L,I, Tariff OG(Y,M)	K,B,M,D,J	Y	C
Austria		F,O,N,S,T	U,Q,H,P,W,L,I, Tariff OG(Y,M)	K,B,M,D,J	Y	C
Holland		F,O,N,S,T	U,Q,H,P,W,L,I, Tariff OG(Y,M)	K,B,M,D,J	Y	C
Belgrade		F,O,N,S,T	U,Q,H,P,W,L,I, Tariff OG(Y,M)	K,B,M,D,J	Y	C
Portugal		F,O,N,S,T	U,Q,H,P,W,L,I, Tariff OG(Y,M)	K,B,M,D,J	Y	C
Middle East	BEY/DAM/IST/ATH/AMM/CAI	F,O,N,S,T	U,Q,H,P,W,L,I, Tariff OG(Y,M)	K,B,M,J	Y	C,D
	KWI/BAH/DXB/JED	F,O,N,S,T	U,Q,H,P,W,L,I, Tariff OG(Y,M)	K,B,M,J	Y	C,D

MILEAGE TABLE

Type	Mileage Table (OW)		Type	Mileage Table (OW)	
Cities	To & From (MIR-TBJ-SFA) MILES	To & From (DJE-TOE) MILES	Cities	To & From (MIR-TBJ-SFA) MILES	To & From (DJE-TOE) MILES
ABIDJAN	2400	-	ISTANBUL	1000	-
ALGER	500	-	JEDDAH	2000	-
AMMAN	1500	-	KUWAIT	2300	-
AMSTERDAM	1100	-	LISBON	1000	-
ATHENS	800	-	LONDON	1100	-
BAHRAIN	2500	-	LUXEMBURG	1000	-
BARCELONA	600	-	LYON	700	900
BELGRADE	800	-	MADRID	800	-
BENGHAZI	700	-	MILAN	600	-
BERLIN	1100	-	MARSEILLE	500	700
BEIRUT	1500	-	MUNICH	800	1000
BAMAKO	2000	-	NICE	500	700
BORDEAUX	800	-	NOUAKCHOTT	2000	-
BRUSSELS	1000	1200	NANTES	1000	-
CAIRO	1300	-	ORAN	600	-
CASABLANCA	1000	-	PARIS	1000	1100
DAMASCUS	1500	-	ROME	500	600
DAKAR	2300	-	STRASBURG	800	1000
DUSSELDORF	1000	1200	TRIPOLI	500	-
DUBAI	2500	3000	TOULOUSE	700	-
FRANKFURT	1000	1100	VIENNA	800	-
GENEVA	700	900	ZURICH	700	900
HAMBURG	1200	1400			

NB: Mileage table (OW) : Full fare eco class Y = 150 % - Business Class C = 200 %

The attribution of miles depends on: the distance travelled and the class of reservation (see Miles Attribution table)

How to turn your Fidelys Award miles into Award tickets, MCO upgrades, or MCO excess baggage allowance

- Each *Fidelys* member has a personal account to which miles are credited to. Miles earned by members will be credited to his/her account regardless of who pays for the ticket. (Flights using an Award ticket do not)
- As soon as your qualifying miles, are credited to your account you can use your Fidelys Award miles to get an Award ticket, MCO upgrade or an MCO excess baggage allowance.
- The conversion of earned miles have to be done according to the Miles Award Table, the type of operation and the sales conditions.
- Members may pass on the Award ticket to any other person.
- The subscriber cannot use two accounts to acquire an Award ticket, an MCO upgrade or a MCO excess baggage allowance.
- Miles cannot be used in combination with cash to obtain an Award ticket.
- Miles cannot be transferred to a third person for the purpose of a payment of a MCO upgrade or excess baggage allowance.

FIDELYS AWARD TABLE

Type	Award tickets Class « X » (OW)	Upgrade Award CLASSES : B / M / K / Y (OW)	Excess Baggage Award (OW)	Type	Award tickets Classe « X » (OW)	Upgrade Award CLASSES : B / M / K / Y (OW)	Excess Baggage Award (OW)
CITIES	Miles From or to Tunisia	Miles From or to Tunisia	Miles/kg From or to Tunisia	CITIES	Miles From or to Tunisia	Miles From or to Tunisia	Miles/kg From or to Tunisia
ABIDJAN	24000	5000	1000	ISTANBUL	10000	3000	400
ALGER	5000	2000	200	JEDDAH	20000	5000	800
AMMAN	15000	4000	600	KUWAIT	23000	5000	800
AMSTERDAM	11000	3000	400	LISBON	10000	3000	400
ATHENS	10000	3000	400	LONDON	11000	3000	600
BAHRAIN	25000	5000	1000	LUXEMBOURG	10000	3000	400
BARCELONA	6000	2000	200	LYON	5000	2000	200
BELGRADE	10000	3000	400	MADRID	10000	3000	400
BENGAZI	6000	2000	200	MILAN	6000	2000	200
BERLIN	11000	3000	400	MARSEILLE	5000	2000	200
BEIRUT	15000	4000	600	MUNICH	10000	3000	400
BAMAKO	20000	5000	800	NICE	5000	2000	200
BORDEAUX	10000	3000	400	NOUAKCHOTT	20000	5000	800
BRUSSELS	10000	3000	400	NANTES	10000	3000	400
CAIRO	15000	4000	600	ORAN	6000	2000	200
CASABLANCA	10000	3000	400	PARIS	10000	3000	400
DAMASCUS	15000	4000	600	ROME	5000	2000	200
DAKAR	23000	5000	800	STRASBOURG	10000	3000	400
DUSSELDORF	10000	3000	400	TRIPOLI	5000	2000	200
DUBAI	25000	5000	1000	TOULOUSE	6000	2000	200
FRANKFURT	10000	3000	400	VIENNA	8000	2000	400
GENEVA	5000	2000	200	ZURICH	10000	3000	400
HAMBURG	15000	3000	600				

NB: FIDELYS AWARD TABLE (OW) : Economy class "X" = 100% - Business class "Z" = 200%

To keep track of your transactions Tunisair will send you regular account statements regularly

Monthly electronic account statements:

- Your electronic statement which will be send to you each month contains all the necessary information to keep track of your account. The statement will show your account balance, the number of qualifying flights, as well as any movements of the month.
- You can also check your account or receive more information from your local **Tunisair** agency or directly from the Tunisair website: www.tunisair.com

The 6 monthly account statement sent by mail: It lists the movements on your account over the last 6 months and will show your account balance.

Useful Information:

To obtain a Fidelys Award ticket, an MCO upgrade award, or MCO excess baggage award:

Contact your local **Tunisair** sales office or call the CALLCENTER dialling **70.838.111** to make a booking

- **Award Ticket:** Depending on seat availability in class **X** (Economy Class) or **Z** (Business Class), you can buy your Award ticket at any **Tunisair*** sales office or even via the **Tunisair** website.
- **MCO Award:** Upgrades depend on seat availability on the respective day.

Have a good trip and thank you for your loyalty.

*:Taxes are due for the member.

Fidelys Program - General Terms and Conditions

Fidelys Regulations

- Eligibility
- Opening an account
- Terms of use and definitions
- General Information
- **Card usage**
- **Earning Miles**
- **Redeem Miles**
 - **Award Ticket**
 - **Taxes, additional charges and fees**
 - **MCO Award**
 - **MCO Upgrade Award**
 - **MCO Excess Baggage Award**
 - **Other awards**
- **Change of status**
- **Complaints**
- **Personal Data Protection**
- **Rights and Responsibilities**
- **Violation of the terms and conditions**

Fidelys Program – General Terms and Conditions

The Fidelys program is designed for Tunisair's frequent flyers. It aims to reward loyal customers by awarding them miles in the Fidelys program which they can spend according to the following conditions.

Fidelys Conditions and Regulations :

- The general Terms and conditions apply to the contract of membership for Fidelys members within the framework of the Fidelys program and are subject to modification without notice. The most recent version is available on the Tunisair website: www.Tunisair.com.
- By requesting Fidelys membership, any persons signifies that he/she has read, understood, and accepted the General Terms and Conditions.

Eligibility: the **Tunisair** loyalty programme is open to anyone over the age of 2, travelling on individual fares and not receiving special industry rates.

Opening an account : An application always start at a **Tunisair** sales point (website, agency or the Fidelys lounge) and it completed with a membership application from including details of travels with Tunisair in the previous month. The applicant will receive a **Fidelys Classic** card within 4 weeks and a confidential **PIN** number.

The following bonus miles are awarded as soon as an account is activated:

- ✚ Welcome Bonus of **3 000 Miles**
- ✚ Bonus of **600 MILES** if an electronic address is provided,
- ✚ Bonus of **600 MILES** for online subscription,
- ✚ Bonus of **100 MILES** for each of the following pieces of information:
 - ✚ Passport number
 - ✚ Nationality
 - ✚ Cell phone number

Miles from all Tunisair trips undertaken in the 4 weeks prior to joining Fidelys will be credited after handing on the relevent documents.

Definition of Terms:

- ❖ **Fidelys:** Name of the loyalty program of **Tunisair**. A member earns miles by travelling on TU flights and can exchange these miles for award tickets and other awards.
- ❖ **Tunisair:** Tunisian airline company, under Tunisian law whose head office is at Boulevard du 7 Novembre 1987, 2035, l'Ariana, Tunis, Tunisia.
- ❖ **Member :** A person meeting the requirements of the **Tunisair** Fidelys program and whose name and identification number figure on the card.
- ❖ **Card:** **Fidelys** card issued by **Tunisair**.
- ❖ **ID:** Identification number of a Fidelys member which equals the corresponding Fidelys account.
- ❖ **Password:** Secret access code for the **Tunisair** website : www.tunisair.com enabling a member to consult his/her view, change the profile or make a complaint.
- ❖ **Confidential PIN number:** a confidential access code for each member, it authorises the redeeming of miles at agencies and it prevents the misuse of cards. The member is warned not to pass on the password to a third party. If a **PIN** is forgotten, please contact the manager of your local **Tunisair** agency, the **Fidelys** lounge, the **Tunisair** head office or go to the website.
- ❖ **Awards:** A flight ticket or an MCO award for Excess baggage or Upgrade are the rewards offered by the loyalty program in exchange for the accumulated miles according to the mileage table and the award table.
- ❖ **Miles :** Award Miles and Qualifying Miles. The Mile is the unit of measurement for distances travelled, **1Mile = 1.609 km**
- ❖ **Qualifying Miles:** Miles earned on a Tunisair flight at an accepted rate. The Qualifying miles are used only to determine the card level (Classic/Silver/Gold). Miles can be bought by the member for a price per mile determined by **Tunisair**. **Tunisair** offers another alternative for earning miles in order to move up a level and enjoy more benefits. The Qualifying Miles are valid for one year. The account is reset to zero at each new level.
- ❖ **Award Miles :** Qualifying miles converted into Award Miles and other advantages offered by the program (Status Bonus, family bonus). The Award miles can also be purchased at a price per mile determined by **Tunisair**. **Tunisair** offers another alternative for earning miles in order to move up a level enjoy more benefits. The Qualifying Miles expire after 36 months if the member has not travelled during this period.
- ❖ **Bonus:** Award miles offered by the program.
- ❖ **Benefits:** products, services and arrangements offered periodically and available to each member according to the level of membership.

- ❖ **Status or Level:** refers to the level of membership a member is grouped into following a period of 12 months from date of joining/ to the accumulation of number of Qualifying miles relative to the next level/ to the end of the 12 month period/ to the acquisition of the number of Qualifying miles necessary to reach the next level.
- ❖ **Classic Status:** First level on the activation of the account.
- ❖ **Silver Status:** Second level according to the program's terms and conditions and which **Tunisair** has the right to modify the parameters for promotion, buy back and demotion at any time.
- ❖ **Gold Status:** The highest level which can be reached after the Silver level according to the terms and conditions of the Fidelys program and for which **Tunisair** has the right to modify the parameters for promotion, buy back and downgrade members at any time.
- ❖ **Qualifying Flights:** Refers to the flights made during the course of a year with a fare accepted by the Fidelys program.
- ❖ **Qualifying Mileage Table:** is the table that shows the Qualifying miles sorted by destination. **Tunisair** defines the miles earned relevant to the distance travelled and the fare paid. **Tunisair** has the right to modify the parameters and conditions of the table at any time.
- ❖ **Award Table:** is the table that shows the number of miles required for an award flight, upgrade or excess baggage allowance for each destination. **Tunisair** has the right to modify the parameters and conditions of the table at any time.
- ❖ **Status year:** The period of 12 months from the date of a level reached and during which the member can benefit from the program.
- ❖ **Card validity:** is the date indicated on the card. It covers the year in each level plus a month during which the member can benefit from all the advantages offered at his/her level.
- ❖ www.tunisair.com : **Tunisair**'s official website which provides all the information and the terms and conditions of the program.
- ❖ **Young Member:** Program members aged between 2 and 24 . These members are subject to certain conditions providing more flexibility for special fares and miles purchase options.
- ❖ **Family Membership:** A member travelling with two or more family members who are also in the Fidelys programme can benefit from the Family Bonus.
- ❖ **Family Bonus:** 25% more miles are being credited. The family bonus is awarded to each member travelling in a group where at least three Fidelys members take the same flight.
- ❖ **Member profile:** refers to the personal information provided by the member at the time of enrollement. By entering THE identification number, password and email address the member can access his/her profile on the **Tunisair** website and update the information or change their passwords and even the PIN number.

General Information:

I- CARD USE:

- ❖ The card signifies an agreement between **Tunisair** and the person who signs the membership application.
- ❖ The card is the property of **Tunisair** and must be returned at Tunisair's request and/or when the contract is terminated.
- ❖ The **Fidelys** card is not a credit card.
- ❖ The card is individual and reserved exclusively for use by the **Fidelys** member whose name shows on the card.
- ❖ The card is valid until the expiration date which shown on the card.
- ❖ The card is received once the required number of Qualifying miles or number of flights are taken within the course of a year. The number of Qualifying miles or Qualifying flights appears on the member's account statement.
- ❖ In case of loss or theft of the card, the member is urged to notify **Fidelys** immediately an order to get a new card. In any event, **Fidelys** can not be hold accountable for fraudulent use of the card.

II- EARNING MILES:

- ❖ Only individual members are eligible to earn miles; each member must provide his/her name and membership number (exactly as it appears on the card if he/she has one) at the time of booking and when using **Tunisair** services.
- ❖ The miles are not credited automatically to a member's account unless their identification number is provided at reservation and/or check-in. Miles not automatically credited can be claimed by the member within a period of 6 months after the flight date if the relevant information is provided to **Fidelys** via the website, a **Tunisair** agency, or the **Fidelys** lounge. After 6 months requests will not be accepted anymore.
- ❖ If a member has not earned any Qualifying Miles 36 months **Tunisair** reserves the right to cancel award miles and the cancel the membership. It is the member's responsibility to check the date of expiration of their Award miles.
- ❖ Members cannot receive Qualifying Miles if the name provided at reservation does not correspond to the name on the card or if incomplete information is received at the time of booking.
- ❖ Qualifying miles are accumulated in relation to the class of reservation and ticketed and not the class of travel actually taken. The **Fidelys** member must book a trip to earn Qualifying Miles.

- ✦ It is each member's responsibility to check that the Qualifying Miles and Award Miles are credited correctly on account. Accounts can be checked online at www.tunisair.com. Any missing miles must be claimed.
- ✦ The accumulation of miles (in order to convert them to awards) is only possible on Qualifying flights and dependent on THE class of flight on **Tunisair**.
- ✦ Miles can only be credited once per flight and per member, regardless of the number of seats reserved. Miles are only credited to the account of the member flying and never to a third person.
- ✦ Miles earned by a member flying with **Tunisair** are credited to his/her account regardless of whether he/she purchased the tickets, under the condition that the member has provided his membership number at the reservation and/or at check-in .
- ✦ In the event of a member being rerouted by **Tunisair** on a flight with another airline if the initially reserved flight would allow to earn miles, the member has the right to claim these miles on line at www.tunisair.com. **Tunisair** will correct the account for the corresponding miles. It may be necessary to forward details of the itinerary (especially boarding passes and passenger receipts) to your local **Tunisair** sales office to claim these miles.
- ✦ Members get a personal account to which earned miles are credited. Neither the miles nor the accounts can be transferred, entailed, sold or combined with the account of another person whether a member or not. Miles are not the property of a member.
- ✦ Miles cannot be cashed in. Miles cannot be sold. **Tunisair** has the right to legally pursue in case of fraudulent actions committed.
- ✦ **Tunisair** can debit the account of a member for miles which were credited by error.
- ✦ Active members will regularly receive a statement of account and other information concerning the **Fidelys** program. **Tunisair** reserves the right to change the frequency of the dispatch of these statements at its discretion.
- ✦ Members can check their account for Award Miles and Qualifying Miles as well as for the number of Qualifying flights made on the **Tunisair** website or via another sales office or **Fidelys** office at **Tunisair** Head Office. To do this the member must provide his identification number and password as well as an email address for all website consultations.
- ✦ **Tunisair** has the right to cancel, suspend or refuse access and/or change a benefit offered by the program at any time.

Miles are credited on the member's account according to terms and conditions and they are subject to the following conditions and restrictions:

- Miles are credited on the fares and flights taken in consideration of the accumulation of miles for each trip paid in total and travelled. **Tunisair** has the right to exclude entirely or partially certain fares, legs and categories of travellers of the **Fidelys** program without notice and with immediate effectiveness.
- Miles are credited on the basis of class of services duly paid for the flight. **Tunisair** designates flights and fares, taking into consideration the accumulation of miles and has the right to revise any time and with immediate effect.
- Miles will not be credited for unused tickets or coupons, expired tickets or reimbursed tickets.

Tunisair offers its members the opportunity to buy Qualifying miles and Award miles at Sales offices or from the website: www.tunisair.com in sets of 1000 and no more than 10,000 miles per year of level.

Tunisair reserves the right to modify the price without notice and effective immediate effectiveness. The retained price the one that appears on the official **Tunisair** website on the day of the transaction. An MCO fees, bought Award Miles or Q miles will be delivered to the member at the end of each transaction, the miles bought are instantly credited to the account and the corresponding level will be attributed in the following 7 days. Any abnormality must be reported by the member by using Correction Request within 7 days after travel.

Tickets at preferential rates issued by agencies for industry professionals in the tourism sector as well as airline personnel do not have the quality to earn miles. Flights taken using Award Miles (including awards or benefits in Business Class) cannot be accumulated. Infant fares can not earn miles.

III- EXCHANGING MILES:

Awards : A member can exchange miles for awards on condition that his /her account has sufficient credit and that the requested awards are available. The awards are available only on flights and destinations operated by **Tunisair**.

Award offers and the number of miles required for each of them are published in the mileage table. Two accounts cannot be combined to buy an award. **Tunisair** Award list consists of award tickets, MCO upgrade and excess baggage. An awards are available **Tunisair's** sales offices.

The Award Table is available at **Tunisair** sales offices, on the website and in **Fidelys** offices. **Tunisair** has the right to modify this table at any time. **Tunisair** reserves the right to modify the conditions of awards in particular the number of miles required and to take certain awards out of the award portfolio program awards without notice and with immediate effectiveness.

Award Ticket: The award ticket can be requested by a qualified member at **Tunisair's** sales offices or under the **Tunisair** website and on condition that identification number and PIN number are provided.

Fidelys member only can request an award ticket in exchange for miles from their account, unless the member requests a ticket for someone else.

The Awards Table increases the Award Miles by 50% for all Award Ticket issued in the following periods:

- Fidelys Classic (Adult or Young) : 14 days before the flight date.
- Fidelys Silver (Adult or Young) : 07 days before the flight date.
- Fidelys Gold (Adult or Young) : 72 days before the flight date.
- The Award ticket reservation must be made for a specific class « **X** » for a reservation in Economy class and « **Z** » for a business class reservation.
- Award tickets are issued exclusively for **Tunisair** return flights and one-way flights certain conditions of the General Sales Conditions apply .
- An Award ticket is valid for **03 months** from the day of issue.
- An Award ticket cannot be combined with an MCO award (upgrade or excess baggage).

All reservation changes (ticket holder, date, route) after ticket issue or cancellation is authorised according to the following conditions:

- On the date of issue the member's account is reimbursed **100%** of Award Miles and the airport taxes are refunded also.
- For an Award ticket which is still valid (within 3 months of issue) the account is reimbursed for 80% of the Award miles plus refund of airport taxes
- In the case of an expired ticket, only the airport taxes are refundable as outlined in **Tunisair's** General Sales Conditions.

Taxes, Additional Charges and Fees:

All additional fees for flights (e.g.: airport and security taxes...), charges (e.g.: insurance) or administration fees (e.g.: reservation changes) linked to the spending of Award miles are the sole responsibility of the Fidelys member or the beneficiary of the award ticket. In the case of cancellation of the trip only airport taxes will be refunded.

MCO Award: A MCO Award for Excess Baggage or Upgrade is only authorised for the Fidelys member personally, it is not transferable and is for one-way only. MCO Awards are subject to the following conditions:

MCO Upgrade award: The MCO upgrade award is only valid in combination with a paid ticket in classes « Y / M / B / K », and only if a seat is available in Business Class, « Espace Privilège ».

Change or cancellation is authorised:

- On the date of issue, a refund of **100%** of Award Miles,
- For a MCO Award upgrade which is still valid (within **12 months** from date of issue) a refund of **80%** of Award Miles,
- If the Award has expired then no change or cancellation is permitted.

MCO Excess Baggage award: The MCO Excess Baggage award is limited to **20 Kg** extra luggage per flight.

Change or cancellation is authorised:

- On the date of issue, a member can be refunded **100%** of Award Miles,
- For a MCO Excess Baggage Award which is still valid (within **12 months** from date of issue) a member can receive a refund of **80%** of Award Miles,
- If the Award has expired then no change or cancellation is authorised.

Other Awards: **Tunisair** is still developing the **Fidelys** program together with selected partners. Members will be informed about these developments and any new conditions or benefits which may apply.

IV- Change of Status or Level:

- Members can see their status evolve from Classic to Silver to Gold. The **Fidelys** Classic card is valid for 3 years. The Silver card is valid for 12 months unless the member is upgraded to Gold status before the end of this period when they will receive in the following week the new Gold card. The Gold card is valid for 12 months up to the date which is shown on the card.
- The awarding of a Silver card or Gold card or the helping of either is based on the number of Qualifying Miles or Qualifying flights during the course of the status year (according to the regulations set out in the **Fidelys** publications: (**Fidelys** Handbook, Account Statement, Newsletter,...). **Tunisair** can, at any time and without notice, modify the number of Qualifying Miles or Qualifying Flights for :
 - The awarding of Silver and Gold Cards
 - Status purchase
- The allocation of a Silver or Gold card is monitored at the end of each status year and before the expiration date of the card. At the end of each status year, the number of Qualifying Miles and/or Qualifying flights are reset to zero

V- Reclaiming Miles:

Member holding a Paid Ticket:

- Downgrade: Miles will be credited according to the class of the initial reservation.
- Upgrade due to overbooking: The miles will be credited according to the class of reservation.
- Boarding refused due to overbooking or irregularity: Assistance is given by **Tunisair** in accordance with its internal procedures and with a compensation of **500 Award Miles**.

Member holding an Award Ticket:

- Downgrade: A copy of the original ticket and boarding pass must be forwarded to the Fidelys department at **Tunisair's** Head Office.
- Boarding refused due to overbooking or irregularity: Assistance is provided by **Tunisair** in accordance with its internal procedures with redirecting only on flights operated by **Tunisair**.

VI - Personal Data Protection:

- A person who signs up to the **Fidelys** programme authorises **Tunisair** to use all the personal data in its possession (information provided by the member) and his/her participation in the program (information used by **Tunisair** such as frequency of flying, destination etc.) for its direct marketing and communications.
- Personal data can be exchanged with confidentiality between **Tunisair** and its partners for cross marketing purposes and/or for new service offerings within the **Fidelys** program.
- Personal data can be used and shared in total confidentiality with market research departments for analysis and market research.

VII - Rights and Responsibilities :

- **Tunisair** has the right to change at any time and without notice the current program (Rules, conditions and participation, Miles value, Awards and change of status).
- **Tunisair** has the right to exclude from the program any member found abusing to the program, by making false declarations, or who has not obtained the prerequisite number of Qualifying miles or has not taken a flight for 36 consecutive months or has not respected the general terms and conditions. In the case of exclusion , accumulated miles up to then lose all value so that neither the member nor any third party can claim them any longer.
- A member is legally required to resign from the Fidelys program. In this case he/she must notify **Tunisair** in writing. From then on, accumulated miles will be cancelled and the members account will be closed.
- In the case of disagreement over the interpretation of the General terms and conditions of the Fidelys program or in the case of litigation between a member and **Tunisair**, Tunisian law will apply and only the Law Courts of Tunis will be accepted to resolve the issue.
- Previous texts are to substituted by these general terms and conditions

VIII - Abuse:

The following issues are considered to be an abuse of the terms and conditions on the part of a ***Fidelys*** member according to **Tunisair** :

- The abuse of facilities, services and arrangements within the status of a ***Fidelys*** member.
- Any fraudulent act in regard to ***Fidelys***.
- Any action detrimental to the interests of **Tunisair**, or fraudulent usage of **Tunisair** travel documentation.
- Providing misleading information or behaving improperly in regard to ***Fidelys***.
- The exclusion of a member may entail refusal of any subsequent requests to rejoin the program again.
- The status of a member finishes automatically on the day of his/her death.
- A member status finishes on written request from the member, accompanied by the return of the card, cut in two.
- When a member's account is cancelled, any accrued miles are lost.
- The member status is cancelled automatically if the ***Fidelys*** program is terminated.