



FREQUENTLY ASKED QUESTIONS:

EARNING POINTS ON FLIGHTS & WITH OUR PROGRAM PARTNERS

Q: How do I become a Destinations Member?

A: We highly recommend you visit our website: www.destinations.com.pg where you will find full information and an electronic membership application form.

Q: How do I earn points?

A: Each time you fly with Air Niugini you will receive one **Destinations** Point for each kina spent (unless otherwise specified by Air Niugini). You keep and accumulate points and redeem them later for valid flights. Points can also be earned with our Program Partners. We recommend you visit our website; www.destinations.com.pg where you will find full information on our Program Partners.

Q: What about tax, fees surcharges I pay on the air ticket, do I receive points for that?

A: No. There are also other conditions. For instance you cannot receive points for travel that is non-valid under the Terms & Conditions of the **Destinations** Program.

Q: Can anyone join?

A: Yes, provided you are over 18 years. Only individuals can join, not Companies or trusts. For those under 18 years, there is a Family Membership available however the designated Family Head and secondary Family Head both must be at least 18 years of age.

Q: I do not fly that much, will I benefit?

A: The purpose of **Destinations** is to reward loyal Air Niugini customers, if you don't fly much then you can still earn points with our Program Partners.

Q: I am also a Qantas Frequent Flyer, will that be affected?

A: You can remain a Qantas Frequent Flyer, however when you book a flight you must nominate which account you want credited with the points. Please note that Air Niugini's **Destination** Loyalty Program and Qantas Frequent Flyer have different terms and conditions. The important thing is that you now have a choice.

Q: Is it possible to earn points on an unused ticket?

A: No. Points are only earned and accrued once the flight is taken.

REDEEMING POINTS ON FLIGHTS

Q: Can I redeem Destination reward flights on any flight at any time?

A: You may find it difficult to get a **Destinations** reward flight during peak periods such as Christmas because that's when flights tend to get fully booked, very quickly. **Destinations** reward flights are subject to availability. Members may choose to select a different flight or date to travel.

Q: Can I fly anywhere on a Destinations flight?

A: Yes, provided it is with Air Niugini on any Air Niugini route. If you choose to fly to Australia or Singapore, or any other international destinations you will, of course need to have the relevant travel documentation (passport, visa, etc.) before you get ticketed for your **Destination** reward flight.

Q: How do I know how many points I have earned?

A: Simply log into www.destinations.com.pg and click on the member login tab to access your account. Or you can have one monthly statement printed at our Air Niugini head office after the first day of each month. You can view your points via the mobile app called Air Niugini Destinations and is available now to download from Google Play store and Apple store.

Q: Can I transfer my points to another person's account?

A: No. However points can be transferred within a Family Membership account, but only to nominated members within the Family Membership.

Q: Can I use points to pay tax, fees and surcharges on flights?

A: No. Taxes, fees and surcharges must be paid in cash at the time of ticketing.

Q: I am an Air Niugini Executive Club Member, do I need to join the Loyalty Program?

A: Executive Club Members will automatically become members of **Destinations** Loyalty Program. However Executive Club Members are required to complete the **Destinations** Membership Application Form.

Q: If I do not have enough points for a Destinations reward Flight can I top-up my points by paying cash?

A: Yes, you can purchase additional points with cash and use these together with any points earned to redeem award flight.

PRICING FOR POINTS (GST INCLUSIVE)	
Points	Price
1,000	PGK 50.00
2,000	PGK 100.00
3,000	PGK 150.00
4,000	PGK 200.00
5,000	PGK 250.00
6,000	PGK 300.00
7,000	PGK 350.00
8,000	PGK 400.00
9,000	PGK 450.00
10,000	PGK 500.00

Q: How do I know if my points are eligible for a ticket?

A: Refer To the Redemption Chart (Based on one way travel)

ZONE		ECONOMY	BUSINESS	UPGRADE #	
1	<u>PNG Domestic / Local :</u>	ADULT	16,000	18,000	14,000
	Alotau, Goroka, Chimbu, Lae, Madang, Mt. Hagen, Popondetta	CHILD	12,000	13,500	10,500
		INFANT	1,600	1,800	1,400
2	<u>PNG Islands / Cairns :</u>	ADULT	40,000	56,000	32,000
	Buka, Cairns (Australia), Hoskins, Kavieng, Lihir, Manus, Rabaul, Kieta	CHILD	30,000	42,000	24,000
	<u>PNG Remote:</u>	INFANT	4,000	5,600	3,200
	Daru, Kiunga, Mendi, Tabubil, Tari, Vanimo, Wewak, Wapenamanda				
3	<u>Australia</u> <u>Vanuatu</u> <u>Solomon Islands</u>	ADULT	82,000	120,000	70,000
	Brisbane, Sydney Port Vila Honiara	CHILD	61,500	90,000	52,500
		INFANT	8,200	12,000	7,000
4	<u>Asia</u> <u>Fiji</u>	ADULT	128,000	214,000	102,000
	Manila, Hong Kong, Nadi	CHILD	96,000	160,000	76,500
	Singapore	INFANT	12,800	21,400	10,200

Q: Do I earn points for travelling on a Destination reward flight?

A: No. Flights booking using your **Destination** points are not eligible for points accrual.

Q: Can I convert my points to cash?

A: No

Do you have more Questions?

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