



Terms & Conditions

1. Introduction

These terms and conditions form the basis of Destinations: Air Niugini's Loyalty Program (Destinations). They apply to the relationship between Air Niugini Limited (Air Niugini) and member of Destinations and are intended to protect both our members Air Niugini. It is the member's responsibility to read and understand these terms and conditions. They contain very important information about their rights and obligations, as well as limitations and exclusions that may apply to them. The application form contains a field that needs to be signed that verifies that you have read and understood these terms and conditions. If any persons do not understand these terms and conditions please ask a friend or professional legal advisor to explain them to you. The terms and conditions are effective as of the date of publication and maybe changed/modified by Air Niugini from time to time. These terms and conditions are governed by the laws of Papua New Guinea.

2. Membership

- Application to join Destinations constitutes acceptance of all terms and conditions.
- Application to join Destinations is open only to any individual 18 years of age and above. In the case of Destinations Family Membership as outlined in section 3, nominated family members must be at least two years of age.
- It is not open to companies, trusts, partnerships or other entities.
- Destinations Membership is not transferable.
- To apply for membership, the membership application form must be completed and provide all mandatory details. Nominating of family members under 18 years of age requires written consent of the Family Head, his or her spouse or the secondary Family Head (see section 3 point 3). Air Niugini may accept or reject any application in its absolute discretion.
- Members will have access to monthly statements via the Destinations website www.destinations.com.pg.
- Those members who do not have internet access may request one printed statement per month via the Air Niugini Loyalty Team, Ph: 327 3335 or email: destinations@airniugini.com.pg
- Requests for additional print-outs of monthly statements will incur a penalty of 50 points.
- The start date membership will be the date the membership application form was signed. If an application form is rejected then any benefit that may have been accrued will be null and void.
- Any persons joining Destinations via our website will be issued with a membership number and a password to gain access to the members-only features of the website.

- Air Niugini encourages memberships via the Destinations website: www.destinations.com.pg. However, if members do not have an email address, they must contact the Destinations Customer service team.
- It is the member's responsibility to ensure to take appropriate care of their Destinations Card and their membership number to prevent unauthorized persons from accessing their account.
- Members may cancel their Destinations membership at any time by submitting notification in writing and returning the membership card to Air Niugini, at which time any outstanding points, benefits and privileges will be cancelled.
- Membership will end automatically upon the death of the member. Points earned but not redeemed at the time of death, as well as benefits and privileges will be automatically cancelled. In the case of Destinations Family Membership, Air Niugini will transfer Destinations points to the Secondary Family Head, who will then be appointed as the Family Head. A new Secondary Family Head should then be nominated.
- After a period of thirty-six months of inactivity, Air Niugini reserves the right to terminate membership accounts. If Air Niugini terminates or cancels a membership, all accumulated Destinations points will be deemed to have expired and will immediately be removed from the membership account. Points will not be re-credited once they have expired. The lapsed member will be contacted by Air Niugini to formally advise the member of this action.
- Air Niugini reserves the right to reserve or cancel any points credited to a member incorrectly, or not in accordance with, or in breach of, the terms and conditions any time.

3. Destinations Family Membership

- Air Niugini encourages and welcomes members to take out a Destinations Family Membership to benefit by pooling points earned by family members.
- In a Destinations Family Membership, one member from the family is designated as the Family Head and Primary Contact. A Destinations Family Head may nominate up to five family members to be enrolled in their Destinations Family Membership.
- The Destinations Family Head and the Secondary Head are required to be a minimum of 18 years of age.
- All correspondence pertaining to Destinations Family Membership will be available only to the Family Head.
- The Family Head maintains exclusive control of the account balance and as such controls all point accrual and redemptions made through the Destinations Family Membership.
- Only a Family Head can act on a Family account including but not limited to the redemption of points, request of statements and contact with the Destinations Customer Service Centre.
- Air Niugini retains absolute discretion to accept or reject any application for Destinations Family Membership and to cancel any member's account in the event of breach of the terms and conditions of the Destinations Loyalty Program.
- A Family Member may opt out of a Destinations Family Account but will forfeit any points accrued under his or her name whilst within the Family Account. Points may be transferred in the event of a Family Member upgrading to an Executive Club status, in which case the transfer of points will be at the sole discretion of Air Niugini.

4. Personal Data

- Members must provide Air Niugini with a correct mailing address and/or email address, and/or telephone number. When members change their mailing address/email address/telephone numbers it is the member's obligation to notify Air Niugini's Destinations Service Centre in writing, by telephone or via our website. Members are encouraged to manage their account via the members-only pages which can be accessed at www.destinations.com.pg
- In order to maintain Destinations membership, Air Niugini needs to keep personal data on each member. Some of this data may be shared with suppliers and other companies involved in the program. This data may be used for marketing and communication purposes by the same companies.
- If more than one account number has been assigned to a member in error or oversight, the accounts will be combined and the points transferred to one single account, less any duplicated bonuses or mile from the same activity. The other accounts will then be terminated.
- Merging of accounts as outlined in section 4 point 3 can be requested by members or can be conducted at Air Niugini's discretion.

5. Earning Points on Flights

- Points are the base units of measurement for the Air Niugini Destinations Loyalty Program.

IMPORTANT: HOW YOU EARN POINTS

- Members must **always** quote their own membership number or Family members' membership numbers at the time of booking so that members can automatically earn PX Frequent Flyer Points every time members fly. Points will not be issued if members fail to action this.
- All Members shall have their own personal Destinations account to which the points they earn will be credited.
- Unless otherwise specified one Destinations Loyalty Point will be awarded for every kina spent on valid Air Niugini flights exclusive of taxes, fees and surcharges.
- Flights booked overseas in a foreign currency will be converted to PGK at an exchange rate determined by Air Niugini before points are awarded.
- Points may not be exchanged for cash or vouchers unless otherwise stated by Air Niugini.
- Members are required to state their Destinations membership number at the time of reservation and present their signed Destinations membership card when they use the services of Air Niugini to ensure that the Destinations points they earn are credited to their account. Points will not be issued if members fail to action this.
- If the number of Destinations points is incorrect, members should inform the Destinations customer service team immediately.
- Provided the Air Niugini Destinations member has provided the necessary information at the time of booking/ticketing, points will be credited at the end of each month.
- Points will not be awarded in relation to any products or services that are cancelled, refunded or returned.
- Air Niugini may cancel or deduct any points that have been awarded in relation to cancelled, refunded or returned products or services.
- Points cannot be transferred between Air Niugini's Loyalty Program and any other loyalty program including but not limited to Qantas Frequent Flyer.

- Points cannot be earned on industry discounts, agency discounts, free or award tickets, infant fares, contra tickets, compensation tickets/make-goods and other special discount tickets as specified by Air Niugini, unless otherwise stated by Air Niugini.
- Points are not awarded for charter flights.

6. Earning Points with Destinations Program Partners

- Points awarded for non-flight transactions will include, but will not be limited to specified retail, hotel and telecommunications transactions. Companies with whom members can earn points are known as Program Partners and Air Niugini, at its own discretion, may add or remove any company as a Program Partner from time to time.
- Destinations Loyalty points will be awarded on the basis of one point for every kina spent with the Destinations Program Partner unless nominated otherwise by Air Niugini. Program Partners may impose a minimum purchase requirement before points are awarded.
- Unless otherwise specified one Destinations Loyalty Point will be awarded for every kina spent on valid Destinations Program Partners, exclusive of taxes, fees and surcharges.
- Members are required to state their Destinations membership number at the time of reservation and present their signed Destinations membership card when they use the services or purchase items from Destinations Program Partners, to ensure that the Destinations points they earn are credited to their account. Points will not be issued if members fail to action this.
- Terms & Conditions for earning points with the Program Partners can be accessed and downloaded at www.destinations.com.pg
- Points maybe earned for Air Niugini codeshare flights with Qantas, provided the Destinations Loyalty Program is nominated at the time of booking. Members are not eligible to receive Destinations points and Qantas Frequent Flyer points for the same booking. Points cannot be combined with any other Loyalty Program.
- Points earned with Destinations Program Partners will be credited to member's accounts following the end of each month.

IMPORTANT: PROOF OF PURCHASE

- For non-airline Program Partners Destination members may be required to provide proof of purchase to the Program Partner for a retroactive credit to apply.
- Air Niugini is not responsible for fraudulent activities that may involve third parties claiming to be Destinations Program Partners. Air Niugini will nominate Destinations Program Partners in its discretion from time to time.
- Destination points that have been awarded through a Program Partner on goods or services that have been returned or refunded will be deducted from the member's account.

7. Redeeming Destinations Points for Destinations Reward Flights

- Members must accrue the balance of the required amount of points to redeem for a ticket on Air Niugini's services and products. (Refer to Redemption Chart)
- Redemption requests must solely come from the Primary head of the membership account. A family members or non-members are not eligible to request at any time to redeem Destinations Reward points.

- It is **mandatory** that the Primary Head must present photo identification such as Driver's license, National Identity card, and Passport or employment identification card when requesting to redeem their points.
- The rewards offered within the Destinations Loyalty Program consist of various opportunities to redeem points for tickets, upgrade to Business class and other ancillaries offered by Air Niugini from time to time.
- Members must provide security information that readily identifies them when accessing the Air Niugini sales office.
- Members will only be eligible for award travel if they clearly indicate at the time of reservation that they are redeeming Destinations Loyalty Points.
- Points required for Destinations flights are determined by Air Niugini as per the Destinations reward table displayed on the Destinations website and in the information brochure. The Destinations rewards table is subject to change from time to time at the discretion of Air Niugini.
- Destinations redemption online bookings via the Air Niugini website www.airniugini.com.pg **MUST** be paid online by customers. The option for 'Book Now Pay Later' is not available for online redemption bookings.
- Destinations reward bookings cannot be waitlisted. Open-dated flight bookings are not permitted in Destinations reward flight itineraries.
- In the case of Destinations Family Membership, Destinations reward flight bookings can only be made by the designated Family Head.
- Members may book with points and pay for taxes online via the Air Niugini website: www.airniugini.com.pg to redeem their points for a flight. Alternatively visit the nearest Air Niugini sales office to book with points and pay for taxes.
- Destinations reward travel that encounters a delay or cancellation by Air Niugini will be managed in accordance with Air Niugini procedures.
- If a member's reward ticket is lost, stolen or destroyed Air Niugini may issue a replacement ticket for a reissue fee.
- Destinations reward flights once confirmed must be ticketed by Air Niugini within 72 hours. If tickets are not collected from any Air Niugini sales office within this period, the member's booking will automatically be cancelled.
- Members will be responsible for paying all applicable taxes and fees as required by law, and surcharges as imposed by Air Niugini. Points cannot be used to pay for such taxes, fees and surcharges.
- Taxes and fees must be paid before Destinations reward ticket is issued at the time of ticketing at any Air Niugini sales offices.
- Members are responsible for obtaining all necessary travel documents (including but not limited to insurance and visas) for Destinations reward travel.
- Members must report any suspected unauthorized award claims from their Destinations account within three months of the unauthorized transaction activity for any corrective action to be possible.
- Destinations points are not transferable except in the case of a Destinations Family Membership as outlined in section 3.
- A reservation on any valid Air Niugini flight may be made using Destination points for a Child (3-11 years of age) and infant. The Child's redemption booking may be made using 75% of the Destinations points required for the valid reward flight. The Infant's redemption booking may be made using 10% of the Destinations points required for the valid reward flight. It is mandatory that the Infant must be booked on the same booking as the Adult.

- Redemption bookings will be limited during peak periods as priority is given to the **commercial paying** passengers.

8. Using Destinations Points to Upgrade

- It is possible to upgrade to a business class ticket on relevant Air Niugini flights using Destinations points.
- Upgrades are available on Air Niugini flights that offer business class, provided space is available and provided a member has sufficient points in their account.
- Upgrades must be requested at least 48 hours prior to departure.
- Destinations reward upgrades to Business Class are only eligible if the member, family member or non-members are booked on the following eligible classes on Air Niugini's Domestic and International flights.
- Destinations reward upgrades to Business Class are **not** applicable on promotional fares.
- Points required for an upgrade will be as outlined in the Destinations Points Redemption Table as published in the information brochure and on the website. The Destinations Points Redemption Table may be subject to change at the discretion of Air Niugini.

9. Redeeming Destinations Points for Destinations Program Partners

- It is the member's responsibility to enquire with Destinations Program Partners for availability of products or services before authorising to use points to redeem. Upon confirmation, members must contact by telephone or email Destinations Loyalty Program to redeem points and a redemption voucher is issued.
- Members must accrue the balance of the required amount of points to redeem for any products or services provided by Destinations Program Partners.
- Redemption requests must solely come from the Primary head of the membership account. A family members or non-members are not eligible to request at any time to redeem Destinations Reward points.
- It is **mandatory** that the Primary Head must present photo identification such as Driver's license, National Identity card, and Passport or employment identification card when requesting to redeem their points.
- Members will only be eligible to redeem if they clearly indicate at the type of product or services that they are redeeming Destinations Loyalty Points.
- Members must report any suspected unauthorized award claims from their Destinations account within three months of the unauthorized transaction activity for any corrective action to be possible.
- Destinations points are not transferable except in the case of a Destinations Family Membership as outlined in section 3.

10. Change/ Cancellation/ Loss of Destinations Ticket

- Destinations Tickets are valid travel documents and are issued under the same terms and conditions as commercial revenue tickets.
- Name changes are only allowed for Destinations Family Membership and associated family members. (Note: only **one** name change is permitted per redemption booking/ticket)
- Date and rate changes can be made without a charge provided that a ticket has not already been issued no less than 48 hours before a reward flight. Route changes are subject to sufficient points being in a member's account. (Note: Only **one** re-booking will be permitted per redemption booking after ticketed).

- If a member fails to show up for a booked Destinations Reward flight, the ticket will be automatically cancelled and points forfeited.
- Refunds are not permitted for Destinations Awards.
- In the event the Destinations Loyalty Program or operations of Air Niugini are altered, suspended, cut-back or cancelled we are unable to guarantee that any affected reward flights booked will be honoured. Points for such reward flights booked but not honoured will be reinstated into the members account.

11. Change to Destinations Loyalty Program

- Air Niugini reserves the right to make any changes whatsoever to the **Destinations** Loyalty Program and these terms and conditions, including but not limited to changes to points, awards, benefits or privileges offered, fees, redemption amounts, and Program Partners, even though such changes may affect the value of points and awards already accumulated.

12. Liability

- To the full extent permitted by law, all conditions and warranties that would be implied (by statute law, customs or otherwise) are expressly excluded.
- Air Niugini and any of their officers, employees or agents are not liable for any loss, damage (including but not limited to pecuniary or exemplary damages), expense incurred by the member or claim of any kind (including but not limited to consequently or economic loss or loss of profits) however it is caused, arising under or in connection with the including any changes to these terms and conditions or the Air Niugini Destinations Loyalty Program.
- Air Niugini is not liable for any errors or failure to credit Destinations points