



## **FREQUENTLY ASKED QUESTIONS:**

### **Q: What is Air Niugini Executive Club?**

A: It is a paid membership program with Air Niugini. The program offers extra privileges and benefits to its valid members than the ordinary travellers.

### **Q: How do I become a member?**

A: There are two classes of memberships available with respective annual fees. Applicants must fill out an application form and pay for their chosen class of membership at any of the retail sales centres.

Note, that a copy of the receipt of payment must be e-mailed to [exec.club@airniugini.com.pg](mailto:exec.club@airniugini.com.pg) for card processing.

## **CURRENT MEMBERSHIPS:**

- **Gold (18yrs+) =K2299**
- **Silver (18yrs+)=K1599**

### **Q: What is the difference between Gold and Silver memberships?**

A. Gold memberships give access to both Domestic and the International Partner Lounges whilst Silver is used at the Domestic Lounges and the Port Moresby International Lounge.

### **Q: Does the membership cover the member's family as well?**

A: No. It is an individual membership and does not extend to family members.

**Q: Can an Executive Club member enrol their family members under the Destinations family membership?**

A: An Executive Club member can enrol their family members under the Destinations Membership.

**Q: Will the benefits still apply if a member has paid for their membership but card hasn't been processed yet?**

A: Yes, the benefits will still apply. Your virtual card can also be downloaded from the Destinations mobile app on Google Play Store or Apple Store for your convenience.

**Q: Which Paradise Lounges can a member access when travelling Domestic?**

- Port Moresby Paradise Lounge
- Lae Paradise Lounge
- Hagen Paradise Lounge
- Madang Paradise Lounge
- Tokua Paradise Lounge
- Hoskins Paradise Lounge

**Q: Can a member access the Domestic Paradise Lounges or the International Partner lounges when they travel with another airline?**

A: No. Lounge access is only for members who travel on Air Niugini flights.

**Q. Which International Lounges can a member access when travelling overseas?**

- Qantas Lounge – Brisbane International Airport
- Qantas Lounge – Sydney International Airport
- Tabua Lounge – Nadi International Airport
- Pagstop Lounge – Manila Ninoy Aquino International Airport
- Plaza Premier Lounge – Hong Kong International Airport
- China Airlines Lounge- Narita International Airport
- SATS Premiere Lounge – Changi International Airport
- Menzies Aviation Lounge – Cairns Airport

**Q: What are some benefits of the membership?**

Benefits include:

- Access to Domestic Paradise Lounges (Silver card) or International Partner Lounges (Gold card)
- Advance pre-seating
- Priority check –in
- Priority waitlist
- Lounge access
- Luggage tags
- Priority baggage tags
- Complimentary guest passes:
  - a. Gold – 5 guest passes
  - b. Silver – 2 guest passes
  
- Extra Baggage allowance
- Special Discounts with Destinations Loyalty Program Partners

**Q: What benefits are offered for members at the Domestic Paradise Lounges and International Partner Lounges?**

**A: Benefits offered at the Domestic Lounges include:**

- Complimentary Food & Beverages
- Free Wi-Fi
- Toilet facilities
- Television
- and pre- boarding announcements for members

**Benefits offered at the International Lounges include:**

- Complimentary Food & Beverages
- Free Wi-Fi
- Toilet & shower facilities
- Frequent updates of flights statuses

**Q: What happens if a member loses their membership?**

A: In the event, a member losses or misplaces their membership card they may request for a replacement card, if it's the first report the card is issued for free. Any request in the future will be charged a replacement fee of K110.

**Q: Can members earn destination points as well with their Executive Club membership?**

A: Yes. Members can earn points with their Executive Club membership.

**Q: Once a member uses up their guest passes, can they still bring in a guest or do they have to pay for a guest pass?**

A: Once all guest passes are used up, a member will have to purchase a day pass of K150.00 per person.

**Q: If I am not a member but would like to use the Lounge while waiting for my flight, do I pay a fee?**

A: Yes. A day pass of K150.00 is charged.

**Q: Can a member pay for more than 1 year of membership?**

A: Yes. A member can pay up to a five years membership.

**Q: How do I receive my membership card?**

A: For PNG based members, your membership card will be sent to the nearest Air Niugini sales office in your province for collection. For our overseas members your membership card will be mailed to your respective mail address.

**Q: Is the membership fee refundable in the event that a member requests to terminate his/her membership?**

A: No. Membership fee is non-refundable.

**Do you have more Questions?**

Executive Club team can be contacted on Landline +675 327 3252/ 327 3453 or Email [exec.club@airniugini.com.pg](mailto:exec.club@airniugini.com.pg)