Welcome
To a world of extra benefits

Tunisair has expanded its loyalty program by enriching its Partnership agreements, a way that opens, to Tunisair loyal passengers, other alternatives to earn Miles.

Your Loyalty, our reward

How to get benefit from Partnership?

You are a Fidelys member, you may:
Benefit from the various advantages offered by the different Partnership’s programs that are concluded between Tunisair and its Partners.

Three partnership agreements have been signed so far, with more to

Tunisair-SIXT  Tunisair - GOLDEN TULIP  Tunisair - Ooredoo
**Tunisair – SIXT Partnership**

SIXT is one of the leading car rental companies in Europe, internationally renowned, with a network of 4000 agencies and a fleet of 225 000 vehicles spread all over 105 countries.

Tunisair Fidelys has chosen Sixt as a car rental partner. This partnership agreement allows any Fidelys member to earn special benefits for each Sixt car rental. The Fidelys member will receive in his/her account additional bonuses of Award Miles. Being a member of the Sixt loyalty program where adhesion is free, he/she will also get benefit from an attractive discount on the usual car rental price according to his/her Fidelys status.

To join the Sixt loyalty program or to book with Sixt, members have to go through the Tunisair website, get access to the rubric “Book / Purchase” and then click on "Cars".

**Fidelys Tunisair & Golden Tulip partnership**

Golden Tulip belongs to the Louvre Hotels Group. The worldwide hotel chain operates three well-known hotel brands: Tulip Inn, Golden Tulip and Royal Tulip with a total of over 240 hotels in 45 countries.

This partnership agreement will enable Fidelys members to be offered Bonus Award Miles for every stay, defined according to the hotel brand:

- 300 Miles per eligible stay at Tulip Inn hotels;
- 500 Miles per eligible stay at Royal Tulip or Golden Tulip hotels.

To get benefit from this advantage, you simply have to present your Fidelys card upon your arrival at the hotel or at the time of your stay payment.
Ooredoo Tunisie, leader of mobile telephony in Tunisia, is the Tunisian subsidiary of Ooredoo Group. As a key player in the new technology sector, Ooredoo has relied on the technology rapid advances to develop adapted, innovative and quality services.

Thanks to this partnership with Ooredoo Tunisie phone operator, it is now possible to convert the Points Merci into Award Miles. This partnership agreement is designated to individuals (individual members) as well as to Ooredoo business subscribers.

As far as Individuals are concerned: the customer, who is already a member of both loyalty programs-Points Merci & Fidelys-, converts his or her Points to his or her Fidelys account and earns Fidelys Miles;

As far as companies are concerned: The company’s Administrator / manager of the Ooredoo’s account transfers the Points Merci from the Company’s account to the one of his or her employee’s Fidelys account. The employee should be, beforehand, a Fidelys member.

Please note:
- The conversion transaction of Points Merci into Award Miles is possible through a balance starting from 25 000 Points Merci (equivalent to 500 Award Miles). Beyond 25 000 Points Merci, conversion is done by level of 100 Points Merci (equivalent to 2 Miles).

Examples:
25 000 Points Merci = 500 Award Miles
25 100 Points Merci = 502 Award Miles
26 200 Points Merci = 524 Award Miles

- The holder of a Fidelys Temporary account can benefit from the Classic card without even travelling. For that, just transform the equivalent of a balance greater than or equal to 25 000 Points Merci (> or = 500 Award Miles).
- Conversion is possible via your Mobile: please do dial * 111#: “Partners” section.
- For further details, please do consult the table along with the regulations below
## Converting Points Merci into Award Miles

<table>
<thead>
<tr>
<th>Converting Points Merci into Award Miles</th>
<th>Temporary Status</th>
<th>Classic Status</th>
<th>Silver Status</th>
<th>Gold Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Switch to Classic Status without performing a trip (See Regulation Point 3)</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Number of Points Merci allowed to convert (See Regulation Point 4)</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Possibility to convert Points Merci, through multiple GSM numbers, to be credited in a single Fidelys account</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

**Regulations:** valid for individuals (individual members) as well as for Ooredoo business subscribers:

1 - For any claim regarding a conversion transaction, the Fidelys member has to contact the Ooredoo Tunisie customer service on 1111;

2- Only Ooredoo Tunisie has the possibility to request cancellation or rejection of Miles corresponding to a transaction. To contest this cancellation, the Member is required to make a request to Ooredoo Tunisie;

3- The transition from the Provisory to the Classic Status without having made a trip is conditioned by converting a balance of points Merci equivalent to or greater than 500 Award Miles;

4 - The account transition from the Provisional to the Classic status does not entitle you to the Bonus offered by the Fidelys Program only after powering the account in question by at least 1 trip;

5 - Any Transaction where the number of Bonus, Roaming or Conversion, whose balance is less than 500 Award Miles, does not entitle to the transition to Classic status. These Award Miles can only be used after the account has been powered by at least 1 trip;

6 - Any transaction (conversion of Points Merci into Miles or Bonus roaming), is subject to submission to the General Conditions of the Program, as well as to the Charter of the Fidelys Program (To consult the Tunisiair’s website / #Fidelys Space" / Heading "General Conditions of membership").