

Terms and Conditions for JetPrivilege:

These Terms and Conditions form the basis of the JetPrivilege programme. They apply to the relationship between you (being a Member (or prospective Member) of the JetPrivilege programme, and terms such as 'you' and 'your(s)' shall be construed accordingly) and us, and are intended to protect both you and us. It is your responsibility to read and understand them before quoting your JetPrivilege membership number to Jet Airways or any Programme Partner.: they contain very important information about your rights and obligations, as well as limitations and exclusions that may apply. Some of the clauses may be related to other clauses, and therefore we recommend that no clause be read in isolation. Quoting your JetPrivilege membership number to Jet Airways or any Programme Partner is considered as an acceptance of these terms and conditions. These Terms and Conditions are effective as at the date of their publication and may be changed / modified by us at any time.

1. Membership Agreement

These terms and conditions set out the contractual relationship between Jet Privilege Private Limited and each individual Member of the JetPrivilege Programme.

2. Definitions

The definitions given here relate to the terms mentioned in the JetPrivilege Programme, unless the context states or requires otherwise:

2.1 'Applicant' means any individual who fills in and mails the JetPrivilege Enrolment Form /JetPrivilege Check-in Enrolment Form to the JetPrivilege Service Centre or enrolls online from the JetPrivilege website www.jetprivilege.com or the Jet Airways website www.jetairways.com or the Jet Airways mobile application or the JetPrivilege or Jet Airways social media applications.

2.2 'Benefits' means any of the facilities, discounts, services or arrangements offered or available to a Member as a result of Membership in the JetPrivilege Programme or its sub-programmes introduced from time-to-time, including earning and redeeming JPMiles.

2.3 'Base JPMiles' means the JPMiles awarded by Jet Airways or Airline Partners for a Qualifying Flight basis the distance flown calculated as per Ticketed Point Mileage (TPM) or Great Circle Distance (GCD) and which are counted towards the Member's tier Status.

2.4 'Bonus JPMiles' means the miles awarded by Jet Airways, Programme Partners or JetPrivilege over and above the Base JPMiles or Cabin Bonus JPMiles earned by a Member. Such award of Bonus JPMiles is purely at the discretion of Jet Airways or Programme Partners and these miles do not contribute to the Tier Status of the Member and appear separately on the statement issued by JetPrivilege to its Members.

2.5 'Cabin Bonus JPMiles' means the JPMiles awarded by Jet Airways or Airline Partners for flying in a higher cabin viz. premium economy, business, or first class and which are counted towards the Member's Tier Status.

2.6 'Data' means information personal to a Member. Refer clause 25 on Data Processing & Protection.

2.7 'Dynamic Tier Review' (DTR) means the various rules applied to a Member's Tier status, depending upon which, his / her Tier is downgraded, retained or upgraded to the next level.

2.8 'Elite Tier Status' means Members holding Platinum, Gold or Silver Tier Status.

2.9 'Etihad Airways Partners' means Etihad Airways, Air Berlin, Alitalia, Air Seychelles, Air Serbia and Etihad Regional, which list will be amended from time to time.

2.10 'Fraud' includes, but is not limited to, fraud, dishonesty and deceit and in particular:

- Knowingly supplying incorrect information, digitally and otherwise, including at the time of booking, to earn JPMiles
- Attempting to earn JPMiles for Sectors that have not been flown or are not eligible for JPMiles
- Altering Jet Airways or Partner documents to procure JPMiles
- Attempting to earn JPMiles for sectors flown by any person other than the Member
- Unauthorized access of another member's account for the purpose of carrying out activities as listed hereunder
- Using or attempting to use stolen or counterfeit tickets or invoices on Jet Airways or Partner Airlines or other Programme Partners
- Attempting to earn JPMiles more than once for the same flight sector or Programme Partner activity
- Selling, bartering and / or purchasing JPMiles, Awards and Upgrade Vouchers. This includes attempting to sell and or / purchase JPMiles, Awards and Upgrade Vouchers by means of Internet-based sales, auctions or through any other means
- Misusing the programme benefits available to certain tiers e.g. repeated cancellation of revenue tickets to claim waiver on cancellation fees, or seeking waivers / refunds in case of schedule changes for travel on Jet Airways or Airline Partners despite being notified of the changes in advance or in contravention to Jet Airways' or Airline Partners' policies and procedures governing such situations
- Knowingly benefiting from the Fraud or misconduct of another Member or individual

2.11 Indian Subcontinent Network means Jet Airways' operations in Indian Subcontinent Network are defined as Jet Airways' flights operating within and between India, Sri Lanka, Nepal, Bhutan and Bangladesh.

2.12 International Network means Jet Airways' operations in International Network are defined as Jet Airways' flights operating between the Indian Subcontinent and other International destinations and flights operating within other International destinations.

2.13 'Jet Airways' means Jet Airways (India) Ltd, which is a participant in the JetPrivilege Programme as a Programme Partner

2.14 'JetPrivilege' or 'JetPrivilege Programme' or 'Programme' means the award-winning loyalty and rewards programme owned, managed and operated by Jet Privilege Private Limited offering benefits, facilities or arrangements to Members by reason of their Membership in the programme

2.15 'JetPrivilege Card' and 'Membership Card' means a JetPrivilege Membership Card issued to the Member by JetPrivilege with the Member's name, Membership Number and Tier Validity printed on the card

2.16 'JPMiles' means the miles accumulated by a Member into his /her JetPrivilege Membership Account

(i) for flying on any Jet Airways qualifying flight or

(ii) for using JetPrivilege Programme Partners' services as the case may be and appearing in both cases on a statement issued by JetPrivilege including any incidental JPMiles which may accrue as a result of such activity.

(iii) for JPMiles offered as service recovery or service recovery

JPMiles are to be considered as non-montizable valuable security that can be transferred between the members and which can then be used for award tickets, cabin upgrades and for any other redemption options as may be offered from time to time

2.17 'JetPrivilege Award' means an

- ticket issued to a Member by JetPrivilege on Jet Airways or its Programme Partners on redemption
- JPMiles used for cabin upgrade on Jet Airways or its Programme Partners
- other redemption options

by the Member of an appropriate part of that Member's JPMiles from his/her membership account.

2.18 'Loss' means losses, costs, damages, injuries, accidents or claims (whether direct or indirect) suffered by Members in connection with the provision of services or Awards.

2.19 'Member' means an individual member or an organization which is part of the Business Rewards+ programme of JetPrivilege who is registered with JetPrivilege, issued a membership id and whose details are available on the JetPrivilege programme database.

2.20 'Membership' means membership of JetPrivilege Programme.

2.21 'Membership Account' or "JetPrivilege Account" means the record of a Member's membership, which can be accessed online at www.jetairways.com, www.jetprivilege.com or through the mobile application of Jet Airways / JetPrivilege or by calling the Jet Privilege Service Centre after identifying themselves satisfactorily.

2.22 'Membership ID' means the 9-digit membership number issued by JetPrivilege or the email address or mobile number or any other form of individual identity registered and verified with JetPrivilege and which can be used to access the JetPrivilege Account or undertake accrual or redemption or other activities, as applicable, through JetPrivilege.

2.23 'Mileage' means the credits denominated as JPMiles earned by a Member and credited to a Member's JetPrivilege Account.

2.24 'Partner JPMiles' means the JPMiles accumulated by a Member into his / her JetPrivilege Account for using the services of the various Programme Partners. These miles are not taken into consideration for determining Tier status.

2.25 'Processing' and 'Processed' includes obtaining, using, recording and holding in electronic or any other form.

2.26 'Programme Partner' means partners which include but are not limited to Airline, Codeshare, dining, financial and insurance institutions, car rental, entertainment, hotel, lifestyle, publishing, retail, and telecommunication companies who provide services to JetPrivilege Members by reason of their Membership and as amended from time to time.

2.27 'Prospect' means any potential Member. For the avoidance of doubt, a Prospect may simultaneously also be a Customer, but will cease to be a Prospect (and become a Member) upon being allocated a Member ID.

2.28 'Qualifying Activity' means an activity on Jet Airways or Programme Partner or as defined by JetPrivilege from time to time which qualifies towards attainment of Tier Status.

2.29 'Qualifying Flight' means a Jet Airways or an Airline Partner flight, taken with the purchase of a paid ticket against the fare that is eligible for mileage earning.

2.30 'Qualifying Charges' means the charge or expense incurred by a Member for using the service, benefits and facilities of Programme Partners, which is eligible for mileage earning as per the decision of the Programme Partners.

2.31 'Quarter' means the unit of time, which comprises of a consecutive 3-month stretch. The standard 3-month periods determined as Quarters in the JetPrivilege programme are: Jan 1 - Mar 31; Apr 1 - Jun 30; Jul 1 - Sep 30 and Oct 1 - Dec 31.

2.32 'Sector' means a single direct eligible flight sector between two destinations, e.g.: Delhi – Mumbai.

2.33 'Terms and Conditions' means these JetPrivilege Terms and Conditions as may be amended from time to time.

2.34 'Tier' means JetPrivilege Blue, BluePlus, Silver, Gold and Platinum and as amended from time to time by JetPrivilege as per its multi-tier programme.

2.35 'Tier Bonus JPMiles' means the JPMiles awarded to Members holding Elite Tier Status by JetPrivilege in addition to Base JPMiles and Cabin Bonus JPMiles for a Qualifying Flight on Jet Airways marketed and operated flight, Jet Airways marketed codeshare flights and Etihad Airways Partners' flights and which are not counted towards the Member's Tier Status.

2.36 Tier Points and Tier Miles are qualifiers that help JetPrivilege members upgrade/retain their respective JetPrivilege Tier Status. Tier Points and Tier Miles are those earned on qualifying Jet Airways, Jet Airways marketed codeshare flights and Etihad Airways Partner flights. Tier points will be awarded not only on the basis of the sector booked (Indian Subcontinent/International) and the cabin booked (First class/Première/Economy), but effective 16th February 2015, also on the basis of the class booked (RBD). Members travelling on certain class of travel can hence 16th February 2015 onwards earn higher Tier Points for travel on 16th February 2015 and onwards. For travel effective 17th August 2016, Tier Points and Tier Miles will be awarded basis the Network, Cabin and Fare Choices made when travel is on Jet Airways marketed and operated flights and Jet Airways flights operated under the S2 code. Tier Points and Tier Miles will be awarded basis the Network, Cabin and Booking Classes made when travel is on Jet Airways codeshare flights operated by Airline Partners. Member's existing Tier Points balance remains unchanged for past flights undertaken prior to the above effective date.

Note: Tier Miles include only Base JPMiles and Cabin Bonus. These do not include Tier Bonus or any other Bonus JPMiles.

2.37 'Tier Review Period' means a review period specific to a Member and calculated from the date of his / her enrolment into JetPrivilege during which his / her activities are ascertained for upgrade, retention or downgrade; for upgrade the Member's Tier Status is reviewed every day as per the DTR for Qualifying Activities in the last 6 months or 12 months; for retention / downgrade the Member's Tier Status is reviewed on the anniversary of his / her enrolment into JetPrivilege or the anniversary date of achievement of a Tier Status and for Qualifying Activities in the last 12 months / 18 months / 24 months.

2.38 'Tier Status' means BluePlus, Silver, Gold or Platinum Tier achieved by a JetPrivilege Member by undertaking Qualifying Activities during the Tier Review Period.

2.39 'Tier Validity' means the duration of time till the Member's Tier is valid as per the date printed on the Membership Card.

2.40 'Base JPMiles on Spends' means JPMiles earned on every swipe for all spends using Jet Airways & JetPrivilege co-brand card.

2.41 'Bonus JPMiles' means Additional JPMiles awarded over and above the Base JPMiles earned. These JPMiles do not contribute to the Tier Status of the member and appear separately on the statement issued by JetPrivilege.

2.42 'Welcome Bonus JPMiles' means Bonus JPMiles awarded on receipt of Jet Airways & JetPrivilege co-brand card. This bonus is based on the co-brand card variant received by the member.

2.43 'Card Activation JPMiles' means Bonus JPMiles awarded on the first transaction carried out with a Jet Airways or a JetPrivilege co-brand card.

2.44 'Card Threshold JPMiles' means Bonus JPMiles awarded upon spending equal to or more than the spends threshold limit assigned on the Jet Airways or JetPrivilege co-brand credit card.

3. Membership

3.1 Membership to the JetPrivilege Programme is a privilege extended to persons enrolled with the Programme. It is not to be treated as a right attached to the holding of Membership with JetPrivilege. The privilege is being provided gratis and is not in lieu of any consideration from the Member.

3.2 Membership to the JetPrivilege programme is open only to:

a. Individuals based in India - who are above 2 years of age at the time of joining the programme

b. Individual based outside India - who are above 12 years of age at the time of joining the programme

c. Companies based in India – enrolment only to Business Rewards+ programme and open to companies, partnerships, unincorporated associations or similar entities as per the terms and conditions of the Business Rewards+ programme

d. Companies based outside India – not open to companies, partnerships, unincorporated associations or similar entities

3.3 JetPrivilege reserves the right to enrol individuals / companies with resident addresses only in certain countries and/or regions. Such countries and /or regions are subject to change; however, reasonable advance notice will be given in circumstances where the removal of a country and/or region will affect the Membership of existing Members from such country and / or region.

3.4 Membership to JetPrivilege is offered at the discretion of JetPrivilege and JetPrivilege may refuse Membership to any applicant and has the power to cancel the membership of existing member in case of violation of any of the terms and conditions of the programme and without notice to the JP member and any unutilized miles and tickets will stand revoked accruing to the member or any person nominated by the member to utilize these benefits.

3.5 To apply for Membership, an individual must complete the JetPrivilege Enrolment Form or the JetPrivilege Check-in Enrolment Card and return it to Jet Airways or apply online at www.jetairways.com or www.jetprivilege.com or the mobile application of Jet Airways. In case the guest is in possession of an enrolment form, he / she can activate his Membership at www.jetairways.com, or www.jetprivilege.com by entering the Membership number (as appearing on the enrolment form), in the online enrolment form.

3.6 Membership commences as soon as the JetPrivilege Member is in possession of the JetPrivilege membership number. However, JPMiles are credited to the account only once the JetPrivilege account is created in the database after JetPrivilege Service Centre receives and processes the duly completed Enrolment Form /JetPrivilege Check-in Enrolment Card or online application is submitted and processed. JPMiles can be redeemed only once the member has completed the verification of both of his / her email address and mobile number as registered with JetPrivilege through the second factor authentication procedure of the Programme. If either of the two is not verified the member will not be able to redeem JPMiles.

3.7 A Member can hold only one JetPrivilege account with a unique and verified email address and mobile number recorded against the same. If there are Membership Accounts containing the mobile number and email address present in another Membership Account, then all such accounts will be put under pending status and JPMiles

accrual and redemption will be possible only after all the accounts have a unique and verified email address and mobile number.

3.8 A Membership Card when issued is valid only for use during the period indicated on it and/ or if no validity is expressly stated, then till the validity of membership. The member named on the Membership Card is the only person who may use the Membership Card for any purpose whatsoever. A Membership Card is not transferable and is not a credit / debit / payment card. Members will receive their Membership Card upon completion of 1 accrual activity with Jet Airways or any Programme Partner. This change is applicable to members residing in India and across the world. Further, upon completion of 1 accrual activity with Jet Airways or any Programme Partner in last 12 months or a future Purchase / Gift of JPMiles transaction, Member's Tier will be upgraded from Blue to BluePlus. However, only activities on Jet Airways / Etihad Airways Partners / Select Programme Partners will be as Qualifying activities for accrual of Tier Points and Tier Miles. BluePlus members can continue to use their existing membership card. Membership cards will be replaced when a Member qualifies for Silver, Gold, Platinum Tier with the corresponding Tier Membership Card.

3.9 If lost, the JetPrivilege membership card or a baggage tag will be reissued by the JetPrivilege Service Centre upon receiving a written request from the member or can be requested online by logging into the JetPrivilege account at www.jetairways.com or www.jetprivilege.com. To re-issue your physical membership cards, a fee of 500 JPMiles will be levied for all BluePlus members. For Platinum, Gold and Silver members this fee is waived off. Platinum and Gold members can request for reissuance of baggage tags by sending a written request to memberservices@jetprivilege.com. A fee of 250 JPMiles will be towards reissuance. For more details on charges and fees, refer to clause 23 on Service Charges.

4. Enrolment

An application to join the JetPrivilege Programme deems acceptance of all the Terms and Conditions.

4.1 Via Enrolment Form:

4.1.1 Prospective Members may apply to enrol into the JetPrivilege programme through an 'Enrolment Form' and may start to quote the membership number printed on the face of the same. Membership however, is not confirmed and mileage credits earned will not be honoured until the duly filled Enrolment Form has been accepted and processed by JetPrivilege.

4.1.2 Enrolment Forms will not be processed and treated as valid unless completed correctly in English, with all the mandatory fields filled in and signed by the Member.

4.2 Via Website / Mobile App / Social Media Registration:

4.2.1 Potential Members may apply to enrol into the JetPrivilege Programme through the Jet Airways website www.jetairways.com or JetPrivilege website www.jetprivilege.com or Jet Airways mobile application or the prevalent social media channels including but not limited to Twitter, Facebook, LinkedIn, etc. and may start to quote the JetPrivilege membership number that is sent to him/her via e-mail on successful completion of the online enrolment process.

4.2.2 Membership, however, is not confirmed and mileage credits earned will not be honoured until the online registration form has been completed correctly in English, with all the mandatory fields filled in and programme terms and conditions accepted by the Member and processed by JetPrivilege.

4.3 Via Tele-enrolment:

4.3.1 Potential Members may call up the JetPrivilege Service Centre and get themselves listed for enrolment. However, this is a provisional enrolment only. Full enrolment into the JetPrivilege Programme is subject to the

Member logging on to the Jet Airways website www.jetairways.com or JetPrivilege website www.jetprivilege.com and completing the balance information as required by the programme.

4.3.2 Once updated, the Member may start to quote the membership number that is given to him over the phone at the time of the Membership request.

4.3.4 Membership, however, is not confirmed and mileage credits earned will not be honoured until the online registration form has been completed correctly in English, with all the mandatory fields filled in and programme terms and conditions accepted by the Member and processed by JetPrivilege.

4.4 Via Check-In Enrolment Forms:

4.4.1 Prospective Members may apply to enrol into the JetPrivilege Programme through a Check-In Enrolment form.

4.4.2 Membership however, is not confirmed and mileage credits earned will not be honoured until the duly filled Check-In Enrolment Form has been accepted and processed by JetPrivilege.

4.4.3 Check-In Enrolment Forms will not be processed and treated as valid unless completed correctly in English, with all the mandatory fields filled in and signed by the Member.

Any enrolment will be valid and honoured provided such membership has a unique mobile number or email address not utilized by another JetPrivilege number. However, exceptions do exist at discretion of JetPrivilege, details of which will be available with JetPrivilege on request.

4.5 Accuracy of Information:

4.5.1 Applications will not be considered for enrolment if any of the details provided at the time of enrolment are found to be incorrect or non-factual.

4.5.2 An applicant for Membership must supply all of the information required in the JetPrivilege Membership application form and complete all the processes and procedures as required by the Programme to complete the account set-up.

4.5.3 JetPrivilege may accept or reject any application for Membership in its absolute discretion. If an application for Membership is rejected, then any benefit that may have earned to the applicant through the use of a temporary membership card will be null and void.

4.5.4 The personal information provided by the Member in the application form or that the Member will provide as a JetPrivilege Member:

- will be retained and used by JetPrivilege to ensure the efficient running of the Programme, including the crediting of JPMiles, the provision of Membership statements and the awarding of Membership levels
- may be disclosed as required by law
- may be used by JetPrivilege to send you communications about promotions, services, products and facilities offered by JetPrivilege [Please visit the My Preferences section under the My Profile page to unsubscribe from receiving newsletters]
- may be disclosed to a Partner of the JetPrivilege Programme to assist that Partner in the planning and development of the JetPrivilege Programme; and
- may be used by Partners to send separate communications to the Member about services, products and facilities offered by that Partner – [Please visit the My Preferences section under the My Profile page to unsubscribe from receiving Partner communication] and

- may otherwise be used in a manner which a Member may authorise from time to time

4.6. Updating Account Information:

4.6.1 It is the responsibility of the JetPrivilege Member to advise the JetPrivilege Service Centre of any changes in his/her name, address or preferences in writing.

4.6.2 Members may also update their address and preference details directly online by logging in at www.jetairways.com or www.jetprivilege.com. Name changes, however, cannot be made online. Name change requests can only be made, if a written request is sent to the JetPrivilege Service Centre, duly signed by the Member. Requests for changes in name should be accompanied by supporting legal documentation, as may be specified at the time of making the name change request or as may be requested by JetPrivilege.

4.6.3 Account status of any Member who does not record a single accrual or redemption activity during any 365 consecutive days after enrolment or after the last flight date, will be made inactive automatically. The Member can contact the Service Centre to re-activate the account.

5. Use of the Card, Membership Number and Benefits

5.1 The Member agrees that by using the JetPrivilege membership card and by quoting his /her membership number to Jet Airways and/or any Programme Partners, he/she has read and understood the terms and conditions of the JetPrivilege Programme, and confirms that he /she is bound by such terms and conditions.

5.2 The JetPrivilege Membership Card remains, at all times, the property of JetPrivilege, which reserves the right at any time in its absolute discretion and without giving notice to such Member to refuse Membership, to revoke Membership or refuse or withdraw an upgrade (as applicable) to any Tier of Membership. The Member must return his /her JetPrivilege membership card and any associated benefits provided along with the Membership Card within 15 working days whenever requested by JetPrivilege.

5.3 The Member named on the JetPrivilege Membership Card is the only person who may use the JetPrivilege Membership Card for any purpose whatsoever. A JetPrivilege Membership Card is not transferable and is not a credit, debit or a payment card. JetPrivilege membership numbers are non-transferable.

5.4 A JetPrivilege Membership Card is valid only for use during the period indicated on it and /or if no validity is expressly stated, then till the validity of Membership.

5.5 A Member must quote his /her Membership number and name as mentioned on his /her card when booking and checking in for flights on Jet Airways and /or using the services of a Programme Partner. If a Member fails to provide the required Membership information accurately when making such booking or availing such services, this may result in the applicable JPMiles not being credited to the Member's account and JetPrivilege, Jet Airways or its Programme Partner will not be responsible in this regard.

5.6 Only the Member or any of the authorized or nominated representative of the Member is eligible to obtain information from JetPrivilege relating to such membership data including but not limited to travel data, Programme Partner activity data, JPMiles accumulated and Fare Choices/Booking Classes made by the Member.

5.7 When a Member seeks to use or obtain any of the services, benefits, facilities or arrangements offered, the provision of such services, benefits, facilities or arrangements will be subject to the respective terms and conditions of the provider of said benefits, facilities or arrangements.

5.8 While JetPrivilege will endeavour to ensure that the services, benefits, facilities and arrangements as expressed or advertised by Jet Airways and the Programme Partners will be available to the Members, JetPrivilege will not be

liable for any loss or damage, whether direct or indirect, arising from the provision or non-provision, whether whole or part, of any such services, benefits, facilities or arrangements.

5.9 If benefits, facilities or arrangements are provided or made available to a Member as a result of his/her Membership, whether these are provided by Jet Airways or by Programme Partners, such a Member will be personally liable for any and all costs, taxes, surcharges, fees, carrier charges, other charges, claims or liabilities of whatever nature arising from the provision or availability of such benefits, facilities or arrangements.

5.10 Irrespective of the Tier, if the membership card or a baggage tag is lost, then the corresponding replacement the JetPrivilege Membership Card or a baggage tag will be reissued by the JetPrivilege Service Centre upon receiving a written request from the Member. A fee of 500 JPMiles would be charged to the members for reissuing of membership card. These charges of 500 JPMiles are waived off for JetPrivilege Platinum, Gold and Silver members. Effective 01st April 2016, a fee of 250 JPMiles would be levied on Platinum and Gold members for reissuance of baggage tags.

5.11 JetPrivilege and / or its Programme Partners reserve the right to require proof of earning from the Member, including copies of ticket coupons and / or boarding passes from flights claimed to have flown or copies of receipts or similar documentation.

6. Member Obligations and Responsibilities

6.1 Members must not

- (i) act in any way which breaches these Terms and Conditions or
- (ii) abuse or misuse JetPrivilege Programme, any Awards, benefits, facilities, services or arrangements accorded to the Member as a result of Membership including by:
 - (a) engaging in illegal or fraudulent activities
 - (b) supplying or attempting to supply false or misleading information, or making a misrepresentation to JetPrivilege or any of its Programme Partners
 - (c) misusing, selling, assigning, transferring or acquiring or offering to misuse, sell, assign, transfer or acquire any Award, Benefit or points other than in accordance with these Terms and Conditions
 - (d) acting in a hostile, abusive or aggressive way towards JetPrivilege staff or any of its Programme Partners' staff
 - (e) acting in an unruly manner on board a Jet Airways or an Airline Partner flight or in any Jet Airways or Airline Partner airport lounges or at any other Programme Partners' locations/property
 - (f) refusing to follow reasonable instructions from JetPrivilege staff or the staff of any of its Programme Partners
 - (g) engaging in Sale, purchase or barter of JPMiles or Award tickets or Upgrade Vouchers or any service or product offered through JetPrivilege
 - (h) misuse the JetPrivilege Membership card or Programme benefits

6.2 Members are responsible for regularly checking their Membership Account and must:

- (i) notify JetPrivilege or applicable Programme Partner of any omissions, incorrect entries or other discrepancies within six months of the applicable flight

(ii) notify JetPrivilege or applicable Programme Partner of any omissions, incorrect entries or other discrepancies within six months of any other transaction

(iii) advise JetPrivilege of any change of name, address or other details as soon as practicable after the change. Changes to the mailing address, contact number or other details may be made by logging into the JetPrivilege Account online at www.jetairways.com or www.jetprivilege.com. Members must supply their Membership number, and any requested security information when making any such changes. Written proof must be supplied for any change of name, and may be required for any change. JetPrivilege is not responsible for any failure by a Member to notify JetPrivilege Programme of any changes in accordance with this clause or for any incorrect changes notified to JetPrivilege.

(iv) carry their JetPrivilege membership card during travel on Jet Airways and Etihad Airways Partner flights to be able to avail of the benefits entitled as per the member's Tier.

6.3 The Member will be solely responsible to maintain the confidentiality of his/her own JetPrivilege account. Members agree to accept responsibility for all activities that occur under their account or password.

6.4 Members should take all necessary steps to ensure that their JetPrivilege Account number / details, Membership ID, password and the transaction details in their JetPrivilege Account are kept confidential and secure and should inform JetPrivilege Service Centre immediately if they have any reason to believe that the same have become known to anyone else, or if their JetPrivilege Account is being, or is likely to be, used in an unauthorized manner.

6.5 The Member is solely responsible and liable for any accrual or redemption carried out from his / her JetPrivilege account either by the Member himself / herself or any other person. JetPrivilege or Jet Airways or the Programme Partners will not be responsible and / or liable for any accrual or redemption carried out from Member's account in any circumstances whatsoever.

6.6 Each Member is responsible for ensuring that they have sufficient JPMiles to redeem for any Award that they request.

7. Suspension and Termination of Membership

7.1 If a Member has committed a material breach of any of the Terms and Conditions or misuses or abuses the JetPrivilege Card (refer the Schedule annexed) or the programme Benefits, then JetPrivilege may do any one or more of the following without any advance notice to the member:

(i) terminate the Member's Membership and / or the right of the Member to use the Card

(ii) cancel the Member's JPMiles or any part thereof or

(iii) cancel or refuse to honour any Awards, Benefits or both, that have been redeemed by or provided to the Member. In such a case, JetPrivilege may inform Jet Airways or the Programme Partners in relation to any such misuse or material breach of the Terms and Conditions and the cancellation and / or refusal to honour such Award or Benefits and any miles accrued or redeemed or any payments towards such transactions will be treated as null and void and the Benefits offered, all the JPMiles in the Member's JetPrivilege Account and payments will be forfeited.

7.2 In the event that more than one Membership number is assigned to the same individual (duplicate accounts), JetPrivilege reserves the right to merge the two accounts. In the event the same e-mail id / mobile number is updated in more than one JetPrivilege account, then all such accounts will be deactivated. Such account(s) will be activated only when the respective JetPrivilege Member(s) amend the respective email id's/mobile numbers and the mobile number and the email id have been verified through the second factor authentication procedure of the Programme such that each account has a unique email id/unique mobile number recorded against the same.

Member(s) can amend their email id(s) / mobile number(s) by logging into the respective JetPrivilege Account(s) online at www.jetairways.com or www.jetprivilege.com or through the mobile application of Jet Airways or JetPrivilege. Alternately, they can send an email to the JetPrivilege Service Centre via the same email id registered in the JetPrivilege account. In such cases, the email id/mobile number present in any of such account's will be changed provided the email/mobile number change request is received from the same email id as reflecting in the account(s).

7.3 Membership will terminate automatically on the death of a Member. JetPrivilege will close the Member's account on notification of the Member's death. JetPrivilege will not be liable for any loss or damage whatsoever suffered by any person as a result of the cancellation. However, the Member's legal heir may, upon production of relevant documents, redeem the JPMiles available in the deceased's JetPrivilege account till such time as they are valid for redemption.

7.4 JetPrivilege reserves the right to terminate at any time, without giving any notice, throughout the world, or in a specific country, in which JetPrivilege is associated with its Programme Partners, the right of any or all Members to earn or redeem JPMiles or to accrue or use any of the other benefits offered by JetPrivilege.

7.5 JetPrivilege shall be at liberty to use any information and data made available to it in relation to any suspicious activity / misuse / abuse of the terms and conditions by a Member. Further, Jet Privilege may initiate processes of suspension and termination of the membership based on such information. JPPL shall not be liable for the use of such information / data.

7.6 JetPrivilege shall not be liable for any loss or damage, whether direct or indirect, resulting from termination or change of, or to the JetPrivilege programme or any of the facilities, benefits or arrangements which are made available to Members, including, without limitation, Programme Partners' withdrawal or the withdrawal or limiting of any such services, benefits or facilities.

7.7 Any transaction / activity done by a JetPrivilege Member which breaches the program terms and conditions will be treated as Null and Void by the programme. Payments and JPMiles accrued / redeemed to carry out such activities will be forfeited.

7.8 JetPrivilege also reserves the right to terminate the Membership in the is any in breach of program Terms and Conditions.

7.9 Selling/Attempting to sell upgrade vouchers or award tickets (issued for travel on Jet Airways or Airline Partners) is an illegal activity and will attract legal action including but not limited to suspension of your JetPrivilege Membership. In such an instance all JPMiles in your account will be confiscated. JetPrivilege reserves the right to initiate legal or another or action it may deem fit to pursue if it suspects any fraud or misuse of the terms and conditions.

8. Audit and Disqualification

8.1 JetPrivilege reserves the right to audit any and all Members' JetPrivilege accounts at any time, without notice to the Member(s), to ensure compliance with the terms and conditions of the Programme and the Jet Airways conditions of carriage (which apply to all guests). Jet Airways' Conditions of Carriage include a prohibition against actions involving fictitious multiple bookings. In the event that the audit reveals discrepancies or violations, the processing of Awards, accrual of JPMiles or Benefits and mileage summaries may be delayed until the discrepancies or violations are resolved.

8.2 Violators are subject to having their JetPrivilege accounts blocked (e.g., JPMiles may not be redeemed from a blocked account) or penalties imposed through the deduction or forfeiture of JPMiles from their JetPrivilege accounts.

8.3 JetPrivilege also reserves the right to disqualify any person from further participation in the JetPrivilege programme if, in JetPrivilege's sole judgment such Member has violated the Programme terms and conditions or in Jet Airways' sole judgment, has violated Jet Airways' Conditions of Carriage or any of the terms and conditions described herein.

8.4 JetPrivilege reserves the right to initiate legal or another or action it may deem fit to pursue if it suspects any fraud or misuse of the terms and conditions of the JetPrivilege Programme.

9. Membership Status and Tier Evaluation

9.1 The JetPrivilege programme comprises the JetPrivilege Blue, BluePlus, Silver, Gold and Platinum tiers.

9.2 The JetPrivilege Blue Tier is the entry level into the JetPrivilege Programme. Entitlement to the JetPrivilege Platinum, Gold, Silver or BluePlus tiers depends on the applicable level of Tier Points or Tier Miles earned by Members within a stipulated time period.

9.3 To retain or upgrade a Membership tier, the Dynamic Tier Review (DTR) is referred to. The details of the same can be found on www.jetairways.com or www.jetprivilege.com or through the mobile application of Jet Airways or JetPrivilege.

9.4 Tier evaluation is specific to a Member and is calculated from the date of his / her enrolment into JetPrivilege during which his / her activities are ascertained for upgrade, retention or downgrade; for upgrade the Member's Tier Status is reviewed every day as per the DTR for Qualifying Activities in the last 6 months or 12 months; for retention / downgrade the Member's Tier Status is reviewed on the anniversary of his / her enrolment into JetPrivilege or the anniversary date of achievement of a Tier Status and for Qualifying Activities in the last 12 months / 18 months / 24 months.

9.5 Tier is valid as per the date printed on the Membership Card.

9.6 JetPrivilege may, from time to time, change the number of Tier Points or Tier Miles needed to qualify for each tier or the Tier Validity or Tier Review Period but will inform Members in advance of any changes.

9.7 With effect from 21st September 2015, a member who undertakes one accrual activity with Jet Airways or any Programme Partner in the last 12 months will be upgraded from Blue to BluePlus Tier and will be counted as an 'Active' member Activities on Jet Airways or Etihad Airways Partners or selected Programme Partners, as amended from time to time, will be treated as Qualifying Activities for the purpose of accrual of Tier Points and / or Tier Miles for the purpose of upgrade or retention of Tier Status.

10. Earning of JPMiles

10.1 Earning of JPMiles on Jet Airways marketed & operated flights, Jet Airways marketed flights operated under S2 code, Etihad Airways Partners marketed and operated flights, Jet Airways codeshare flights operated by Airline Partners / Etihad Airways Partners.

10.1.1 Members earn JPMiles only on Qualifying Flights on Jet Airways basis the percentages mentioned in the mileage accrual structure which factors Distance, Network and Fare Choices made. Members earn JPMiles only on Qualifying Flights on Jet Airways codeshare flights basis the percentages mentioned in the mileage accrual structure which factors Distance, Network and Booking Classes made.

10.1.2 JetPrivilege Programme uses Minimum JPMiles and Ticketed Point Mileage (TPM) as the basis for crediting JPMiles for flight activities undertaken on Jet Airways. For codeshare flights operated by Airline Partners, where Jet Airways is the marketing carrier, JPMiles for flight activities are credited based on the Ticketed Point Mileage (TPM). Ticketed Point Mileage is calculated by International Air Transport Association (IATA) and is defined as the distance between an origin point and destination point using direct, non-stop sector miles (not kilometres).

- On Jet Airways marketed & operated flights and Jet Airways flights operated under S2 code, for distances up to 500 miles, mileage accrual as defined in the mileage accrual chart as per the Fare Choices is based on a flat value of 500 miles. For distances 501 miles and above, mileage accrual as defined in the mileage accrual chart as per the Fare Choices is based on the actual TPM.
- Cabin Bonus JPMiles and Tier Bonus JPMiles are credited as a percentage of the Base JPMiles earned.
- When flying on Jet Airways codeshare flights operated by Airline Partners/Etihad Airways Partners, mileage accrual as defined in the mileage accrual chart as per the Booking Classes is based on the actual TPM.
- When flying on Airline Partners, JetPrivilege Members earn JPMiles basis the mileage accrual structure chart as defined by the respective Airline Partner.

10.1.3 Members will earn JPMiles as per the accrual chart for travel on Jet Airways.

Accrual of Tier Bonus JPMiles: Effective 17th August 2016, JetPrivilege Platinum, Gold and Silver Members earn 75%, 50% and 25%, respectively, of the Base JPMiles for travel on Jet Airways marketed and operated flights, Jet Airways codeshare flights operated by Airline Partners / Etihad Airways Partners and on Etihad Airways Partner marketed and operated flights.

The following classes on Jet Airways are not eligible for earning of Base JPMiles, Cabin Bonus JPMiles, Tier Bonus JPMiles, Tier Points or Tier Miles: Class D (Redemption / Interline), E (Interline), R and X (Redemption), G (Group Fare)

10.1.4 Members earn Tier Miles and Tier Points only for Qualifying Flights on Jet Airways, Jet Airways Codeshare flights and Etihad Airways Partner carriers

Please note: Earning of JPMiles, Tier Points & Tier Miles on Etihad Airways Partner flights is limited to JetPrivilege members traveling on flights operated and marketed by the same Etihad Airways Partner carrier (e.g. airberlin marketed & operated flight) or on Jet Airways marketed codeshare flights operated by any Etihad Airways Partner (e.g. Jet Airways marketed Etihad Airways operated flight). Travel on flights operated and marketed by two different Etihad Airways Partner carriers (e.g. JetPrivilege member traveling on an airberlin marketed & Etihad Airways operated flight) will be ineligible.

10.1.5 When utilizing Upgrade Vouchers or the JPMiles Upgrade facility or Cash Upgrade or any involuntary upgrade and upgrading to class D or R on Jet Airways, Members will earn JPMiles as per the original booked class in Economy / Première. Furthermore, when an upgrade facility is undertaken by the Members under promotions/offers/campaigns at the airport or any other channel then the member need to check with the concerned authority at the time of availing the offer on the earning of JPMiles.

10.1.6 To ensure credit of JPMiles, the Member must make all of his/her bookings in the same name as the name as printed on the Membership Card.

10.1.7 To earn JPMiles, the Member must quote his / her Membership Card number at the time of making the booking and also present his /her Membership Card at the time of check-in.

10.1.8 Failure to give complete /correct information may result in the JPMiles due for that activity not being credited to the Member's account and the Member not receiving certain service Benefits.

10.1.9 If a Member is involuntarily rerouted by Jet Airways on another carrier for reasons within Jet Airways' control, and the original Jet Airways flight on which the Member was booked would have qualified for JPMiles, the Member may claim a JPMiles credit by sending details, including ticket coupons and boarding pass where issued, to the JetPrivilege Service Centre.

10.1.10 JPMiles will not be awarded where the flight booked is cancelled or rerouted due to any reason beyond the control of Jet Airways, including but not limited to weather delays.

10.1.11 In case a JetPrivilege Member is also a Member of Airlines Partner's loyalty programme, he / she can choose to receive JPMiles credit in relation to any flight in only one account. The account, in which the Member wishes to have his / her activity credited, will remain the same for all the sectors of a particular itinerary.

10.1.12 The responsibility to check that JPMiles and activities have been properly credited lies with the JetPrivilege Member. This can be checked by logging into the Membership account online at www.jetairways.com or www.jetprivilege.com or through the mobile application of Jet Airways / JetPrivilege.

10.1.13 All activities that are not tracked automatically at the time of travel may be credited later at Jet Airways' discretion. New enrollees and existing JetPrivilege Members can claim retro credit for Jet Airways flights taken in the past 180 days from current date. These can be claimed online at www.jetairways.com or www.jetprivilege.com through the 'Claim Past Miles' page.

10.1.14 In case of dispute about entitlement to mileage credit, Jet Airways may require proof of travel on the relevant sector including the retained segment of the boarding pass and guest receipts for the sector claimed to have been flown.

10.1.15 If a JetPrivilege Member purchases an extra seat for self on a particular flight, JPMiles will only be awarded for the primary booking. No JPMiles will be credited for the extra seat.

10.1.16 Members are required to keep the original travel ticket and boarding pass for claiming JPMiles for past travel (until the appropriate flights are reflected on their statement).

10.1.17 JPMiles are credited to the Membership Account automatically; provided the Membership number is recorded at the time of booking and at check-in, and the name in the booking is in the same format as printed on the Membership Card.

However, if there are any missing flights

- The Member is required to wait for 6 days from the date of travel before submitting a claim
- Retro credit can be claimed for flights taken in the last 180 days from current date
- Retro claim online will not be possible if the booking name format differs from the one printed on the Membership Card
- Online retro credit is possible if the check-in system at the departure city is automated. Please contact JetPrivilege Service Centre for updating JPMiles for manual stations

Note: In case the Member has availed of an upgrade to Première or First Class against vouchers, JPMiles upgrade, cash upgrade or any involuntary upgrade done at the airport; it will take a minimum of 6 days for automatic-credit of flights. Members must contact the JetPrivilege Service Centre, should the flight still not reflect in the account. Miles can be claimed online for Jet Airways flights.

10.2 Earning of JPMiles with Programme Partners.

10.2.1 JPMiles are credited automatically provided the JetPrivilege Membership number is recorded at the time of reservation and at check-in or at the time of completion of a Qualifying Charge with a Programme Partner. It is the JetPrivilege Members' responsibility to ensure that the Membership number is provided at the time of making a reservation and checking in for travel on any Airline Partner or at the time of completion of an activity while using the services of our other Programme Partners. Please allow 6-8 weeks for the Programme Partner activity to reflect in the JetPrivilege Account.

10.2.2 No JPMiles will be awarded for any flights or other service provided by Programme Partners for whom the Member obtains benefits from another frequent flyer programme or loyalty programme, unless the partner offer specifically states this on the website at www.jetairways.com or www.jetprivilege.com or through the mobile application of Jet Airways / JetPrivilege.

10.2.3 Members can earn JPMiles when using any eligible Programme Partner service. The use does not have to be in conjunction with a Jet Airways flight to be eligible for JPMiles.

10.2.4 Partner JPMiles are earned only on qualifying charges in respect of the services offered by the Programme Partners. It is the responsibility of the Member to check with the Programme Partner if the rate being paid or the service or product being purchased is eligible for earning Partner JPMiles.

10.2.5 Partner Hotels offer certain benefits and JPMiles to Members if a Member quotes his / her JetPrivilege Membership number when making a booking and presents his / her JetPrivilege Membership Card on checking in. A stay is defined as all consecutive nights at one hotel, whether or not the Member checks out and checks back in during the stay.

10.2.6 If two or more Members occupy the same room or rent the same car, Partner JPMiles will be credited only to the Member whose name and JetPrivilege Membership number appear on the reservation /activity invoice.

10.2.7 Separate hotel stays on consecutive days in the same Partner Hotel property do not earn additional Partner JPMiles.

10.2.8 Accumulation of both Partner JPMiles and partner loyalty programme points, for the use of any partner service, is at the sole discretion of JetPrivilege and the participating Programme Partner. Members are advised to verify with the Programme Partner whether it awards JPMiles or points, or both.

10.2.9 JetPrivilege is not responsible for informing Members of any changes in JetPrivilege participation by Jet Airways or its Programme Partners. Members are therefore advised to confirm partner status prior to using the services / facilities of our Programme Partners. Partner JPMiles are available only at participating partner locations, or for Qualifying Charges which are subject to change without notice.

10.2.10 Some of the additional benefits and privileges offered by the Programme Partners will only be made available to the Member subject to quoting of a specific promotion code. Members must therefore check and quote the code as and where applicable to avail of the additional benefits and privileges.

10.2.11 JetPrivilege has no liability for the acts or omissions of Jet Airways or its Programme Partners.

10.2.12 Members are subject to Jet Airways' and the participating Programme Partners' relevant terms and conditions for reservation, ticketing, passport and all other matters concerning the use of such services as the case may be.

10.2.13 Any Programme Partner activity that is not tracked automatically at the time of use may be credited later through a retro claim process. Members may submit their mileage claim retro-actively by submitting the retained segment of the boarding pass and travel ticket in case of Airline Partners or guest receipts and invoices in case of other partners to the JetPrivilege Service Centre provided that the Member was enrolled in the JetPrivilege programme, at the time of travel / undertaking the partner transaction and the claim is made within 180 days from the date of travel or the relevant transaction. JetPrivilege will validate these transactions with the concerned partner and credit the JPMiles if the transaction is eligible for credit and as advised by the partner. The process to validate claims and process as advised by partners will take a minimum of 4-5 weeks from the date of receipt of the retro claim request by the JetPrivilege Service Centre. In addition to the details provided by Member/s to process the mileage claim request retro-actively, partners may ask for additional information to process the claim; JetPrivilege Service Centre will then contact Members for this additional information to process the claim.

[**Note:** *For Partner activities JPMiles can be claimed in the last 180 days from current date and not preceding the enrolment date.]

10.2.14 For any missing Partner activities, Members must contact the JetPrivilege Service Centre with relevant proof of activity (i.e. original or clear photo copy) of:

- Ticket and boarding pass for Airline Partners
- Invoices for Non-Airline Partners

10.2.15 Any Partner activity undertaken prior to enrolment in the JetPrivilege programme is not applicable for mileage credit.

10.2.16 All Programme Partners, which offer mileage and or service benefits to JetPrivilege Members, are listed on www.jetairways.com or www.jetprivilege.com or on the mobile application of Jet Airways / JetPrivilege.

10.2.17 In case of any Bonus JPMiles promotion, the Member will be required to quote the specific promotion or campaign code in order to become eligible to earn the Bonus JPMiles. Retro-credit will not be given for Bonus JPMiles if the promotion or campaign code is not quoted by the Member at the time of booking the activity / availing of the service.

10.2.18 Details of how Members earn JPMiles on Partners are available on www.jetairways.com or www.jetprivilege.com or on the mobile application of Jet Airways / JetPrivilege.

11. Bonus JPMiles on Jet Airways' e-services

11.1 Bonus JPMiles for e-services - Booking e-services – Revenue tickets booked on Jet Airways Online at www.jetairways.com, or through Interactive Voice Response (IVR) at the Jet Airways Reservation Centre or through the Jet Airways mobile application, Effective 17th August 2016, Members earn 250 Bonus JPMiles. This is not available when the booking is done using the pay online facility.

11.2 Bonus JPMiles for e-services will be credited to the Member's account only upon completion of the flight on a per sector per passenger basis for eligible activities.

11.3 Members booked in G (Group bookings), D (Redemption/Interline), E (non-revenue), R and X (Redemption) booking class are not eligible for earning of this Bonus JPMiles. All other classes of travel will be eligible for earning Bonus JPMiles for Online Booking.

11.4 Standard JPMiles for a sector will be awarded in accordance to the class of booking based on the multi-level JPMiles earning system.

11.5 In an event where there is more than 1 guest in a PNR and all have booked using the eligible booking channels, the JetPrivilege member(s) will earn the Bonus JPMiles only for his/her own travel.

11.6 The Bonus JPMiles earned as a result of this promotion can be used only for redemption of JetPrivilege Award. Only the Base JPMiles and the Cabin Bonus JPMiles that a Member earns for a sector travelled on Jet Airways will count towards the Member's JetPrivilege Tier status.

12. Mileage Calculation on Jet Airways, Airline Partners and Other Programme Partners

12.1 When flying on Jet Airways or Airline Partners, JPMiles will be credited to the Member's account based on his / her class and sector of travel and will be credited to the Member's account upon completion of the flight unless stated otherwise.

12.2 Mileage can be accumulated only once per flight per Member, regardless of the number of seats purchased. Mileage will be credited only to the Member who has travelled on the flight, on the relevant sector, and not to any third party, irrespective of who has paid for the seat.

12.3 JPMiles credit for a Member's travel on Jet Airways or Airline Partners shall be based on the JPMiles table between the cities where the Member's travel begins and ends.

12.4 Mileage will be calculated between the origin and final destination and as per Minimum Miles and TPM for flights on Jet Airways and on basis of TPM or GCD (Great Circle Distance) for flights on Airline Partners.

12.5 For connecting flights JPMiles will be credited as the total of the separate sectors of the trip. However, on direct or through flights with the same flight number and with one or more intermediate stops, JPMiles will be determined from the place of origin to the final destination of travel.

12.6 JPMiles credit will be awarded according to the class of travel booked, regardless of the class of travel/flown. JPMiles will be awarded to the Member for each journey sector flown on a qualifying flight only. The Member must travel on an eligible fare or eligible booking class to qualify to earn JPMiles.

12.7 Voluntary plane changes in lieu of non-stop and / or direct flights for accumulation of additional mileage or segments are not permitted.

12.8 Members will earn JPMiles as per the accrual structure defined for Jet Airways and Airline Partners under the Airline Partners section and which may be amended from time to time. Any class other than those mentioned in the accrual chart will not be eligible to earn JPMiles. The responsibility to check if a fare or booking class qualifies for earning of JPMiles lies with the JetPrivilege Member.

12.9 For travel booked on discounted Jet Airways fares, i.e., Discounted Fares, Senior Citizen, Student, Apex, Super Apex, etc., a reduced number of JPMiles may be credited. Such earnings will be subject to the terms and conditions, as published with each fare offer, and which take precedence over the standard mileage earning terms and conditions as published herein.

12.10 When using the products / services of the Programme Partners, JPMiles will be earned for the Qualifying Charges as per the accrual structure for each Programme Partner as detailed under the Earn Miles section on www.jetprivilege.com or under the Partners section on www.jetairways.com and which may be amended from time to time.

12.11 Mileage credit on Jet Airways or Airline Partner is not applicable for the following:

- refunded, forfeited and unused tickets, including non-refundable tickets
- airline employees, travel agents, tour conductors and / or other persons travelling on non-revenue basis viz. Award tickets on Jet Airways or Airline Partners or travel industry /cargo customer discount fares.
- free tickets of any kind (e.g., Award tickets issued under this programme, tickets received in exchange for a Jet Airways transportation voucher, promotional and sponsorship tickets)
- tickets purchased to carry excess baggage such as musical instruments or to provide extra space for the primary guest

12.12 All JPMiles accumulated in this programme are valid for redemption up to 13 quarters after they have been earned. These miles include Base JPMiles, Cabin Bonus JPMiles, Tier Bonus JPMiles, Promotional / Bonus JPMiles and Partner JPMiles.

12.13 Reporting of mileage credit and other account information

12.13.1 Members can check their mileage statements by logging into their JetPrivilege Account online at www.jetairways.com or www.jetprivilege.com or through the mobile application of Jet Airways / JetPrivilege, which reports all activities recorded in their JetPrivilege Account. The summary indicates the mileage credit earned on Jet Airways flights as well as with all other Programme Partners of JetPrivilege, and mileage redemption activity, if any.

12.13.2 All mileage discrepancies must be reported to the JetPrivilege Service Centre within 180 days of completion of the activity.

12.13.3 JetPrivilege will email the account update notification to the registered and verified email address of the JetPrivilege Member every month.

12.14 Reporting of account discrepancies:

12.14.1 Members are advised to retain their original ticket and boarding passes in case of Jet Airways or Airline Partners or copies of invoices or receipt documents in case of other Programme Partners till mileage credit appears on their mileage statement and report any omissions in their JetPrivilege account to the JetPrivilege Service Centre via mail, e-mail or online at www.jetairways.com or www.jetprivilege.com.

12.14.2 JetPrivilege is not responsible for the delivery of 'incoming' correspondence. Verbal notification for mileage credit discrepancies is not accepted.

12.14.3 Altered or illegible documents will not be accepted for the purpose of crediting / debiting of JPMiles as the case maybe.

12.15 JPMiles Validity:

12.15.1 JPMiles are valid up to the end of the thirteenth quarter from the quarter in which they were earned.

12.15.2 JetPrivilege Platinum Members enjoy the benefit of 'Non-expiry of JPMiles'. Hence, should the Member complete the Tier Points / Tier Miles required for an upgrade to the JetPrivilege Platinum Tier, prior to mileage expiry date, the validity of the Member's existing JPMiles will be further extended by one quarter.

12.15.3 If at the time of the mileage expiry date, the Member's Platinum Tier is downgraded then the JPMiles will expire.

12.15.4 Expired JPMiles will not be reinstated under any circumstances.

12.16 If the Member has transferred JPMiles from one his / her JetPrivilege Account to another JetPrivilege Account, the transferred JPMiles will have a validity of 12 months from the date of transfer irrespective of the original validity prior to transfer. They will expire, next year, at the end of the quarter in which they were transferred. For e.g. if a Transfer of JPMiles is processed on August 20, 2009, the same will expire from the recipient's membership account on 30 September 2010. Transferred JPMiles not redeemed within the validity period will lapse.

12.17 Extended Mileage Expiry on Co-branded Card:

12.17.1 Members holding a Jet Airways Co-brand Credit/Debit card issued by a Jet Privilege banking partner is eligible to get 2 years' additional validity on their existing JPMiles as well as JPMiles earned by them in the future.

12.17.2 The JPMiles in an existing JetPrivilege member's account will get extended only if there is at least one spends activity done by the member using the co-brand credit/debit card.

12.17.3 A new customer who has been issued a co-brand credit/debit card will get their existing as well as JPMiles earned in the future extended by 2 years after their first spends activity using the co-brand credit/debit card.

12.17.4 JPMiles which have been transferred from one account to another are not eligible for extended mileage validity.

12.17.5 JPMiles which have been extended under this feature cannot be extended again.

12.17.6 JPMiles which have been manually adjusted in a co-brand member's account will be eligible for the extended mileage validity.

12.17.7 All retrospective activities which had taken place prior to the applicability of extended mileage validity feature will also be eligible for extended mileage validity.

13. Redemption of JPMiles

13.1 JetPrivilege Members can redeem their JPMiles online for an award ticket on Jet Airways flights after they have attained the BluePlus Tier, which is upon completion of one activity with the programme. It is necessary for members to ensure that their JetPrivilege membership account has passed through the mobile and email verification process.

- Members may avail of the following redemption facilities - Transfer JPMiles from one JetPrivilege Account to another JetPrivilege Account and Redeem JPMiles for one cabin upgrade on Jet Airways marketed and operated flights.
- Members may also redeem JPMiles for award travel on Jet Airways, and Airline Partners. The minimum requirement for an Award travel is 5000 JPMiles on the shortest route. Should the Member fall short of JPMiles for an Award ticket, he / she can purchase the balance JPMiles required at Rs.1.25 per JPMile, by utilizing the 'Purchase JPMiles' facility on www.jetairways.com or www.jetprivilege.com

13.2 Effective 17th August 2016, Carrier Charges will be levied on JetPrivilege Award on Jet Airways booked and confirmed on or after 17th August 2016.

13.2.1 Carrier charges are based on the Network, Distance (TPM) and the Cabin booked.

13.2.2 Carrier charges are priced in Indian Rupees (INR) and based on the country of booking, the carrier charges will be applied in the local currency as per the prevailing exchange rate.

13.2.3 Carrier charges will be applicable for all Jet Awards on flights across Economy, Première and First Class cabins.

13.2.4 Carrier charges applicable for Jet Airways flights operating within & between India, Sri Lanka, Nepal, Bangladesh & Bhutan (i.e. Indian sub-continent) will be as per the Indian-subcontinent structure. Example: An Award ticket in Economy for a One-way Travel between Mumbai Colombo on Jet Airways will require 12000 JPMiles + INR 300 carrier charges + other statutory taxes, fees, surcharges as applicable from time to time.

13.2.5 Similarly, for Jet Airways flights operating from/to the Indian Subcontinent and other International destinations and for flights operating within other International destinations, the International structure for carrier charges will apply.

13.2.6 Carrier charges will be applied on a per segment per passenger basis and will be payable by members in addition to all statutory taxes, charges, fees and levies currently applicable. In case of journeys involving multiple sectors / stop-overs, the total carrier charge value to be levied will be the sum total of the values per sector, corresponding to the distance bands of each segment.

13.2.7 The Mileage Requirement for Award tickets on Jet Airways flights remains unchanged. For details on the JPMiles required for an Award ticket on the sector of your choice, please visit <https://www.jetprivilege.com/use-jpmiles/mileage-calculator-use-jpmiles>

13.2.8 The value of carrier charges will be the same for both adult and child.

13.3 The tax amount payable for the Award ticket is subject to variations as per the rate of exchange, Government regulations and as per the Award ticket travel policy of Jet Airways and Airline Partners. Any applicable differential Airport Departure Tax or Upgrade Tax or other levies by Jet Airways, Airline Partners, Airport Operators and Government Bodies, will be payable at the respective airport before checking-in for the flight.

13.4 Applicable fees and charges:

In case of fresh issuance of JetPrivilege Awards on Jet Airways, or Airline Partners:

13.4.1 JetPrivilege Awards will be issued only after the Member pays the applicable taxes, surcharges, carrier charges, fees and any other charges as determined by Jet Airways / Airline Partner / Airport Operator / Government at the time of ticketing the JetPrivilege Award.

13.4.2 All JetPrivilege Award are subject to applicable fees under the JetPrivilege Programme, such as JetPrivilege processing fees.

13.4.3 Members will be liable for all taxes, carrier charges and other charges associated with Award travel on Jet Airways, including without limitation, airport departure tax, customs fines, immigration fees, airport charges, customer user fees, agricultural inspection fees, security and insurance surcharge or other incidental fees or taxes charged by any person or relevant authority or body. For Award travel initiated on Airline Partners in addition to the above taxes and charges Member will also be liable to pay the applicable fuel surcharge.

13.4.4 Members shall also be responsible for all other expenses, carrier charges and any other charges, claims or liabilities arising in relation to the use of tickets for Award travel.

13.4.5 Refund of the taxes, surcharges, carrier charges and fees, for unused Award tickets need to be collected within 2 years of the date of issue of the Award ticket.

13.4.6 With effect from 11th February 2013, a fee/charge is payable for Award tickets issued against Credit/Debit cards at JetPrivilege Service Centre or at Jet Airways Reservations OR any of the Jet Airways ticketing offices in the city or at the airport.

13.4.7 This fee /charge will be payable per ticket, per passenger/guest per sector as specified below, at the time of issuing the fresh ticket. This fee / charge will be payable/collected at the point of ticket issuance i.e. where the transaction is taking place.

At JetPrivilege Service Centre:

Convenience Fee:

Indian Subcontinent India Journey (Credit/Debit Card)

- Premiere: INR 150
- Economy: INR 150

International Journey (Credit/Debit Card)

- First: INR 150
- Premiere: INR 150

- Economy: INR 150

At ticketing counters in the city of at airports Optional Payment Charge:

Indian Subcontinent India Journey (Credit/Debit Card)

- Premiere: INR 150
- Economy: INR 150

International Journey (Credit/Debit Card)

- First: INR 150
- Premiere: INR 150
- Economy: INR 150

13.4.8 The above-mentioned fee is applicable to all JetPrivilege Members, irrespective of the Tier status.

13.5 Additional Charges:

a. At London - Credit Card Transaction Fee: GBP 5.50 / - will be charged per ticket for every payment accepted by Credit Card at London ticketing offices with effect from February 15, 2012. Reissue of tickets originally issued on website will also attract Credit Card fee if payment is accepted by Credit Card at London ticketing offices. All above-mentioned charges / fees are payable when requesting a fresh ticket and every time a change is made to the original ticket / at the time of re-issuing an existing ticket. These charges / fees are non-refundable. These fees / charges are applicable to all Indian Subcontinent and international tickets issued for travel on Jet Airways, and any of our Airline Partners.

b. Service fee of 15% will be applicable for all the transaction like Transfer of JPMiles, Purchase JPMiles effective 1st June 2016.

c. There are no charges for stopovers included in an Award itinerary, where stopovers are at connecting points on the most direct route between the origin and destination.

d. If Members are transacting on a website where the merchant is based out of India, their issuer may charge an "International Transaction Fee" if they complete the transaction through a non-Indian card.

e. The Airport Departure Tax payable at London Heathrow (LHR) airport is applicable when traveling on flights out of LHR airport, based on the cabin flown and is payable per guest. This tax amount is also applicable when availing an upgrade to the higher cabin, against Upgrade Vouchers or JPMiles Upgrade. If availing an upgrade against upgrade vouchers, then relevant upgrade vouchers must be presented at the time of check-in at LHR airport. When availing an Upgrade to the higher cabin, the differential tax amount can be paid at Jet Airways Ticketing Desk located in Zone C, Terminal 4, London Heathrow for flights out of London; before checking-in for your flight. Alternatively, the tax can be paid at any Jet Airways Airport or City Office Ticketing Desk. An MCO (Miscellaneous Charge Order) will be issued by the Ticketing Desk confirming the differential tax collected. The MCO must be presented at the Airport Check-in counter to avail the Upgrade. Guests / members who are directly transiting via London and have availed of the through-check in facility, are not liable to pay this tax. Please note, the Airport Departure tax and the rules governing the same are subject to change. Members may contact the Jet Airways ticketing desk at LHR, for more information.

13.5.1 All the above-mentioned charges / fees are non-refundable.

13.6 General Conditions of Redemption:

13.6.1 Members may avail their JPMiles for Award travel on Jet Airways and Airline Partners. The minimum requirement for an Award travel is 5000 JPMiles on the shortest route. Should the Member fall short of JPMiles for an Award ticket, he / she can purchase the balance JPMiles required at Rs.1.25 per JPMiles (or in any other local currency as per the rate of exchange as on that date), by utilizing our 'Purchase JPMiles' facility on www.jetairways.com or www.jetprivilege.com.

13.6.2 Awards for travel will only be issued to and from destinations served by Jet Airways and / or Airline Partners designated at the time the ticket is issued and also at the time the ticket is used. The most direct routing must be taken.

13.6.3 Members are responsible for obtaining all relevant documentation (Visa, travel permits, etc.), as required for the intended award travel. If the documentation is not supplied by the Member, neither Jet Airways, Airline Partner nor JetPrivilege will be liable for refusal of entry into any destination by local authorities.

13.6.4 JetPrivilege Award on Jet Airways and Airline Partners can be requested for both, one-way or return travel.

13.6.5 JetPrivilege Award on Jet Airways and Airline Partners are valid only for the guest whose name is printed on the ticket and/or the boarding pass.

13.6.6 Jet Awards are valid for one year from the date of issue and cannot be extended under any circumstances.

13.6.7 JetPrivilege Awards on Airline Partners are valid only for the date printed on the face of the ticket and cannot be changed or extended under any circumstances. In addition to the standard JetPrivilege terms and conditions, JetPrivilege Awards on Airline Partners are also subject to the Airline Partners' terms and conditions, as they may apply. It is the responsibility of the Member to verify the additional conditions that may apply when travelling with our Airline Partners.

13.6.8 Jet Awards issued against JPMiles are not eligible for earning mileage credit.

13.6.9 Jet Airways, as well as its Airline Partners, reserve the right to limit the number of seats made available for Award travel in their absolute discretion. Please note that there may be occasions when despite seats being available in commercial classes, Jet Awards may not be available.

13.6.10 All JetPrivilege Awards on Jet Airways and Airline Partners are subject to the rules and restrictions of the appropriate Governments. For additional travel conditions or restrictions, please check with Jet Airways or the respective Airline Partner.

13.6.11 Award tickets on Airline Partners are valid only for the dates booked and blackout dates as determined by the Airline Partner may apply.

13.6.12 JetPrivilege Awards on Jet Airways cannot not be combined with other JetPrivilege Awards on Jet Airways or Airline Partners; may not be used in conjunction with any other promotion, coupon, discount or special offer; and are void where prohibited by law.

13.6.13 Select flight Awards may allow a stopover at an eligible city, depending on the Award used and the itinerary requested.

13.6.14 Award tickets have no monetary value / refund value.

13.6.15 Unused flight tickets can be used by the same guest, in sequence for the original routing, within one year from the date of original ticket issuance provided that such tickets are duly endorsed and revalidated for another date before the commencement of the intended date of travel.

13.6.16 JetPrivilege Member is solely responsible and liable for any redemption carried out from his / her JetPrivilege account either by the Member himself / herself or any other person. Neither JetPrivilege nor Jet Airways and Programme Partners will be responsible and / or liable for any redemption carried out from Member's account in any circumstances whatsoever.

13.6.17 Sale/Attempt to Sale, purchase or barter of JPMiles or Award tickets or Upgrade Vouchers or any service or product offered through the JetPrivilege Programme is not permitted and will be considered as illegal. Jet Airways / JetPrivilege will pursue necessary action against such acts, including but not limited to legal recourse. Any such JPMiles or Upgrade Vouchers or JetPrivilege Awards are void if transferred for cash or other consideration. Any person who commits such acts is liable for damages, litigation and related costs to JetPrivilege who reserves the right to terminate Membership of such persons. JPMiles can, however, be redeemed for JetPrivilege Awards on Jet Airways or Programme Partner for the Member, or his family and friends or any person whose name is mentioned on the JetPrivilege Award request form, duly signed /authorised by the Member. Use of JetPrivilege Awards on Jet Airways or Airline Partners that have been acquired by purchase or for any other consideration may result in the JetPrivilege Awards being confiscated. In such cases if a trip has already commenced, the remaining portion of the travel will not be eligible for the benefit of JetPrivilege Award and such travel will be at guest's expense on a full-fare basis.

13.6.18 A guest travelling on an award ticket redeemed by another JetPrivilege member is required to carry an authority letter issued by the member who has redeemed JPMiles for his/her travel.

13.6.19 Benefits and privileges on Jet Awards are provided basis the Tier of the members in the programme. Such benefits include priority check-in, excess baggage allowance, lounge facility, priority boarding, among other benefits. A member/non-member booked on Jet Awards will be entitled to all benefits that are related to his/her Tier. In cases where the benefits are also based upon the Fare Choices booked, travel on Jet Awards will be accorded the benefits entitled to the Saver Fare Choices

13.7 Claiming a JetPrivilege Award ticket:

13.7.1 JetPrivilege Awards include Jet Awards (tickets on Jet Airways) and Partner Awards (tickets on Airline Partners). Such awards are available only on flights marketed and operated by Jet Airways or flights marketed and operated by Airline Partners. JetPrivilege Awards are not available on codeshare flights marketed by Jet Airways and operated by Airline Partner or on codeshare flights of Airline Partners.

13.7.2 Requests for all Jet Awards must be made to the JetPrivilege Service Centre, either in writing via an email from the email address registered with JetPrivilege or by requesting the same at www.jetairways.com or www.jetprivilege.com, in accordance with such procedures as may be in force from time to time for the issue of Jet Awards.

13.7.3 A Member must advise the Jet Airways reservation office or JetPrivilege Service Centre at the time of making the flight booking, that he / she will be redeeming JPMiles to avail of a JetPrivilege Award.

13.7.4 JetPrivilege Award requests will not be considered valid unless completed in all respects and duly submitted by the Member. In case of a written request for redemption, unsigned requests will not be processed. Only the Member's signature as provided on his / her Enrolment Form is valid.

13.7.5 Jet Awards will be booked and issued by Jet Airways only. Individuals or Travel agencies are not authorised to book and issue Jet Awards.

13.7.6 JetPrivilege Awards are booked in a separate class and this is different for each airline. Specifically for Jet Airways, Awards in Economy are booked in 'X' class; Awards in Première are booked in 'D' class; and Awards in First are booked in 'R' class.

13.7.7 When booking Award travel, Members may find that although flights are not completely booked, Awards are not available. Particularly during peak periods, there may be a limited number of Award seats available on a given flight. Jet Airways and its Airline Partners reserve the right to limit the number of seats available for Award travel.

13.7.8 Open-dated Awards are not permitted for travel on Jet Airways or Airline Partners.

13.7.9 Award ticket cannot be endorsed for use on any other carrier except the one for which the booking has been made.

13.7.10 JPMiles required for children between 2 and 12 years are equivalent to JPMiles required for an adult. In the case of infants (under 2 years of age) travelling with a Member on an Award ticket, such Member shall pay the applicable revenue fare for the infant. No Award ticket will be issued for an infant.

13.7.11 Effective 01 November 2012, when an adult and an accompanying child are traveling together against Award tickets, it is mandatory for the child and adult to be travelling together in the same cabin on the same flight. This holds true even if the adult is traveling on a revenue ticket and the child against an Award ticket or vice-versa i.e. even in this case, the child and the accompanying adult must travel together in the same cabin on the same flight. This is applicable for travel on Jet Airways and for Award tickets issued by redeeming JPMiles for travel on JetPrivilege Airline Partners.

13.7.12 Jet Award requests for travel on Jet Airways must be made at least 3 days prior to the intended flight date. In case the online redemption facility is used, the booking / ticketing can be done at any time, subject to seat availability. Reservations not ticketed within the specified time limit will be cancelled.

13.7.13 Partner Award requests for International travel must be made a minimum of 14 working days prior to the intended flight date. Reservations not ticketed within the specified time limit will be cancelled.

13.7.14 Flight Awards are only valid for designated Award destinations served at the time the ticket is used by the Members.

13.7.15 Once the travel has commenced on an Award Flight, the Award is considered used, even if the remaining travel is not completed. JPMiles will not be refunded or re-credited for unused sectors.

13.7.16 Jet Awards or Partner Awards will only be issued to and from destinations served by Jet Airways or Airline Partners - refer to the Airline Partner page for individual names.

13.7.17 Jet Awards or Partner Awards are issued in the name of the guest provided at the time of booking. In the case the Member chooses to ticket the Jet Awards or Partner Awards through any of the Jet Airways Airport or City Ticketing Offices, the ticket will be issued and handed over to the Member only upon the Member producing a copy of the Award Request Form and his / her JetPrivilege Membership Card and sufficient proof of identification. In case Member is not able to receive the Award ticket in person, he / she should authorize someone in writing to collect the Award ticket on his / her behalf. The person collecting the ticket will also have to carry along the Award request form and photo identification of himself.

13.7.18 Any Award PNR once processed and ready for ticketing, will be treated as a "ticketed Award" and in case such an Award PNR is not-ticketed or remains unutilized on the date of travel, then such a PNR would result in a No-Show and we will be unable to re-deposit the JPMiles redeemed.

13.8 Cancellation / Re-issue / Re-routing of Jet Awards on Jet Airways or Airline Partners.

13.8.1 Once the JetPrivilege Service Centre receives the Award travel request but till the same is not ticketed, no charges will be levied for any changes made, provided a written request for the change is sent to the JetPrivilege Service Centre.

13.8.2 Effective 01 April 2016, date/ flight/ sector changes required on Jet Awards that has already been ticketed will attract a service charge of 750 JPMiles. This charge of 750 JPMiles will be applicable on a per passenger per segment per charge basis for travel within India and for International travel. This charge of 750 JPMiles is not applicable in case of date/ flight/ sector changes made prior to the ticketing of the award booking request. This charge is waived off only for Platinum members so long as the Platinum member is travelling. The waiver will not apply in case of changes made on an award ticket wherein miles have been redeemed by a Platinum member for travel by non-platinum member.

Note: In case of Award tickets booked on Airline Partners, changes required to the travel date/ flight/sector/ any other scenarios requiring the ticket to be re-issued will be treated as a fresh booking with no re-deposit of the JPMiles redeemed on the original Partner award ticket booked. However, changes made prior to ticketing are permitted with no service charges applicable. For more details on charges and fees, refer to clause 23 on Service Charges

13.8.3 At USA and Canada, a charge of USD 25 / - (at US ticketing offices) and CAD 25 / - (at Canada ticketing offices) will be charged per ticket, per passenger, per transaction. A Credit Card Transaction Fee GBP 5.50 / - will be charged per ticket for every payment accepted by Credit Card at London ticketing offices with effect from 15th February, 2012.

13.8.4 The Member / guest has to contact the JetPrivilege Service Centre for such changes, within 24 hours of departure from the point of origin of the first flight segment on the Itinerary in case of travel within India. In case of an international travel, the changes need to be requested for at least 24 hours' prior departure. Holding a confirmed booking which requires a change does not guarantee availability of seats in the changed circumstances. Any change will be subject to seat availability in the allocated class and the terms and conditions as applicable, and neither JetPrivilege, Jet Airways or Airline Partners will be responsible for the availability of seats.

13.8.5 Once ticketed, Partner Awards cannot be changed or cancelled. Once a Partner Award ticket is issued, it will be considered as utilized and no mileage re-credit will be carried out, even if the ticket is not utilized. For more details on charges and fees, refer to clause 23 on Service Charges.

13.8.6 Jet Awards on Jet Airways can be reissued, only if brought for reissuance to a Jet Airways ticketing counter / JetPrivilege Service Centre, before the intended date of travel.

13.8.7 JPMiles redeemed for an Award ticket on Jet Airways will be re-credited as long as the ticket is cancelled within its validity and prior to the travel date. The cancellation request / request to re-credit JPMiles along with a copy of the cancelled ticket (where applicable) must be sent to the JetPrivilege Service Centre.

13.8.9 Effective 01st April 2016, a cancellation charge of 2000 JPMiles will apply in scenarios where the original Jet Award has to be cancelled and no fresh Jet Award needs to be issued. This charge of 2000 JPMiles will be applicable on a per passenger per segment basis for both travel within Indian Subcontinent and for International travel. This charge is waived off only for Platinum members so long as the Platinum member is travelling. The waiver will not apply in case of changes made on an award ticket wherein miles have been redeemed by a Platinum member for travel by non-platinum member.

Jet Awards if cancelled less than three hours' prior departure will attract a deduction of 50% of the mileage requirement for the sector.

JetPrivilege members will also receive a refund of all the eligible taxes and the carrier charges paid during the award booking.

In case of Partner Awards, changes required to the travel date / flight / sector / any other scenarios requiring the ticket to be re-issued will be treated as a fresh booking with no re-deposit of the JPMiles redeemed on the original

Partner Award ticket booked. However, changes made prior to ticketing are permitted with no service charges applicable

In case the guest is a No Show, no JPMiles will be re-credited nor will there be a reversal of taxes, carrier charges and other levies and the Jet Award / Partner Award will be treated as utilized.

For more details on charges and fees, refer to clause 23 on Service Charges

13.8.10 If Jet Award or Partner Award was issued by utilizing the JPMiles that were due for expiry, then at the time of re-deposit such JPMiles will lapse.

13.8.11 In case the Member / guest does not wish to travel on the Award ticket, he / she must contact the Reservations / JetPrivilege Service Centre or any of the Jet Airways ticketing counters, prior to the travel date, else the ticket would result in a No-Show.

13.8.12 JetPrivilege Award reissuance does not extend validity of the tickets or the JPMiles redeemed to issue the ticket. 13.8.11 In the event of a re-credit of any JPMiles, if the re-credited JPMiles are past their validity, the same will automatically expire from the JetPrivilege Member's account.

13.8.13 Mileage redemption requirements between Origin city and Destination city is valid only if it is connected by flights operated by Jet Airways or Airline Partners. JPMiles required for redemption on Jet Airways is basis the origin and destination requirements and as mentioned in the mileage chart. For redemptions on Airline Partners, JPMiles required for redemption are calculated basis zones. In absence of such a connection, the routing will happen through one of the hub cities located in the hub zones.

13.9 Lost / Stolen Jet Award tickets and Redemption:

13.9.1 If a Jet Award ticket is lost or stolen, then the Member should immediately inform the Jet Privilege Service Centre and simultaneously lodge a First Information Report (FIR) with the local police station.

13.9.2 To ensure that a duplicate Jet Award ticket is issued, the Member has to send the completed Form of Indemnity along with a copy of the FIR to the JetPrivilege Service Centre.

13.9.3 The JetPrivilege Service Centre will advise the Member when the Jet Award ticket will be reissued. However, Members are advised that reissuance of such ticket may take at least three weeks due to the blacklisting processes involved in replacing lost or stolen tickets.

13.9.4 If the Member chooses to cancel his / her lost ticket, the JPMiles will be redeposited and taxes, surcharges, and fees refunded only after a period of 365 days from the date of registration of the FIR.

13.9.5 If a Partner Award ticket is lost or stolen, it will not be reissued, and the ticket will be considered as utilised.

13.10 No show charges:

13.10.1 For travel effective November 10, 2011, in case of a No-Show on Award tickets, JetPrivilege Members will have to forfeit 100% of the redeemed JPMiles for the concerned sector.

- This charge will be applicable to all Membership tiers
- For all Indian Subcontinent and International award tickets issued on or before November 10, 2011, (i.e. irrespective of the award ticket issued date) for travel dated November 10, 2011 and beyond

For award travel on Jet Airways marketed and operated flights, Jet Airways flights operated under the S2 code

13.9.2 When traveling on Jet Airways international sectors, if the guest is a No-Show on the outbound journey, then the in-bound segment (sector of travel) will be automatically cancelled simultaneously and will not be retained. However, in case of a travel within India, if the guest is a No-Show on the outbound journey, then the in-bound segment (sector of travel) will not be automatically cancelled.

13.10.3 No-Show guests will be deemed as travelled and no JPMiles will be re-credited for such tickets.

13.10.4 Award Flight tickets issued for travel on Jet Airways flights may be submitted for refund and re-credit of JPMiles prior to commencement of travel. Where applicable, only JPMiles that would not have expired will be re-credited to the JetPrivilege Member's account. Please note that general terms and conditions of refund apply.

13.10.5 Refund of the taxes, surcharges, carrier charges and fees, for unused award tickets need to be collected within 2 years of the date of issue of the award ticket. Any award PNR once processed and ready for ticketing, will be treated as a "ticketed award" and in case such an award PNR is not-ticketed or remains unutilized on the date of travel, then such a PNR would result in a No-Show and we will be unable to re-deposit the JPMiles redeemed.

13.10.6 Refund of taxes, fees, carrier charges and surcharges can be claimed up to 2 years from the date of issue of the award ticket.

13.10.7 No Show guests on Partner Award tickets will be deemed as travellers and no JPMiles will be re-credited for such tickets.

13.10.8 Members with JetPrivilege Award tickets on both Jet Airways as well as Airline Partners, who check-in for their flights but do not report at the boarding gate, will forfeit all JPMiles that have been redeemed for that Award as the ticket will be deemed as used.

13.11 Online Partner Award form:

13.11.1 JPMiles displayed on the Online Partner Award form are an indicative figure. The final miles charged to your account will depend on your itinerary and the airline flown.

13.11.2 Submitting of this request is not a confirmation of the booking. Our Redemption Desk will contact the Member for further details.

13.11.3 Award bookings are subject to seat availability and are governed by black-out periods as specified by the Airline Partner.

13.11.4 The tax amount, fuel surcharge, levies and other charges payable for the journey will have to be borne by the Member / guest and the same will be communicated on receipt of the tickets from the Airline Partners.

13.11.5 Partner Awards are valid only for the date printed on the face of the ticket and cannot be exchanged or extended under any circumstances. Changes or cancellation of the itinerary is not permitted once the ticket is issued, it will be considered as utilised and no mileage re-credit will be carried out even if the ticket is not utilised.

13.11.6 Changes or cancellation of the itinerary is not permitted once the ticket is issued.

13.11.7 Open dated Awards are not permitted for travel on Airline Partners.

13.11.8 Travel on Airline Partners is governed by the conditions of carriage of the respective Airline Partners.

13.12 JetPrivilege Online Award Booking – additional conditions:

General terms mentioned in clause 13 will apply to bookings made online unless otherwise stated in this clause 13.12.

13.12.1. Jet Award eTickets is only available for Jet Airways destinations with electronic ticketing facilities.

13.12.2. Award eTicket is governed by JetPrivilege Terms and Conditions.

13.12.3 Online booking and ticketing of Jet Awards is available only on flights operated and marketed by Jet Airways.

13.12.4 JPMiles cannot be redeemed online for Airline Partner flights and Codeshare flights i.e. operated by another carrier.

13.12.5 Award seats available online are subject to capacity controls and availability of seats is limited. Jet Airways reserves the right to limit the number of seats available for Award travel.

13.12.6 Jet Award eTicket must be booked and ticketed at least 1 hour' prior departure for destinations within India. For international destinations, Award bookings must be booked and ticketed at least 2.05 hours' prior departure.

13.12.7 Award booking must be completed within the time specified during booking process, failing which your booking will be automatically cancelled.

13.12.8 Members cannot make a waitlist booking when availing of Award tickets online. Open-dated sectors are not permitted in Award Flight Itineraries on Jet Airways.

13.12.9 Award eTicket will be issued only after the payment of applicable taxes, surcharges, and fees, service fees and any other charges as determined by the government, Jet Airways at the time of issuing the award eTicket. Once ticketed, the Award tickets will be valid for one year from date Award ticket issuance to complete all travel.

13.12.10 Jet Award eTicket cannot be transferred after issuance.

13.12.11 The JPMiles required for a Jet Award Itinerary will be calculated as per one-way sector JPMiles.

13.12.12 Where mixed-class travel is booked, JPMiles will be calculated sector-wise, class-wise and JPMiles will be redeemed from the Member's account appropriately.

13.12.13 All Jet Awards entitle Members to round-trip or one-way travel unless otherwise noted (Immigration laws in some destinations require proof of onward or return travel).

13.12.14 When Members choose a one-way international Award flight, they are required to check the onward flight and visa regulations with the relevant authorities. Some destinations require their passport be valid for a certain length of time; in general, 6 months after completion of travel.

13.12.15 Members travelling on e-Award tickets must have identification available at all times during travel.

14. Upgrade

14.1 JPMiles Upgrade:

14.1.1 JetPrivilege Members can redeem their JPMiles for a one-cabin Upgrade on Jet Airways i.e. from a purchased Economy ticket (across all revenue fare types except G class - Group travel on Jet Airways) to Première or from a purchased Première ticket to First Class. Members can avail of JPMiles Upgrade only once they are eligible for redemption. Effective 17th August 2016, JetPrivilege Members can redeem their JPMiles for a one-cabin Upgrade on Jet Airways i.e. from a revenue Economy ticket (across all revenue Fare Choices except Deal Fare Choices in Economy on Jet Airways) to Première or from a revenue Première ticket to First Class. Effective 26th November 2016, JetPrivilege Platinum Members can redeem their JPMiles for a one-cabin Upgrade across all

Fare Choices only when their travel is booked within the Indian Subcontinent on Jet Airways. JetPrivilege Platinum Members can redeem their JPMiles for a one-cabin Upgrade only when their travel is booked in Economy Saver and above and in Première across all Fare Choices on the Jet Airways' operated International Network. If the travel involves a combination of Indian Subcontinent and International segments in economy Deal Fare Choices, JPMiles upgrade by a Platinum member will be available only for travel on segments within the Indian Subcontinent.

Effective 03rd May 2017, all JetPrivilege Members will not be eligible to redeem JPMiles for a one-cabin upgrade when they are booked to travel on revenue tickets in Light Fare Choices in Economy across the network.

14.1.2 The JPMiles upgrade would be permitted only on revenue bookings (not on Jet Awards) in Economy or Première that are confirmed and ticketed before listing for the upgrade.

14.1.3 This service is only available on Jet Airways marketed and operated segments or Jet Airways marketed flights operated under S2 code and on Jet Airways documents.

14.1.4 JPMiles Upgrade is available on flights operating with First Class or Première.

14.1.5 The Member will earn Tier Points and Tier Miles as per the original Economy / Première of booking paid for, based on the multi-level Tier Points and Tier Miles earning system.

14.1.6 Upgrade request under this offer will be processed at JetPrivilege Service Centre only on receipt of request from the registered email address of the member specifying the PNR and other travel details or upon receipt of the JetPrivilege Award Form duly signed by the Member.

14.1.7 The JetPrivilege Award form must be sent to the JetPrivilege Service Centre at least 3 working days prior to the intended date of travel.

14.1.8 The Member must mention the booking reference number appearing on his / her Economy / Première ticket, on the JetPrivilege award form.

14.1.9 Subject to availability of seats in Première / First Class, JetPrivilege Service Centre will confirm the upgrade and communicate the same to the Member. A fresh ticket will not be issued if the upgrade is confirmed.

14.1.10 Request for Upgrade against JPMiles will not be kept on a waitlist status and also will not be allowed for Open segments.

14.1.11 Seats in Première / First Class against JPMiles Upgrade is subject to capacity and class controls.

14.1.12 Once the JPMiles Upgrade is confirmed, the class of booking will be changed to 'D' class in Première (for an upgrade from Purchased Economy ticket to Première) and 'R' class in First Class (for an upgrade from Purchased Première ticket to First Class).

14.1.13 Travel under this offer is applicable only on Jet Airways and not its Airline or codeshare partners.

14.1.14 Flight / Date changes prior to or after departure are permitted, provided the new itinerary meets all the provisions of this program including but not limited to booking class and travel date requirements. Flight / Date changes could result in additional charges as per the fare rules of the purchased economy or Première ticket which will have to be paid by the Member / guest.

14.1.15 This redemption is transferable, that the upgrade need not be only in the Member's name.

14.1.16 This offer can be availed on purchased revenue tickets across all Fare Choices except Deal and Light Fare Choices in Economy. Upgrade against JPMiles will not be issued in the following: - W, O, B, G, X, D, R and E. This offer cannot be availed when traveling on award tickets.

14.1.17 Request for JPMiles Upgrade must be made prior to Tele-Check in, as applicable.

14.1.18 In case the Member wishes to cancel the entire ticket, normal cancellation rules including for the purchased tickets will apply. The Member will then have to inform the JetPrivilege Service Centre of the same.

14.1.19 If the Member wishes to cancel just the JPMiles Upgrade, he / she will have to get the same cancelled at a Jet Airways Ticketing Counter or the JetPrivilege Call Centre. A new ticket will have to be issued for travel in Economy / Première. The Member will then have to inform the JetPrivilege Service Centre of the same. The JPMiles will be redeposited by JetPrivilege Service Centre after deducting the applicable charges, within 3 working days. Effective 01st April 2016, cancellation of bookings made by using JPMiles for a one-cabin upgrade on Jet Airways will attract a service charge of 750 JPMiles. This charge will apply only if cancellations are made to a booking that is already ticketed. Cancellations made prior to the ticketing of an upgrade request will not attract this charge of 750 JPMiles. This charge is waived off only for Platinum members so long as the Platinum member is travelling. The waiver will not apply in case of changes made on an award ticket wherein miles have been redeemed by a Platinum member for travel by non-platinum member. This charge of 750 JPMiles will be applicable on a per passenger per segment basis for travel within India and for International travel.

Before cancelling the JPMiles Upgrade, Members are advised to check for the availability of seats in the original class / Fare Choices of Economy / Première booking. Any additional amount towards fare including but not limited to taxes, surcharges, service fees will be payable by the Member.

14.1.20 This offer is not applicable for infants.

14.1.21 JPMiles required an upgrade for children between 2 and 12 years are equivalent to miles required for an adult.

14.1.22 Effective April 01st 2016, the Airport Departure Tax payable at London Heathrow (LHR) is £73/- for Economy and £146/- for Première & First class. The differential tax amount of £73/- is also applicable when availing an upgrade to the higher cabin, against Upgrade Vouchers or JPMiles Upgrade. If availing an upgrade against upgrade vouchers, then relevant upgrade vouchers must be presented at the time of check-in at LHR airport. When availing an Upgrade to the higher cabin, the differential tax amount can be paid at Jet Airways Ticketing Desk located in Zone C, Terminal 4, London Heathrow for flights out of London; before checking-in for your flight. Alternatively, the tax can be paid at any Jet Airways Airport or City Office Ticketing Desk. An MCO (Miscellaneous Charge Order) will be issued by the Ticketing Desk confirming the differential tax collected. The MCO must be presented at the Airport Check-in counter to avail the Upgrade. Guests / members who are directly transiting via London and have availed of the through-check in facility, are not liable to pay this tax. Please note, the Airport Departure tax and the rules governing the same are subject to change. Members may contact the Jet Airways ticketing desk at LHR, for more information.

14.1.23 In addition to the above mentioned charges, a service tax of 15% will be applicable for this transaction effective 1st June 2016.

14.1.24 A combination of Upgrade Vouchers and JPMiles Upgrade cannot be used to upgrade to the higher cabin. Only one-cabin upgrade is permitted for one booking whether it is against JPMiles or Upgrade Vouchers, e.g. Member cannot use JPMiles to upgrade from economy to Première and then use Upgrade Vouchers to upgrade from Première to First Class.

14.2. Upgrade Vouchers:

14.2.1 Members can enjoy a one-class upgrade to Première or First Class, when booked to travel Jet Airways by using Elite upgrade voucher/s.

14.2.2 Upgrades against vouchers are permitted only on Jet Airways marketed and operated flights, i.e. from a purchased Economy ticket to Première or a purchased Première ticket to First Class wherever applicable.

14.2.3 Eligible booking classes (on purchased, published fares) for usage of upgrade vouchers are as follows:

- On Jet Airways: Economy to Première: Y, M, T, U, L, N, Q, S and K class. Première to First Class: C, J, Z, I and P class
- On Jet Airways:
 - Economy to Première: When flight is operated under 9W code: Y, M, T, U, L, N, Q, S and K class
 - When flight is operated under S2 code: W, Y, K, U, T, S, H, E, X and N class
- JetPrivilege Platinum, Gold and Silver Members will be awarded with 5, 3 and 1 elite Tier upgrade voucher(s) respectively when the Tier Points / Tier Miles required for a Tier upgrade or renewal is completed

Effective 17th August 2016, the eligibility for a one-cabin upgrade using upgrade vouchers is based on the Tier of the member travelling and the Fare Choices booked. Travel in Deal Fare Choices in Economy will no longer be eligible for upgrade for any tier. Travel in Saver Fare Choices in Economy will no longer be eligible for upgrade for any tier, except for Platinum members (e.g.: Cabin upgrade using vouchers when booked in Saver Fare Choices in Economy is permitted only for a Platinum member for his/her own flight). Furthermore, the number of vouchers required for a one-cabin upgrade will continue to be based on the travel distance (TPM). Eligibility will be determined based on the Tier on the member travelling and not the Tier of the member whose voucher is being redeemed

Effective 26th November 2016, JetPrivilege Platinum members are allowed cabin upgrade using vouchers when booked on all Fare Choices in Economy when their travel is booked within the Indian Subcontinent on Jet Airways. If the travel involves a combination of Indian Subcontinent and International segments in economy Deal Fare Choices, usage of upgrade voucher by a Platinum member will be available only for travel on segments within the Indian Subcontinent.

Effective 03rd May 2017, all JetPrivilege Members will not be eligible to use upgrade vouchers for a one-cabin upgrade when they are booked to travel on revenue tickets in Light Fare Choices in Economy across the network

Usage of Upgrade Vouchers is prohibited while travelling on Award Tickets, which includes booking class X, D and R. In addition, H, V, W, O, B, G and E booking classes are ineligible for usage of upgrade vouchers for all members. For JetPrivilege Platinum members, B, G and E booking classes within the Indian Subcontinent network and W, O, B, G and E across the International network are ineligible for usage of upgrade vouchers.

14.2.4 In case of Tier status changing to a lower Tier, upgrade voucher(s) will be awarded as per the Tier Points and Tier Miles earned for either Gold or Silver Tier renewal.

14.2.5 The number of vouchers required for an upgrade per flight, is based on the "Travelled Distance" concept with a minimum of 1 voucher per boarding pass. The number of vouchers needed for an upgrade is directly proportional to the distance of the flight. The travel distance between sectors on the Mileage Calculator can be viewed at www.jetairways.com or www.jetprivilege.com

14.2.6 The voucher requirement for a one-way upgrade from Economy to Première and Première to First Class is as below:

Economy to Première		Première to First Class	
Distance	No. of Vouchers	Distance	No. of Vouchers
Less than 1500 Miles	1	Less than 1500 Miles	3
Between 1501 and 3000 Miles	2	Between 1501 and 3000 Miles	4
Between 3001 and 4750 Miles	3	Between 3001 and 4750 Miles	5
Between 4751 and 6500 Miles	4	Between 4751 and 6500 Miles	6
Between 6501 and 8500 Miles	5	Between 6501 and 8500 Miles	7
Between 8501 and 10500 Miles	6	Between 8501 and 10500 Miles	8
Over 10501 Miles	7	Over 10501 Miles	9

14.2.7 Usage of Upgrade Vouchers is subject to availability of seats for the purpose of upgrades.

14.2.8 The Member will earn Tier Points and Tier Miles as per the original Economy / Première of booking paid for, based on the multi-level Tier Points and Tier Miles earning system.

14.2.9 A combination of Upgrade Vouchers and JPMiles Upgrade cannot be used to upgrade to the higher cabin. Only one cabin upgrade is permitted for one booking whether it is against JPMiles or Upgrade Vouchers. E.g. Member cannot use JPMiles to upgrade from economy to Première and then use Upgrade Vouchers to upgrade from Première to First Class.

14.2.10 Process for utilizing Upgrade Vouchers:

a. At Reservations

i. Members must call Jet Airways Reservations up to 15 hours prior to Jet Airways flight departure and provide the voucher number(s) and expiry date. If the Fare Choices booked by the member is eligible and if the seat is available, the Upgrade will be confirmed immediately. If the Fare Choices is eligible and seat is unavailable, the request will be listed for an upgrade at the Airport. The relevant voucher(s) must be presented at airport check-in on upgrade.

ii. Requests for listing can also be made 15 to 2 hours prior to flight departure (domestic), and 15 to 4 hours (international). However, there could be occasions when Cabin / Special meal may not be available.

Members will need to present themselves at the airport a minimum of 60 mins prior to departure in order to check the status of their Upgrade. The relevant voucher(s) must be presented at airport check-in on upgrade. Check-in directly at the Jet Airways Première counter, a minimum of 45 minutes prior to departure for flights within India and 3 hours prior to departure for international flights.

b. At the Airport

i. Members can request for an upgrade at the airport; request must be made at the check-in counter, before the Jet Airways flight closure. If the Fare Choices booked is eligible and the seat is unavailable, the request will be placed on standby and will be subject to availability at the time of flight closure.

ii. If the upgrade is confirmed, present relevant voucher(s) at check-in counter.

iii. If the upgrade is listed, the seat will be confirmed subject to availability at the time of flight closure.

iv. In case of listing, the seat could be available but the Cabin / Special meal may not be available.

14.2.11 Members will be liable for all taxes, levies, fees and other charges associated with travel on Jet Airways, including without limitation, airport departure tax, customs fines, immigration fees, airport charges, customer user fees, fuel surcharges, agricultural inspection fees, security and insurance surcharge or other incidental fees or taxes charged by any person or relevant authority or body.

i. Effective April 01st 2016, the Airport Departure Tax payable at London Heathrow (LHR) is £73/- for Economy and £146/- for Première & First class. The differential tax amount of £73/- is also applicable when availing an upgrade to the higher cabin, against Upgrade Vouchers or JPMiles Upgrade. If availing an upgrade against upgrade vouchers, then relevant upgrade vouchers must be presented at the time of check-in at LHR airport. When availing an Upgrade to the higher cabin, the differential tax amount can be paid at Jet Airways Ticketing Desk located in Zone C, Terminal 4, London Heathrow for flights out of London; before checking-in for your flight. Alternatively, the tax can be paid at any Jet Airways Airport or City Office Ticketing Desk. An MCO (Miscellaneous Charge Order) will be issued by the Ticketing Desk confirming the differential tax collected. The MCO must be presented at the Airport Check-in counter to avail the Upgrade. Guests / members who are directly transiting via London and have availed of the through-check in facility, are not liable to pay this tax. Please note, the Airport Departure tax and the rules governing the same are subject to change. Members may contact the Jet Airways ticketing desk at LHR, for more information.

ii. Kosher meal must be requested at least 48 hours prior to departure.

iii. Fish Sea Food meal must be requested at least 24 hours prior to departure.

iv. Other Special meals must be requested at least 12 hours prior to departure.

v. Upgrade is a one-class upgrade only.

vi. Upgrade vouchers cannot be used against Jet Awards tickets or wait-listed tickets. Also, these vouchers may not be used on promotional fares as introduced by Jet Airways from time to time. Usage of upgrade vouchers in such cases will be as per terms and conditions applicable on the specified fare.

vii. Listing is not a confirmation of seat in the upgraded cabin.

viii. The upgrade is valid on a single, one-way, non-stop Jet Airways flight.

ix. Upgrade vouchers cannot be used on G class of booking or in Deal and Saver Fare Choices. Only a Platinum member can use upgrade vouchers when booked and traveling in Saver Fare Choices in Economy. Further, any other member/guests booked in Saver Fare Choices and using Platinum voucher will not be allowed to upgrade as the benefit is only for the Platinum members when travelling. Additionally, upgrade vouchers cannot be used by a member when booked on X, D, R and E booking classes. Effective 26th November 2016, JetPrivilege Platinum Members are eligible to use upgrade vouchers when they are booked to travel in Deal Fare Choices in Economy within the Indian Subcontinent. Effective 03rd May 2017, JetPrivilege Platinum Members will not be eligible to use upgrade vouchers for a one-cabin upgrade when they are booked to travel on revenue tickets in Light Fare Choices in Economy across the network

x. Upgrade vouchers can be endorsed in favour of family and friends.

xi. Elite Tier upgrade vouchers can be used for an upgrade on Indian Subcontinent and international flights marketed and operated by Jet Airways.

14.2.12 Listing for an upgrade is mandatory. JetPrivilege Members, who have not listed themselves for an upgrade, may not be accommodated even though seats may be available in Première / First Class, at the time of departure.

14.2.13 Use of upgrade vouchers is subject to class and capacity control. There may be occasions when despite seats being available in commercial classes, upgrades against vouchers may not be available.

14.2.14 The complimentary upgrade is valid on a single one-way, direct, non-stop Jet Airways operated flight only. In case of through flight with en-route stops, the upgrade will only be offered if the next class of service seating can be confirmed for all segments of the flight, at the time of offering the upgrade. If the through-flight with en route stops involves different flight numbers, then multiple vouchers will be required.

14.2.15 The upgrade voucher is not refundable, exchangeable or extendable and has no cash value. Lost, stolen or expired vouchers will not be replaced.

14.2.16 Upgrade vouchers can be transferred to anyone by the JetPrivilege Member, by endorsing the same on the face of the voucher.

14.2.17 Elite Tier vouchers upgrade vouchers can be clubbed together for a single upgrade.

14.2.18 Vouchers will be deemed fully used upon surrender and will not be honoured retroactively.

14.2.19 JetPrivilege Members will be awarded a flight count and will earn JPMiles as per the multi-level mileage earning system for the actual booked class only and not for the class flown.

14.2.20 Upgrades under this offer are applicable only on Indian Subcontinent and International Jet Airways marketed and operated flights. The upgrades are available using the voucher only on Jet Airways 589 document. It is not applicable to other Airline Partners and Jet Airways' International codeshare flights.

14.2.21 Flight / date changes prior to, or after departure are permitted, provided the new itinerary meets all the provisions of this programme, including but not limited to booking class and travel date requirements.

14.2.22 Any other vouchers issued by Jet Airways for complimentary upgrades will be governed by the Terms and Conditions printed on their reverse. However, the most updated terms and conditions will always be as published on www.jetairways.com or www.jetprivilege.com.

14.2.23 The upgrade will be valid only on production of the correct voucher(s) at airport check-in.

14.2.24 Upgrade voucher is valid till the validity date printed on the face of the voucher. The voucher must be used before the expiry date mentioned on the face of the voucher.

14.2.25 Buying, Selling or bartering of upgrade vouchers is an illegal activity and will attract legal action including but not limited to termination of your JetPrivilege Membership. In such an instance all JPMiles, Upgrade Vouchers and other benefits provided in the Member's account will be confiscated.

14.3 Gifting / Purchase JPMiles:

14.3.1 A Member may top-up his account or gift JPMiles to another account at any time by purchasing additional JPMiles.

14.3.2 JPMiles can be purchased under this facility at the rate of INR 1.25 per JPMiles. Each JPMiles transaction can be for no less than 500 JPMiles and in multiples of 100 thereafter.

14.3.3 JPMiles can be purchased online at www.jetairways.com or at www.jetprivilege.com or at any Jet Airways counters in the city or at the Airport.

14.3.4 Determination of the value of the JPMiles is at the sole discretion of the JetPrivilege programme. JetPrivilege reserves the right to change the price of JPMiles, impose additional restrictions on purchasing JPMiles and/ or conditions of obtaining JPMiles.

14.3.5 JetPrivilege reserves the right, in its sole discretion, to approve or disapprove the participation of any JetPrivilege Member in the Purchase JPMiles offer.

14.3.6 JPMiles purchased under Purchase JPMiles offer will be posted to the said JetPrivilege account within 72 hours of receipt of such request.

14.3.7 In the event of any mileage or financial discrepancy, payment calculations shall be based upon data maintained by JetPrivilege or its agent and which shall take precedence over the data in any other records.

14.3.8 JPMiles purchased under the Purchase JPMiles offer may not be pooled with JPMiles in another JetPrivilege account.

14.3.9 All JPMiles purchased under the Purchase JPMiles offer are non-refundable.

14.3.10 Any improper usage or misuse of JPMiles shall be grounds for immediate confiscation and forfeiture of such JPMiles, and may be grounds for the forfeiture of all JPMiles in the Member's account and termination of the Member's account from the JetPrivilege programme.

14.3.11 The JPMiles purchased through the Purchase JPMiles will lapse 13 quarters from the date of purchase.

14.3.12 JPMiles purchased under this offer do not qualify for Tier evaluation.

14.3.13 In addition to the charges, a service tax of 15% will be applicable for this transaction effective 1st June 2016.

14.3.14 Members residing outside India gifting / purchasing JPMiles could get charged in their local currency. Other transaction / foreign exchange charges may apply which will have to be borne by the Member.

14.4 Transfer of JPMiles:

14.4.1 Effective September 14, 2009, JetPrivilege Members can transfer JPMiles from one JetPrivilege membership account to another.

14.4.2 To transfer JPMiles, the Member should be in possession of the recipient's JetPrivilege account number.

- 14.4.3 To transfer JPMiles, the Member should have at least one accrual activity in his / her JetPrivilege Account.
- 14.4.4 JetPrivilege Members residing anywhere in the world are eligible to transfer or receive JPMiles.
- 14.4.5 JetPrivilege Members with active and pending membership account status can transfer or receive JPMiles.
- 14.4.6 JetPrivilege Blue, BluePlus and Silver Members can transfer JPMiles 2 times per calendar year and JetPrivilege Platinum and Gold Members can avail of this facility 4 times in a calendar year. This applies only to transfer and not for receiving JPMiles. Blue Members not eligible for redemption can transfer or receive JPMiles.
- 14.4.7 A minimum of 500 JPMiles can be transferred and thereafter in multiples of 500 JPMiles. There is no maximum limit on the number of JPMiles that can be transferred.
- 14.4.8 Transfer of JPMiles can be done instantly online at www.jetairways.com or www.jetprivilege.com. Transfer of JPMiles cannot be done at JetPrivilege Service Centre or Jet Airways Call Centre or through Jet Airways Airport or City Ticketing Offices.
- 14.4.9 Transfer of JPMiles will invoke charges at the rate of INR 200 per block of 500 JPMiles.
- 14.4.10 The charges collected for transfer are exclusive of taxes or surcharges.
- 14.4.11 To avail of this facility, visit www.jetairways.com or www.jetprivilege.com to transfer JPMiles online.
- 14.4.12 A single Transfer JPMiles Form can be used to transfer to only one JetPrivilege account at a time.
- 14.4.13 Transfer of JPMiles request can be processed only online.
- 14.4.14 The transferred JPMiles information will reflect in the Giver and the Recipient's account within 48 hours of completing the transaction.
- 14.4.15 The transferred JPMiles will have a validity of 12 months from the date of transfer irrespective of the original validity prior to transfer. They will expire, next year, at the end of the quarter in which they were transferred. For e.g. if a Transfer of JPMiles is processed on August 20, 2009, the same will expire from the recipient's membership account on 30 September 2010. Transferred JPMiles not redeemed within the validity period will lapse.
- 14.4.16 JPMiles can be transferred to the deceased Member's legal heir, upon production of relevant documents. The JPMiles can be transferred from the JetPrivilege account till such time they are valid in the deceased Member's account. The charges for transferring JPMiles remain as is.
- 14.4.17 Mileage transfers are final and cannot be reversed / cancelled / redeposited.
- 14.4.18 The charges collected for transfer are non-refundable and irreversible.
- 14.4.19 JPMiles transferred under this offer do not qualify for Tier evaluation. i.e. transferred JPMiles will not count towards Tier upgrade / renewal. Transferred JPMiles will not affect the Member's Tier status.
- 14.4.20 Redemptions requested through transferred JPMiles do not guarantee a confirmed award ticket.
- 14.4.21 JPMiles can be transferred to another JetPrivilege membership account only and cannot be transferred to a membership account with other airlines or loyalty programmes.
- 14.4.22 All charges and related handling fees for JPMiles transferred through the JetPrivilege programme should appear on your monthly bank / card statement.

14.4.23 Determination of the value of the JPMiles is at the sole discretion of the JetPrivilege programme. JetPrivilege reserves the right to change the price of JPMiles, impose additional restrictions on transferring JPMiles and / or conditions of obtaining JPMiles.

14.4.24 The transfer and use of JPMiles is subject to all rules, terms and conditions of the JetPrivilege programme. The terms and conditions of the JetPrivilege programme are subject to change without notice.

14.4.25 In the event of any mileage or financial discrepancy, payment calculations shall be based upon data maintained by JetPrivilege or its agent and which shall take precedence over the data in any other records.

14.4.26 Any improper usage or misuse of JPMiles shall be grounds for immediate confiscation and forfeiture of such JPMiles, and may be grounds for the forfeiture of all JPMiles in the Member's account and termination of the Member's account from the JetPrivilege programme.

14.4.27 In addition to the above mentioned charges, a service fee of 15% will be applicable for this transaction effective 1st June 2016.

14.4.28 Members residing outside India gifting / purchasing JPMiles could get charged in their local currency. Other transaction / foreign exchange charges may apply which will have to be borne by the Member.

15. Lounge Access

15.1 Lounge access will be offered at the departure airport, wherever available, when flying on Jet Airways or at select airports on Etihad Airways Partners.

15.2 For in-transit JetPrivilege Members, lounge access will be offered only if the onward journey is on a Jet Airways or Etihad Airways Partner flight.

15.3 Effective 01st February, 2016 lounge access for Platinum members will be available for use by members only. Complimentary lounge access will not be available for accompanying guests at any lounge at Indian Subcontinent and international airports. Guests will not be able to accompany Gold Members to the lounge at Indian Subcontinent and international airports.

Lounge access is available to Members only when travelling on Jet Airways marketed & operated flights in the Indian Subcontinent or on the International network at applicable airports. Effective Aug 17, 2016, Lounge Access benefit is basis the Tier of the member travelling and the Fare Choice booked. Platinum and Gold tier JetPrivilege members are eligible for lounge access when travelling on Jet Airways marketed & operated flights and Jet Airways codeshare flights operated under the S2 code. Members booked to travel on the Deal Fare Choices in Economy within the Indian Sub-continent will not be entitled to complimentary lounge access benefit, irrespective of their tier. Platinum and Gold members will be entitled to lounge access across all Fare Choices when travelling on Jet Airways marketed & operated flights & Jet Airways codeshare flights operated under the S2 code on International network routes

Effective 03rd May 2017, all JetPrivilege Members will not be entitled to complimentary lounge access benefit, irrespective of their tier, when booked to travel on Light Fare Choices in Economy within the Indian Subcontinent. Eligible members continue to enjoy lounge access on all Fare Choices including Light Fare Choices, when travelling on eligible flights on International network routes.

When travelling on flights operated by Etihad Airways Partner carriers, lounge access for Platinum and Gold Members is available for self only and as per the entitlements available for the respective Etihad Airways Partner carriers. Each airport will have specific lounges where Platinum and Gold Members will be accorded lounge access.

15.4 Effective 17th August 2016, JetPrivilege Silver Tier members will be entitled to complimentary lounge access benefit for Self only in Abu Dhabi and only if the member's travel originates or transits through Abu Dhabi on Jet

Airways marketed and operated flights. Effective October 4, 2016, JetPrivilege Silver Tier members will be also be entitled to complimentary lounge access benefit for Self only in Abu Dhabi and only if the member's travel originates or transits through Abu Dhabi on Jet Airways marketed codeshare flights operated by Etihad Airways Partners and on Etihad Airways Partner operated and marketed flights

15.5 JetPrivilege and Jet Airways co-brand credit / debit card holders will not have access to the lounges on account of them holding the co-brand credit / debit card. Members are requested to check with their banks about the lounge access policy and procedures.

Note: Effective 01st May 2017, access to airport lounges at Colombo, Dhaka and Kathmandu airport will be discontinued for all guests.

16. Guaranteed Reservation up to 24 hours Before Departure

16.1 JetPrivilege Platinum and Gold Members enjoy a guaranteed reservation* in Economy on Jet Airways flights on domestic sectors within India.

16.2 Request for confirmation must be made at least 24 hours before flight departure against full-fare revenue (Y / M class for Jet Airways and Y / W for S2) Economy ticket issued on a Jet Airways marketed and operated flight or Jet Airways codeshare flight operated under the S2 code.

16.3 While Jet Airways will make every attempt to offer this facility, there may be occasions when due to exceptional demand on a particular flight, this guarantee may not hold good and JetPrivilege will not be responsible for such unavailability.

17. Anytime Change Fee Waiver on Revenue Tickets

17.1 Eligible JetPrivilege members are entitled to a waiver of anytime change fees on Revenue bookings basis their Tier and the Fare Choices selected.

Note: The eligibility for this waiver is dependent upon the Tier of the member travelling on the booking to be changed.

17.2 JetPrivilege Platinum members will enjoy waiver on anytime change fee for all Fare Choices across Indian Subcontinent and International Network in Economy & Première, except when booked in Deal Fare Choices in Economy. Moreover, Gold members booked in Flex Fare Choices in Economy and all other members booked in Flex Fare Choices in Première and in First enjoy waiver on anytime change fee. Effective 03rd May 2017, all JetPrivilege members are not entitled to waiver on anytime change fee when their travel is booked in Light Fare Choices in Economy across the network.

Note: In case when multiple segments are booked on different Fare Choices in a single PNR, the most restrictive policy will apply.

For e.g.: JetPrivilege Platinum member is booked on Deal Fare Choices in Economy for his travel on Mumbai - Delhi sector and is booked on Flex Fare Choices in Economy for his travel on Delhi - Mumbai sector. The booking for both the sectors is on a single PNR.

- Scenario 1: If the member changes the date for his travel on Mumbai - Delhi sector, he/she will be penalized for the date change as Deal Fare Choices is ineligible for fee waiver.
- Scenario 2: If the member changes the date for his travel on Delhi - Mumbai sector, there will be no penalty as JetPrivilege Platinum members enjoy waiver when booked for travel on Flex Fare Choices.
- Scenario 3: If the member changes the date for his entire journey, he/she will be penalized for the date change as the most restrictive policy applies.

17.3 The Anytime Change Fee waiver is available for only up to 1 change per booking and all subsequent changes will be as per the Fare rules associated with the respective Fare Choices

17.4 The applicable Jet Airways flights are determined by Jet Airways as per the current rules in effect.

18. Cancellation Fees Waived on Fares

18.1 This service is provided exclusively for JetPrivilege Platinum Members on flights marketed and operated by Jet Airways on domestic sectors within India. It is not applicable on international flights. Effective 17th August 2016, Cancellation Fees Waived on Fares is based upon the Tier of the member and the Fare Choices selected. The benefit is across Indian Subcontinent and International Network.

Note: The eligibility for this waiver is dependent upon the Tier of the member travelling on the booking to be changed. The benefit is exclusively provided to Platinum members when he/she is travelling in Saver Fare Choices in Economy and above. The benefit is extended to other members only when they are travelling in Flex Fare Choices in Première and First Cabin. The applicable Jet Airways flights are determined by Jet Airways as per the current rules in effect.

18.2 The waiver includes cancellation charges levied on tickets issued against eligible Fare Choices:

- Revalidation of the ticket
- Refund of the ticket
- Reissue of the ticket

18.3 The waiver does not include:

- No Show and Gate No Show charges

18.4 To avail of this benefit, JetPrivilege Membership number must be updated in the PNR at the time of making the bookings on Jet Airways.

18.5 Bookings made by any JetPrivilege member in Deal Fare Choices in Economy are non-refundable. In case of a cancellation required in any other Fare Choices, members who are ineligible for the Fully refundable ticket benefit will have to bear a Cancellation Fee as per the applicable fare rules for the eligible Fare Choices. Effective 03rd May 2017, all JetPrivilege members are not entitled to waiver on cancellation fee when their travel is booked in Light Fare Choices in Economy across the network

Note: In case when multiple segments are booked on different Fare Choices in a single PNR, the most restrictive policy will apply.

For e.g.: JetPrivilege Platinum member is booked on Deal Fare Choices in Economy for his travel on Mumbai - Delhi sector and is booked on Flex Fare Choices in Economy for his travel on Delhi - Mumbai sector. The booking for both the sectors is on a single PNR.

- Scenario 1: If the member cancels his journey on Mumbai - Delhi sector, he/she will be penalized for the cancellation.
- Scenario 2: If the member cancels his journey on Delhi - Mumbai sector, the cancellation fees will be waived off and the amount will be refunded to the member.
- Scenario 3: If the member cancels his entire journey, he/she will be penalized cancellation fee as the most restrictive policy applies.

19. Excess Baggage Allowance on Jet Airways

19.1 On flights operated by Jet Airways: JetPrivilege Members enjoy complimentary excess baggage allowance in all cabins, as follows: JetPrivilege Platinum - 20kgs, Gold - 15kgs and Silver - 10kgs for flights within India and international flights (except to / from US and Canada and on flights to / from India to Europe and UK) For flights to/from USA and Canada and on flights to / from India to Europe and UK: JetPrivilege Platinum, Gold and Silver Members enjoy an additional baggage allowance of 1 piece of 23kgs. Effective 17th August 2016, a member will be entitled to complimentary excess baggage allowance is basis the Tier of the member travelling, Network and the Fare Choices booked when travelling on Jet Airways marketed and operated flights and Jet Airways flights operated under the S2 code. Further, complimentary excess baggage allowance is basis the Tier of the member travelling, Network and the Booking Classes selected when travelling on Jet Airways flights operated by Etihad Airways Partner Carriers.

19.2 When travelling on Jet Airways flights operating within & between India, Sri Lanka, Nepal, Bangladesh & Bhutan (i.e. Indian sub-continent), complimentary excess baggage allowance entitlement in Economy (Flex, Classic and Saver Fare Choices) is JetPrivilege Platinum – 15kgs, Gold – 10kgs and Silver & eligible Co-brand cardholders – 5kgs. Travel in Deal Fare Choices in Economy does not entitle members to Excess Baggage Allowance. Effective 26th November 2016, JetPrivilege Platinum Members will enjoy excess baggage allowance of 15kgs when travelling in Deal Fare Choices in Economy. For Travel in Premiere (Flex, Classic, Saver Fare Choices) the Excess Baggage Allowance will be 20kgs for JetPrivilege Platinum, 15kgs for Gold and 10kgs for Silver and eligible Co-brand cardholders. The above baggage allowance is not applicable for JetPrivilege Silver members and Co-brand Cardholders, when travelling on flights operated on ATR aircrafts. Effective 03rd May 2017, all JetPrivilege members are not entitled to excess baggage allowance when their travel is booked in Light Fare Choices in Economy within the Indian Subcontinent, except Platinum members who will be entitled to 15kgs of excess baggage allowance when booked to travel in Light Fare Choices

19.3 When travelling on Jet Airways flights operating from/to International Network, complimentary excess baggage allowance entitlement on weight concept is JetPrivilege Platinum – 20kgs, Gold – 15kgs and Silver – 10kgs in all cabins across all Fare Choices in First, Premiere and Economy. Further, for flights to/from USA and Canada and on flights to / from India to Europe and UK: JetPrivilege Platinum, Gold and Silver Members enjoy an excess baggage allowance of 1 piece of 23kgs in Economy and 1 piece of 32kgs in Première and First cabin. Effective 03rd May 2017, all eligible members continue to enjoy complimentary excess baggage allowance entitlement on weight and piece concept when travelling in Light Fare Choices in Economy across the international network.

19.4 Effective 14th April 2014, when traveling on routes operated by ATR aircrafts, only JetPrivilege Platinum and Gold Members will be entitled to Excess Baggage Allowance as currently permitted on Boeing aircraft. This benefit will not be applicable to JetPrivilege Silver Members and any Jet Airways co-brand cardholders.

19.5 In case of guests traveling on separate tickets, Through Check-in and through tagging of baggage facilities will be allowed to Members/guests only in the following scenarios when traveling on Jet Airways:

- Travel within India on Jet Airways
- Travel commencing from India and connecting onto any international destination
- Travel commencing from Dubai, Singapore, Kathmandu, Bangkok and Muscat to India
- Travel that involves a revenue ticket and an award ticket on Jet Airways

Scenario: Guest/JetPrivilege Member undertaking a travel that involves a revenue ticket and an award ticket:

- E.g.1: Guest/JetPrivilege Member traveling from Kolkata to Brussels. Kolkata to Delhi is on a revenue ticket and Delhi to Brussels is on an award ticket.
- Through Check-in and through tagging of baggage: Permitted from point of origin to destination
- Regular Baggage Allowance: As printed on the ticket
- Excess Baggage allowance: As applicable to respective JetPrivilege Tier from point of origin to destination. In this case, baggage allowance applicable to the international sector will apply for the entire routing. *

Scenario: Guest / JetPrivilege Member traveling on a journey originating in India, to any international destination:

- Through Check-in and through tagging of baggage: Permitted from point of origin to destination
- Regular Baggage Allowance: As printed on the ticket
- Excess Baggage allowance: As applicable to respective JetPrivilege Tier from point of origin to destination

Scenario: Guest / JetPrivilege Member traveling on a journey that originates from Dubai, Singapore, Singapore, Kathmandu, Bangkok or Muscat, to India:

- Through Check-in and through tagging of baggage: Permitted from point of origin to destination
- Regular Baggage Allowance: As printed on the ticket
- Excess Baggage allowance: As applicable to respective JetPrivilege Tier from point of origin to destination

Scenario: Guest / JetPrivilege Member traveling from any other international destination (except Dubai, Singapore, Singapore, Kathmandu, Bangkok or Muscat), to India:

- Through Check-in and through tagging of baggage: No
- Regular Baggage Allowance: As printed on the ticket
- Excess Baggage allowance: As applicable to respective JetPrivilege Tier from point of origin to destination. In this case, baggage allowance applicable to the international sector will apply for the entire routing. *

Scenario: Guest / JetPrivilege Member traveling on single Revenue OR Single Award Ticket on Jet Airways:

- E.g.1: Member traveling from Bengaluru (BLR) to Aurangabad (IXU) via Mumbai (BOM)

Through Check-in and through tagging of baggage: Permitted from point of origin to destination. Regular Baggage Allowance: As printed on the ticket

Excess Baggage allowance: As applicable to respective JetPrivilege Tier from point of origin to destination.

- E.g.2: Member traveling from Kolkata (CCU) to Toronto (YYZ) via Delhi (DEL)

Through Check-in and through tagging of baggage: Permitted from point of origin to destination. Regular Baggage Allowance: As printed on the ticket

Excess allowance: As applicable to respective JetPrivilege. In this case, baggage allowance applicable to the international sector will apply for the entire routing. *

Scenario: Guest / JetPrivilege Member traveling on 2 separate Revenue OR 2 Separate Award tickets on Jet Airways:

- E.g.1: Member traveling on revenue ticket from Bengaluru (BLR) to Mumbai (BOM) and return

Through Check-in and through tagging of baggage: Permitted from point of origin to destination. Regular Baggage Allowance: As printed on the ticket

Excess Baggage allowance: As applicable to respective JetPrivilege Tier from origin to destination.

- E.g.2: Member traveling on award ticket from Kolkata (CCU) to Toronto (YYZ) via Delhi(DEL)

Through Check-in and through tagging of baggage: No

Regular Baggage Allowance: As printed on the ticket

Excess Baggage allowance: As applicable to respective JetPrivilege Tier from origin to destination.

- E.g.3: Member traveling on revenue ticket from Lucknow (LKO) to Bangkok (BKK) via Delhi (DEL)

Through Check-in and through tagging of baggage: Permitted from point of origin to destination

Regular Baggage Allowance: As printed on the ticket

Excess Baggage allowance: As applicable to respective JetPrivilege Tier from origin to destination.

Scenario: Guest / JetPrivilege Member traveling on a revenue ticket and avails an upgrade against Vouchers / JPMiles Upgrade on Jet Airways:

- Through Check-in and through tagging of baggage: Permitted from point of origin to destination
- Regular Baggage Allowance: Baggage allowance as per the upgraded cabin will apply for the sector for which the Member has availed of an upgrade.
- Excess Baggage allowance: As applicable to respective JetPrivilege Tier from origin to destination.

In case of connecting flights:

- E.g.: Member traveling from Mangalore to Mumbai via Bengaluru (connecting flight) and avails an upgrade on Bengaluru – Mumbai sector only

Through Check-in and through tagging of baggage: Permitted from point of origin to destination.

Regular Baggage Allowance: If Member / guest has availed of a Through Check-in, then the baggage allowance as per the upgraded cabin will apply for the entire routing, provided the upgrade is confirmed.

Excess Baggage allowance: As applicable to respective JetPrivilege Tier from origin to destination.

Scenario: Guest / JetPrivilege Member traveling on a single revenue ticket for travel on Jet Airways and Other Airlines:

- Through Check-in and through tagging of baggage: Permitted only if Jet Airways has a Through Check-in agreement with the Other Airline
- Regular Baggage Allowance: As printed on the ticket
- Excess Baggage allowance: Only on the Jet Airways, to the applicable JetPrivilege tiers

Scenario: Guest / JetPrivilege Member traveling on two separate revenue or award tickets for travel on Jet Airways and Other Airlines:

- Through Check-in and through tagging of baggage: No
- Regular Baggage Allowance: As printed on the ticket
- Excess Baggage allowance: Only on the Jet Airways sector, to the applicable JetPrivilege tiers

Note:

- The stopover in any of the above scenarios must be less than 12 hours
- In case the Member is carrying any baggage which is over and above the permitted limit; he / she will be liable to pay extra baggage charges as applicable
- *In case of journeys that involve a connecting flight for travel to / from India to / from any international destination and if Member has availed of a Through Check-in, then international baggage rules will apply on the Indian Subcontinent sectors. Also, in such cases, excess baggage charge will be applicable as per International baggage rules.

19.6 In case the Member / guest is carrying excess baggage which is more than what is permitted on the operating carrier, then he / she will be liable to pay applicable additional baggage charges.

19.7 In case the guest / Member is traveling on a single ticket / single PNR, on a journey that involves travel on both Jet Airways and if the Member has availed of a Through check-in, then the baggage allowance applicable to him / her on the first leg of journey will be applicable on the further journey too.

E.g : You have through checked in from a Jet Airways flight from Mumbai to Delhi onto a Jet Airways flight from Delhi to Chandigarh. In such an instance, the regular baggage allowance as well as any additional JetPrivilege baggage allowance applicable on the Mumbai-Delhi flight, will also be applicable on the Delhi-Chandigarh flight.

19.8 On flights operated by Etihad Airways Partners: When travelling on Jet Airways marketed codeshare flights operated by Etihad Airways Partners and on flights operated & marketed by Etihad Airways Partners from/to International Network, complimentary excess baggage allowance entitlement on weight concept is JetPrivilege Platinum – 20kgs, Gold – 15kgs and Silver – 10kgs and entitlement on piece concept is 1 piece of 23kgs in Economy and 1 piece of 32kgs in Première and First cabin for JetPrivilege Platinum, Gold & Silver tier members.

20. Through Check-in

20.1 JetPrivilege Members / guests may avail Through check in with separate tickets under following situations:

20.1.1. When one is an award and the other a revenue ticket, issued ONLY on Jet Airways marketed and operated flights and Jet Airways flights operated under the S2 code.

20.1.2 When both are award tickets, for travel on Jet Airways and vice - versa.

Example:

a. JetPrivilege Member / guest is travelling from Jaipur (JAI) to Newark (EWR) on a combination of segments operated by Jet Airways. JAI-BOM - Revenue ticket and BOM EWR - JetPrivilege award ticket (separate ticket). In such situations, through check-in will be permitted and the Member's / guest's luggage will be tagged at Jaipur up to EWR.

b. JetPrivilege Member / guest travelling Mumbai - Delhi - Lucknow on one ticket. Through check-in will be permitted and bags will be through tagged in till the final destination.

20.2 JetPrivilege Members / guests will NOT be permitted Through check in with separate tickets under following situations:

20.2.1 When holding a revenue ticket for travel on Jet Airways along with another separate JetPrivilege Award ticket issued for travel on another carrier or vice versa.

20.2.2 When Member / guest is holding two separate revenue tickets.

Example:

a. JetPrivilege Member / guest is travelling from Frankfurt (FRA) to Mumbai (BOM) on Lufthansa Airlines and then from Mumbai to Ahmedabad (AMD) on Jet Airways. Through Check-in will not be possible.

b. JetPrivilege Member / guest is travelling from Delhi (DEL) to Mumbai (BOM) on Jet Airways revenue ticket and then from Mumbai (BOM) to London (LHR) on separate award ticket on British Airways. Through Check-in will not be possible.

c. JetPrivilege Member / guest is travelling from Bengaluru (BLR) to Mumbai (BOM) on Jet Airways revenue ticket and then from Mumbai (BOM) to London (LHR) on another separate revenue ticket on British Airways. Through Check-in will not be possible.

21. Seat Select Charges Waiver

21.1 Eligible JetPrivilege members can choose their preferred Economy seat as a Complimentary benefit under the Seat Select feature. Eligible JetPrivilege members are basis the Tier of the member travelling and the Fare Choices booked.

21.2 JetPrivilege Platinum members enjoy a waiver on Seat Select fees across all Fare Choices in Economy. JetPrivilege Gold members enjoy a waiver on Seat Select fees when booked in Classic and Flex Fare Choices in Economy. The benefit is available to eligible members only when travelling with Jet Airways across the Indian Subcontinent and International Network.

21.3 The Seat Select facility is complimentary for all guests who are booked in Première and First cabins.

21.4 The applicable Jet Airways flights and the Preferred seat options under the Seat Select service are determined by Jet Airways as per the current rules in effect.

22. Check-in at Dedicated Counters

22.1 JetPrivilege Platinum, Gold, Silver & Cobrand members enjoy check-in at dedicated counters even when travelling in Economy on Jet Airways flights at select airports which have dedicated counters. At other airports, such members can check-in at Première counters, even when travelling in Economy.

22.2 However, JetPrivilege Silver members can utilize dedicated check-in facility only at metro stations in India, which includes Mumbai, Delhi, Chennai, Kolkata, Hyderabad and Bengaluru. Dedicated check-in for JetPrivilege Silver members at other Indian Airports is not available.

22.3 Similarly, JetPrivilege Cobrand Card Holders will enjoy dedicated check-in only for flights within India. Cobrand Card Holders can utilize this facility only at metro stations in India, which includes Mumbai, Delhi, Chennai, Kolkata, Hyderabad and Bengaluru. Dedicated check-in for Cobrand Card Holders at other Indian Airports is not available.

22.4 Members will enjoy the highest priority in the order of their Tier status, at the time of flight closure, as per check-in procedures.

22.5 Effective 4 October, 2016, JetPrivilege Platinum, Gold & Silver tier members will also enjoy check-in at dedicated counters at applicable airports when travelling in Economy on Jet Airways marketed codeshare flights operated by Etihad Airways Partners and on flights operated & marketed by Etihad Airways Partners.

23. Service Charges

23.1 Service Charges is levied when a member requests JetPrivilege to cater to their certain additional requirements, which are not a part of the normal course of the programme.

23.2 These additional services could be categorized into two major categories: services related to the airline (i.e. travel) and services related to the program. Under the services related to the airline, JPPL charges member for any alterations/adjustments/amendments/cancellations done to the travel itinerary. Further, program-related services are the additional facilities provided to the members such as replacement of the membership card, reissuance of bag tags, etc.

23.3 The service charges for various requests are as below:

Parameters	Charges on Jet Airways	Charges on Partner Airlines
A) Award Tickets		
Date change fee	Prior to ticketing - No charge After ticketing - 750 JPMiles (excluding Platinum members)	Prior to ticketing - No charge After ticketing - Fresh booking
Sector change fee	Prior to ticketing - No charge After ticketing - 750 JPMiles (excluding Platinum members)	Prior to ticketing - No charge After ticketing - Fresh booking
Flight number change fee	Prior to ticketing - No charge After ticketing - 750 JPMiles (excluding Platinum members)	Prior to ticketing - No charge After ticketing - Fresh booking
No Show charge*	100% penalty	100% penalty
Cancellation of Award ticket	2000 JPMiles (excluding Platinum members)	100% penalty
Cancellation of Award ticket (less than three hours prior to departure)**	50% of JPMiles will be deducted as a penalty	100% penalty
B) Upgrade on Revenue Tickets		
Cancellation of Upgrade against Miles	750 JPMiles (excluding Platinum members)	NA

**No Show Charge will attract a 100% penalty as a service charge, irrespective whether there is a subsequent rebooking or not. **Cancellation of an award ticket less than one hour prior to departure is a no show and will attract 100% penalty, i.e. 100% of the JPMiles used for the redemption would be treated as a service charge and there will be no refund.*

#Note1: In case of cancellation of award ticket, the taxes, surcharges and other fees amount will be refunded to members.

#Note2: Exclusion is entitled to member (self) only and does not extend to the member for whom the transaction is undertaken by some other member. Meaning, the exclusions for the platinum member are for platinum member only and does not extend to other members for whom the platinum member is redeeming miles from his account.

#Note3: Each change will result in a levy of a fee. Meaning, if there is a date and a sector change then the service fee will be a cumulative fee, i.e. the addition of both the fee.

24. Priority Bag Tagging

JetPrivilege Platinum and Gold members are entitled to Priority Bag Tagging benefit. Eligible members' baggage is tagged with priority bag tags at the check-in counter. Thus, eligible member's baggage will be among the first baggage pieces to arrive at the baggage claim area.

Note: Priority Bag Tagging benefit will be available only on flights where the point of origin is operated by Jet Airways. This benefit will not be available in case of Interline travel / Codeshare partners, except where explicitly stated.

25. Data Processing and Protection

25.1 By using his / her JetPrivilege Membership card and / or quoting his / her JetPrivilege membership number to Jet Airways and/or any Programme Partners, a Member consents to JetPrivilege creating, maintaining and updating data that is personal to the Member. Such data includes Membership data like name, address, telephone number, date of birth, employer, seat preferences, etc., travel data (including without limitation, flights taken, JPMiles accumulated and class of travel flown) and data concerning contacts with Jet Airways (including without limitation, enquiries regarding Membership) and will be maintained and updated for the purpose of providing relevant information and services to the Member. Data will also include data received from Programme Partners about JPMiles earned as a result of using services provided by Programme Partners.

25.2 Before any data relating to a Member is disclosed to the same Member by JetPrivilege, the Member may be asked security questions, which may require him / her to confirm his / her identity by providing information held by JetPrivilege.

25.3 JetPrivilege may disclose data relating to a Member to a third person who has been nominated in writing by the Member to JetPrivilege in advance.

25.4 Members are responsible for the security of their JetPrivilege membership account number / details, Log-in ID and passwords and shall ensure that their JetPrivilege membership account number / details, User Log-in ID and passwords are not disclosed by them whether intentionally or not, so as to allow a third person to access their JetPrivilege account and to make any transactions.

25.5 In an effort to provide valuable offers to Members, JetPrivilege develops mailing lists for use by themselves and their Programme Partners. These lists are based on information provided by the Member at the time of enrolment. These lists are developed under strict conditions designed to safeguard the privacy of Member's information. Members will be contacted on their email address / mobile number / landline phone numbers registered in the JetPrivilege account, based on their consent given at the time of enrolment or updated later on www.jetairways.com. If a Member does not wish to receive these offers, he / she may request in writing to have his /her name removed from the said mailing lists by contacting the JetPrivilege Service Centre.

25.6 As part of providing value added services to the JetPrivilege Members, JetPrivilege in collaboration with its Programme Partners reserves the right to send special offers / products to the Members, based on his profile as recorded in his JetPrivilege account.

25.7 Consent to receive such offers will be deemed as given, until such time that the Member withdraws consent to receive mailers and offers from Jet Airways and its various Programme Partners by opting out of the relevant preference, either by writing to the JetPrivilege Service Centre or on www.jetairways.com withdrawal of consent may mean that certain services may no longer be provided to the Member.

25.8 Any and all information in a Member's JetPrivilege account may be disclosed as required by law, including disclosures to the police, immigration and customs authorities.

26. Change /Termination/Cancellation of the JetPrivilege Programme

26.1 Membership enrolment and eligibility, earning JPMiles, award travel, availability of awards and redemption are subject to the terms and conditions of the JetPrivilege Programme and are subject to any applicable laws and regulations, including applicable IATA regulations. JetPrivilege may change, add to, modify or withdraw at any time without giving notice such terms and conditions as well as any benefits provided in connection with the JetPrivilege programme and any special offers or promotional offers made to any Tier or group of Members.

26.2 JetPrivilege and its Programme Partners reserve the right to change JetPrivilege Programme rules, regulations, awards travel, mileage award levels and special offers at any time without notice. This means that JetPrivilege may initiate changes, for instance, impacting partner affiliations, rules for earning mileage credit, rules for redemption of Jet Awards against JPMiles, continued availability of awards, blackout dates or limit the seats available for award travel to any or all destinations (including, but not limited to, allocating no award seats on certain flights).

26.3 Jet Airways may terminate or change the ownership of the JetPrivilege programme at any time but will use its reasonable endeavours to inform the Members. At the end of such termination or transfer of ownership of the Programme, each Member acknowledges that his /her right to use the services, including the earning and redemption of JPMiles, will cease or get altered.

26.4 Cancellation of Membership: Members may, at any time, cancel their Membership by providing written notice to JetPrivilege and by cutting his / her JetPrivilege the Membership Card in half and returning it to the JetPrivilege Service Centre. However, the Member can redeem all his / her earned JPMiles as per the validity of such JPMiles. Any such termination does not relieve the Member of any continuing obligations under these Terms and Conditions.

27. Limitation of Liability

27.1 JetPrivilege, Jet Airways and /or Programme Partners shall not be liable to any Member or his/her nominee or companion, for any indirect or consequential loss, damage or expense of any kind whatsoever, arising out of or in connection with the JetPrivilege Programme and/or the provision or the refusal to provide any benefits, whether such loss, damage or expense is caused by the negligence or otherwise, and whether JetPrivilege, Jet Airways and/or its Programme Partners have any control over the circumstances giving rise to the claim or not.

27.2 JetPrivilege shall not be liable for any loss or damage, whether direct or indirect, resulting from termination or change of, or to the JetPrivilege Programme or any of the facilities, benefits or arrangements which are made available to Members, including, without limitation, Programme Partners' withdrawal or the withdrawal or limiting of any such services, benefits or facilities.

27.3 JetPrivilege will endeavour to ensure the availability of services provided by Jet Airways and Programme Partners but will not be liable for any loss arising from the failure by Jet Airways and Programme Partners to provide services.

27.4 To the extent permissible by local law or regulation, these terms and conditions shall be governed by and construed in accordance with Indian law. JetPrivilege and each Member submit to the non-exclusive jurisdiction of the Indian (Mumbai) courts to resolve any disputes that may arise out of them.

27.5 Any part of these Terms and Conditions which is unenforceable for any reason shall be considered capable of being cut out so as not to affect the remainder of these Programme Rules in any way. JetPrivilege shall not be required to provide any service or otherwise act in pursuance of these Terms and Conditions if to do so would be contrary to law.

27.5 Reasonable care has been taken to ensure that information contained in the Terms and Conditions and in any publications and advertisements in connection with JetPrivilege is accurate, but JetPrivilege will not accept any liability with respect to any errors or omissions in any information, whether written or verbal.

28. JETPRIVILEGE INFORMATION ON , WWW.JETPRIVILEGE.COM, JET AIRWAYS/JETPRIVILEGE MOBILE APPLICATION AND THROUGH NEWSLETTERS:

28.1 JetPrivilege regularly reviews and updates the information on its web pages. Despite its best endeavours, it is possible that some of the information could meanwhile have become outdated. JetPrivilege therefore cannot accept any responsibility for or guarantee that the information provided is up-to-date, correct and complete. Apart from this, the JetPrivilege terms and conditions apply.

28.2 Moreover, JetPrivilege reserves the right to make changes or additions to the information services, products and other materials provided.

28.3 Any e-communication from Jet Airways or JetPrivilege is intended only for the person or entity to which it is addressed and may contain confidential and / or privileged information. If you have received the message in error, please notify the sender immediately and delete the message from your system. Any unauthorized disclosure; copying, distribution or use of the message is strictly prohibited, and if done, will result in strict legal action. The message is not guaranteed to be complete or error free. No liability is assumed for any errors and / or omissions in the contents of this message. Reasonable precautions have been taken to ensure that the message is virus-free. However, Jet Airways (India) Ltd. and Jet Privilege Limited do not accept responsibility for any loss or damage arising from the use of this message or attachments.

29. Governing Law

Indian laws govern these terms and conditions. In the event of any disputes, the appropriate court in Mumbai shall have exclusive jurisdiction. Membership, including eligibility for Membership and any JPMiles or Rewards, is subject to any applicable laws and regulations, including all applicable resolutions of the International Air Transport Association.

30. Changes to the Programme

30.1 JetPrivilege may at any time, without giving notice, make any change, add to, modify the JetPrivilege Programme, without giving notice of such terms and conditions as well as any Benefits provided in connection with the JetPrivilege programme and any special offers or promotional offers made to any Tier or group of Members, including:

- change the JetPrivilege Award structure by revising the JPMiles levels required to attain a particular JetPrivilege Award
- stipulate a specified period during which JPMiles cannot be redeemed
- limit the number of seats available for the redemption of JPMiles to any or all destinations or on certain specified flights
- alter the number or types of journeys required to obtain a particular JetPrivilege Award
- change or withdraw Programme Partners' affiliations
- change the parties from which a JPMiles Award may be obtained / redeemed
- change the length of time after being awarded within which JPMiles must be redeemed
- impose a time limit upon the validity for redemption of any JPMiles issued by Jet Airways or any Programme Partners
- introduce and or review Membership fees
- modify the procedures and rules relating to ticketing on redemption of JPMiles or other aspects of the JetPrivilege programme
- change the manner in which JPMiles may be earned and / or redeemed
- Awards or Benefits including restrictions on the same

- impacting partner affiliations
- rules for earning mileage credit
- rules for redemption of Jet Awards against JPMiles
- continued availability of awards
- blackout dates or limit the seats available for award travel to any or all destinations (including, but not limited to, allocating no award seats on certain flights)
- change the terms and conditions governing the use of Upgrade Vouchers or any other aspect of the JetPrivilege Programme

30.2 In the event JetPrivilege makes any changes to the JetPrivilege Programme, Members will be taken to have received notice of the change if JetPrivilege posts details of the change on www.jetairways.com or www.jetprivilege.com or the mobile application of Jet Airways / JetPrivilege.

30.3 Membership enrolment and eligibility, earning JPMiles, award travel, availability of awards and redemption are subject to the terms and conditions of the JetPrivilege programme and are subject to any applicable laws and regulations, including applicable IATA regulations.

30.4 Jet Airways may terminate or change the ownership of the JetPrivilege programme at any time but will use its reasonable endeavours to inform the Members. At the end of such termination or transfer of ownership of the Programme, each Member acknowledges that his / her right to use the services, including the earning and redemption of JPMiles, will cease or get altered.

30.5 JetPrivilege reserves the right to terminate at any time, without giving any notice, throughout the world, or in a specific country, in which JetPrivilege is associated with its Programme Partners, the right of any or all Members to earn or redeem JPMiles.