



## ***Kestrelflyer Programme Guide***

### **Welcome to *Kestrelflyer***

#### ***Kestrelflyer***

The Mauritian Kestrel bird is now saved due to the conservative efforts of the World Life Society. As a tribute to the effort made by the organization, and in line with our concern for the preservation of the local flora and fauna, Air Mauritius has named its Frequent Flyer Programme '***Kestrelflyer***'.

With the ***newKestrelflyer***, you are ***miles*** ahead.

No matter when you travel and where you travel on your preferred Airline, as a member of the ***Kestrelflyer*** Programme, you are credited with miles on the sector flown. Miles accumulated over a period of three years, allow you or five of your elected beneficiaries to earn free tickets, upgrading and excess luggage, upon redemption of your miles.

## Becoming a member

If you are above 12 years and you travel frequently, you can either fill in the application form available at all our offices or at your travel agents.

Or simply log on to our web site on <http://www.airmauritius.com/kestrelflyer.htm> and click on Apply online.

## How do you qualify for a card?

### Qualification Criteria



#### ***Kestrelflyer Red card***

Upon registration you will start accumulation miles as a Kestrelflyer member (available on application form with a Kestrelflyer identification number).



#### ***Kestrelflyer Plus / Silver Card***

issued upon 24,000 miles accumulated within 36 months. (Card valid for 3 years).



#### ***Kestrelflyer Elite / Gold Card***

issued upon 120,000 miles accumulated within 36 months. (Card valid for 3 years).

**Active member** at a point means a member who has earned or redeemed miles on his or her membership account with the previous consecutive 36 whole months period from that point in time.

## **Benefits on your cards**

### **Kestrelflyer Plus Card**



- ◆ Personalised Silver membership card and baggage tags
- ◆ Priority waitlist
- ◆ Family miles pooled into account for Awards
- ◆ Additional baggage allowance of **8** kgs on all MK flights
- ◆ 10% discount on helicopter services
- ◆ Newsletters & Statement of travel summary
- ◆ Exclusive Membership Services : Hotlines and dedicated reservation and check-in counters.

### **Kestrelflyer Gold Card**



- ◆ Personalised gold membership card and baggage tag
- ◆ Priority waitlist
- ◆ Family miles pooled into account for Awards
- ◆ Additional baggage allowance of **12** Kgs on all MK flights.
- ◆ 15% discount on Helicopter Services
- ◆ Newsletters & Statement of travel activity
- ◆ Exclusive Membership Services : Hotlines and dedicated reservation and check-in counters.
- ◆ Tier Bonus miles
- ◆ Free access to MK designated lounges worldwide
- ◆ Leather Wallet

Red Cards are issued to nominees of Frequent Flyers who opt to have their miles credited to card holder's account.



**Nominee card**

50% of miles earned on class of travel  
credited to cardholder's account

***The Sectors flown by Air Mauritius have been grouped as follows:***

<b>GROUP A</b>	<b>GROUP B</b>	<b>GROUP C</b>
Europe Sydney Melbourne	Hong Kong	Singapore Kuala Lumpur Perth Dubai Delhi
<b>GROUP D</b>	<b>GROUP E</b>	<b>GROUP F</b>
Mumbai Bangalore Chennai Cape Town	Durban Johannesburg Nairobi	Reunion Rodrigues Antananarivo

**Earning your miles**

<b>Group</b>	<b>Destinations</b>	<b>Economy Class</b>	<b>Business Class</b>
<b>A</b>	<b>Europe/Sydney/Melbourne</b>	<b>10,000</b>	<b>15,000</b>
<b>B</b>	<b>Hong Kong</b>	<b>8,000</b>	<b>12,000</b>
<b>C</b>	<b>Perth/Singapore/Kuala Lumpur/Delhi/Dubai</b>	<b>6,000</b>	<b>9,000</b>
<b>D</b>	<b>Mumbai/Chennai/Cape Town/Bangalore</b>	<b>5,000</b>	<b>7,500</b>
<b>E</b>	<b>Nairobi/Johannesburg/Durban</b>	<b>3,200</b>	<b>4,800</b>
<b>F</b>	<b>Antananarivo/Reunion/Rodrigues</b>	<b>2,400</b>	<b>3,600*</b>

*\*Business Class does not apply for Reunion and Rodrigues*

### **Class bonus**

50% bonus miles (based on economy class) on business class

### **Tier Bonus for KestrelFlyer Elite**

KestrelFlyer Elite card holders earn a bonus of 50% of miles (based on miles earned in Economy class \*) in addition to the miles earned on their relevant class of travel.

\* *Terms & conditions apply*

Miles have a lifetime of 3 years and expire on a rolling basis.

### ***Redeeming your KestrelFlyer miles***

#### **Miles Required (Return Trip)**

#### **FREE TICKET AWARD**

GROUP	DESTINATIONS	Free tickets Economy Class	Free tickets Business Class
A	Europe/Sydney/Melbourne	60,000	110,000
B	Hong Kong	58,000	100,000
C	Perth/Singapore/Kuala Lumpur/Delhi	54,000	90,000
D	Mumbai/Chennai/Cape Town/Bangalore	50,000	80,000
E	Nairobi/Johannesburg/Durban	32,000	52,000
F	Antananarivo/Reunion/Rodrigues	25,000	40,000*

\*Business Class does not apply for Reunion and Rodrigues.



□ **UPGRADING**

The **extra miles** needed for upgrading is shown in the table below  
(One Way):

GROUP	DESTINATIONS	From Economy to Business Class
A	Europe/Sydney/Melbourne	40,000
B	Hong Kong	32,000
C	Perth/Singapore/Kuala Lumpur/Delhi	25,500
D	Mumbai/Chennai/Cape Town/Bangalore	20,000
E	Nairobi/Johannesburg/Durban	14,400
F	Antananarivo	10,800

**Note**

On purchase of each Business Class Ticket, only 75% of miles will be required to upgrade one accompanying nominee or beneficiary



### □ **Excess Luggage**

The table below shows number of miles required in exchange for 1 kg of luggage sector wise.

<b>GROUP</b>	<b>DESTINATIONS</b>	<b>MILES PER KG</b>
<b>A</b>	<b>Europe/Sydney/Melbourne</b>	<b>800</b>
<b>B</b>	<b>Hong Kong</b>	<b>800</b>
<b>C</b>	<b>Perth/Singapore/Kuala Lumpur/Delhi</b>	<b>700</b>
<b>D</b>	<b>Mumbai/Chennai/Cape Town/Bangalore</b>	<b>600</b>
<b>E</b>	<b>Nairobi/Johannesburg/Durban</b>	<b>400</b>
<b>F</b>	<b>Antananarivo/Reunion/Rodrigues</b>	<b>400</b>

**Note:-**

*Miles for excess luggage can be redeemed at SSR International airport or should be requested 5 working days before departure.*

Members may apply the appropriate Award form for redemption either by e-mail, fax or through our website [www.airmauritus.com](http://www.airmauritus.com)

### ***MEMBERSHIP:***

Full membership status is earned when somebody holds a Kestrelflyer Plus or a Kestrelflyer Elite card.

### **Nominees**

Nominees do not hold full membership status. They are elected members of the family (spouse & children **or** father & mother) who can only contribute 50% of their travel miles into cardholder's account.

A cardholder can also share awards with a nominee.

### **Beneficiary**

Is someone who is elected by a member to receive an award. He can be a cardholder and can cumulate miles on his name.

## **OUR FAMILY SCHEME WALKS THE TALK**

- Stretching your miles with your spouse and children (Nominees)*
  - After reaching the status Kestrelflyer Plus/Elite member, you may opt to add either spouse/children OR father/mother as Nominees.
  - To enable capture of miles, nominees will be given a Red Flyer card with a unique number in order to identify themselves and they will have to present this card at the ticketing counters and check-in every time they travel.
  - In order to qualify for nominee miles, you have to ensure that your nominees are registered with the Customer Loyalty Centre and proofs of relationship are given.

The following documents will have to be submitted: copies of birth and marriage certificate.
  - Air Mauritius will not be held responsible for any non capture of miles due to negligence of members/nominees.
  - You may share Awards with up to 5 persons of your choice (inclusive of nominees).
  - Any changes of beneficiary will be against administrative fee of € 50.

## **KEEPING TRACK OF YOUR *KESTRELFLYER* MILES**

Every time you fly Air Mauritius, your account will be credited with the number of miles allocated to you depending on which group/class you fly.

- To ensure that your account is credited, you will have to present your card at check-in counters and also quote your membership number at the Reservation desks.
- You will have to refer to your statement while doing travel activities which is available on the website and this will enable you to track the number of miles on your account.
- Although every effort is made to keep track of your travels/miles it is your responsibility to ensure that your account has been correctly updated as soon as you receive your statement.

## **MILES**

There are two types of miles – **Kestrelflyer** travel miles and **Tier Bonus Miles**

**Kestrelflyer** miles are miles earned on sectors traveled irrespective of level of card frequent flyer is holding whereas Tier Bonus miles are obtained upon achieving only the **Kestrelflyer** Gold status.

**Kestrelflyer** miles are qualifying miles for Tier upgrade (card issuance and renewal) and can also be redeemed for rewards.

Tier miles are non-qualifying miles that is they cannot be used for the purpose of Tier upgrade and card renewal. Tier miles can be used for redemption of rewards.

- Miles which have not been captured can only be credited to Membership account if sufficient proof of travel is given. *Copy of original ticket/s or receipt coupon/s will have to be presented on request.*
- Full miles will be awarded on TSC tickets and tickets purchased or Promotional, IT and normal fares.
- Tier Bonus miles will be given to Elite card holders\*.
- Complimentary cards do not carry Tier Bonus miles.
- No miles will be awarded on Industry and Agency discounted tickets, Special discounted and free tickets.
- Air Mauritius will not be responsible for unrecorded/missing miles if member do not conform to the instructions/conditions below.
- Nominee miles are non-qualifying miles, ie they do not qualify for renewal of cards or upgrading of Tier.

\* *Terms and conditions applies*

**KESTRELFLYER ON LINE ([www.airmauritius.com](http://www.airmauritius.com))**

- Apply online and get your member ID instantly
- Download our programme
- View your statement on line
- Enroll your Nominee/Beneficiary online
- Claim your missing miles
- Request your password online
- Change your password
- Request for awards online
- Award calendar
- FAQ'S

## CONDITIONS FOR FREE TICKET AWARD

This is a scheme which Air Mauritius voluntarily and at its sole discretion and conditionally puts forward to assist the marketing of its product and services

- 1 *All free tickets will be redeemed against accumulated miles for Travel on seats availability and will be issued by Air Mauritius.  
(Taxes will be borne by recipient of the award ticket)*
- 2 *All award tickets will be on a firm basis*
- 3 *Award tickets are transferable to family members nominated by the frequent Flyer.*
- 4 *No award ticket can be redeemed against cash or shared to a person who has not been nominated.*
- 5 *All award tickets issued will be valid for travel on MK Sectors only.*
- 6 *All options in respect of award or upgraded tickets must be communicated to Air Mauritius two weeks before expected departure and maximum stay is 2 months for all destinations.*
- 7 *Miles which have not been redeemed will remain in the bank for a maximum period of 36 months on rolling basis from the date of the trip.*
- 8 *Spouse and children or father and mother will be considered as nominees for Free tickets.*
- 9 *The company reserves the right to cancel, suspend or alter the scheme without prior notice.*
- 10 *Air Mauritius accepts no liability whatsoever for this voluntary scheme.*
- 11 **Rebooking changes (Free ticket only)**  
*Changing travel dates will be allowed but will be subject to availability of seats and a penalty charge of €40 for groups A to E and €25 for group F will be applicable.*

**Travel agents are not allowed to make reservations for award tickets**

**Note that the above conditions also apply for Upgrading**

## **kestrelflyer – Terms and Conditions**

1. **kestrelflyer**, **kestrelflyer silver** and **kestrelflyer gold** membership is open to persons aged 12 and over, with a mailing address in Mauritius or any other country that does not prohibit participation in this programme.

2. Applicants must complete the membership application form and send it to the address detailed on it.

Evidence of travel on Air Mauritius must be produced if required and must be within the 12 months prior to the application enclosed with the application in the name of the prospective member. Industry and agent discounted tickets will not be considered for the purpose of the application. Membership commences on the date application is approved.

3. Air Mauritius reserves the right to refuse, at any time, the membership application form or, at its discretion terminates membership of the Kestrelflyer Programme without giving any notice or reasons.

4. **kestrelflyer**, **kestrelflyer silver** and **kestrelflyer gold** cards and baggage tags are the property of Air Mauritius and can be recalled at anytime.

5. **kestrelflyer** card is personal and is not transferable.

6. Membership cards are subject to paragraph 3 and are valid up to date indicated on the card.

7. As the membership expiry date approaches, each member's miles with Air Mauritius are reviewed and subject to paragraph 3 membership renewed as per the qualification criteria.

8. Any taxes or duties arising from participation in the programme shall be paid by the member.

9. Miles accumulated shall also be forfeited without entitlement to compensation.

10. Miles Purchased under the Cash & Miles feature, are non-refundable and non-transferable.

11. Air Mauritius does not guarantee and accepts no liability from loss or damage arising from the provision or non-provision of services or benefits by its Program Partners.

12. Abuse of the **kestrelflyer**, **kestrelflyer silver** or **kestrelflyer gold** services and benefits; failure to follow the programme terms and conditions; or any misinterpretation of information relating to the programme may result in cancellation of membership.

13. Members should notify the Customer Loyalty Centre of any change of address or email if any in writing.

14. By accepting to become a member of the **kestrel**flyer programme, the applicant hereby consents to the collection, processing and use of any personal data regarding the applicant, provided at the time of the application or to be provided when already a member to Air Mauritius, for:

- (a) the purposes of handling the member's account with Air Mauritius;
- (b) marketing purposes and sharing the personal data to Air Mauritius program partners; and/or
- (c) Such other purposes as may be permitted by applicable laws and regulations.

Should an applicant at any time after becoming a member request in writing to stop, or not to begin the processing of his personal data for marketing purposes and sharing his personal data to other program partners, Air Mauritius shall as soon as reasonably practicable stop the processing of the personal data of the member for marketing and sharing purposes.

Air Mauritius however reserves the right in such a case to terminate the applicant's membership in the **kestrel**flyer programme.

15. An administration fee of 10 euros will be charged for replacement of misplaced / lost cards.

16. Air Mauritius reserves the right to amend, modify, alter and/or terminate at any time, without giving notice, throughout the world, or in a specific country the **kestrel**flyer programme. This includes the right of Air Mauritius to terminate at any time the right of any or all members of the **kestrel**flyer programme to earn or redeem mileage and/or other benefits enjoyed under the present scheme.

17. Air Mauritius shall not be liable for any loss or damage, whether direct, indirect or consequential resulting from termination or change of the rules pertaining to the Kestrelflyer scheme or any of the facilities, benefits or arrangements which are made available to Kestrel **kestrel**flyer members including the withdrawal or limiting of any such benefits, facilities or arrangements advertised or provided to the **kestrel**flyer member.

18. While Air Mauritius will use its reasonable endeavors to ensure that the services, benefits, facilities and/or arrangements expressed or advertised as being available to **kestrel**flyer members, Air Mauritius does not guarantee that such services, benefits, facilities and/or arrangements will be made available and Air Mauritius will not be liable for any loss or damage, whether direct, indirect or consequential from the provision or non-provision, whether in whole or in part, of any such services, benefits, facilities or arrangements.

19. In the event of death of a member, membership will be terminated and all accumulated mileage and unused awards will be cancelled.

20. The terms and conditions of **kestrel**flyer scheme are governed by the Laws of the Republic of Mauritius. In the event of any dispute both parties agree to submit to the exclusive jurisdiction of the Mauritian Court.