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Kestrel flyer
 Programme Guide

Welcome to Kestrel flyer

Kestrel flyer
 The Mauritius Kestrel is saved due to conservation efforts. As a tribute to the effort made by the Mauritius Wildlife Foundation, and in line with our concern for the preservation of the local flora and fauna, Air Mauritius named its Frequent flyer Programme Kestrel flyer.

With Kestrel flyer, you are miles ahead
 As a member of the Kestrel flyer Programme, no matter when you travel, you are credited with miles on the sector flown. Miles accumulated over a period of 3 years allow you to share awards with 5 persons of your choice (inclusive of nominee). Miles have a lifetime of 3 years and expire on a rolling basis.

Becoming a member
 If you are above 12 years, you can either fill in the application form or you may apply online at: www.airmauritius.com.



The Kestrel flyer Privilege Cards

Kestrel flyer - Red
 Upon registration you will start accumulating miles as a Kestrel flyer member. (A temporary card is available on the application form with a Kestrel flyer number)

Kestrel flyer - Silver
 Issued upon 10,000 miles accumulated within 36 months. (Card valid for 3 years)

Kestrel flyer - Gold
 Issued upon 30,000 miles accumulated within 36 months. (Card valid for 3 years)

An active member is a member who has earned or redeemed miles on his or her membership account within last 36 months period.

Benefits for each tier

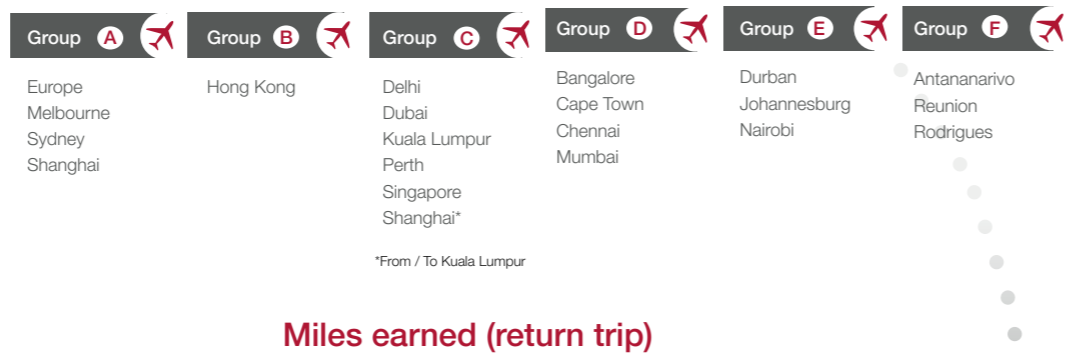
	Silver	Gold
Family Miles	✓	✓
Extra Baggage Allowance*	✓	✓
Tier Bonus (50%)	✓	✓
Cash & Miles**	✓	✓
Priority Check-in	✓	✓
Use of Air Mauritius Designated Lounges/Workspaces	✓	✓
Discount on Helicopter Services	15%	10%

***Extra Baggage Allowance**

	Silver	Gold
Europe	1 additional piece of baggage not exceeding 23 kg	2 additional pieces of baggage not exceeding 23 kg
Polegas	8 kg	8 kg
Other Destinations	8 kg	12 kg

For more information visit our website www.airmauritius.com

The sectors flown by Air Mauritius have been grouped as follows:



Miles earned (return trip)

	Economy Class	Business Class
A	10,000	15,000
B	8,000	12,000
C	6,000	9,000
D	5,000	7,500
E	3,200	4,800
F	2,400	3,600*

*Business Class does not apply for Reunion and Rodrigues

Class bonus

Members travelling business class earn 50% class bonus miles (based on economy class per Miles earned table).

Tier Bonus

Kestrel flyer Gold cardholders earn 50% of miles earned in Economy class. Miles have a lifetime of 3 years and expire on a rolling basis.

Redeeming your Kestrel flyer miles

Members may apply for awards by filling the appropriate Award form and send it either by e-mail on mkloy@airmauritius.com or fax. They may also apply online on our website www.airmauritius.com

Awards are not applicable on code share flights operated by "South African Airways", "Emirates Airlines" and "Malaysian Airlines".

Free tickets

	Business	Polymix	Polymix
A	Europe, Melbourne, Sydney, Shanghai	60,000	140,000
B	Hong Kong	40,000	100,000
C	Doha, Kuala Lumpur, Perth, Singapore, Shanghai*	30,000	70,000
D	Bangkok, Cape Town, Chennai, Mumbai	20,000	50,000
E	Durban, Johannesburg, Harare	10,000	25,000
F	Antananarivo, Reunion, Rodrigues	10,000	40,000*

*Business Class does not apply for Reunion and Rodrigues

Upgrading (One way)

Miles needed for upgrading is shown in the table below:

	Business	Polymix
A	Europe, Melbourne, Sydney, Shanghai	40,000
B	Hong Kong	30,000
C	Doha, Kuala Lumpur, Perth, Singapore, Shanghai*	25,000
D	Bangkok, Cape Town, Chennai, Mumbai	20,000
E	Durban, Johannesburg, Harare	14,000
F	Antananarivo, Reunion, Rodrigues	10,000

*Business Class does not apply for Reunion and Rodrigues



Excess Luggage (per sector)

	Destination	Miles per kg
A	Europe	18,400 for 1 additional piece of 10kg/22lb
A	Melbourne, Sydney, Shanghai	800
B	Hong Kong	800
C	Doha, Kuala Lumpur, Perth, Singapore, Shanghai*	700
D	Bangkok, Cape Town, Chennai, Mumbai	600
E	Durban, Johannesburg, Harare	400
F	Antananarivo, Reunion, Rodrigues	400

Beneficiary :

Beneficiary is someone elected by a member to receive an award. He can be a cardholder and can accumulate miles in his name. A nominee can also be a beneficiary.

Any changes of beneficiary at any time will be effected against penalty fee of € 50.

Our family scheme walks the talk

- After reaching the status Kestrel flyer Silver or Kestrel flyer Gold membership, you may opt to add your spouse/children or father/mother as Nominee.
- You must ensure that the Nominee card number is inserted at Reservations / Bookings for automatic Nominee miles update.
- In order to qualify for nominee miles, you have to ensure that your Nominee are registered with the Customer Loyalty Centre and proof of relationship are provided. The following documents will have to be submitted: copies of birth and marriage certificates.
- 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).

Keeping track of your Kestrel flyer miles

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

- To ensure that your account is credited, your frequent flyer number must be inserted at the time of booking.
- You can refer to your statement of travels online to track the number of miles on your account. Each frequent flyer is given a password to access his / her 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

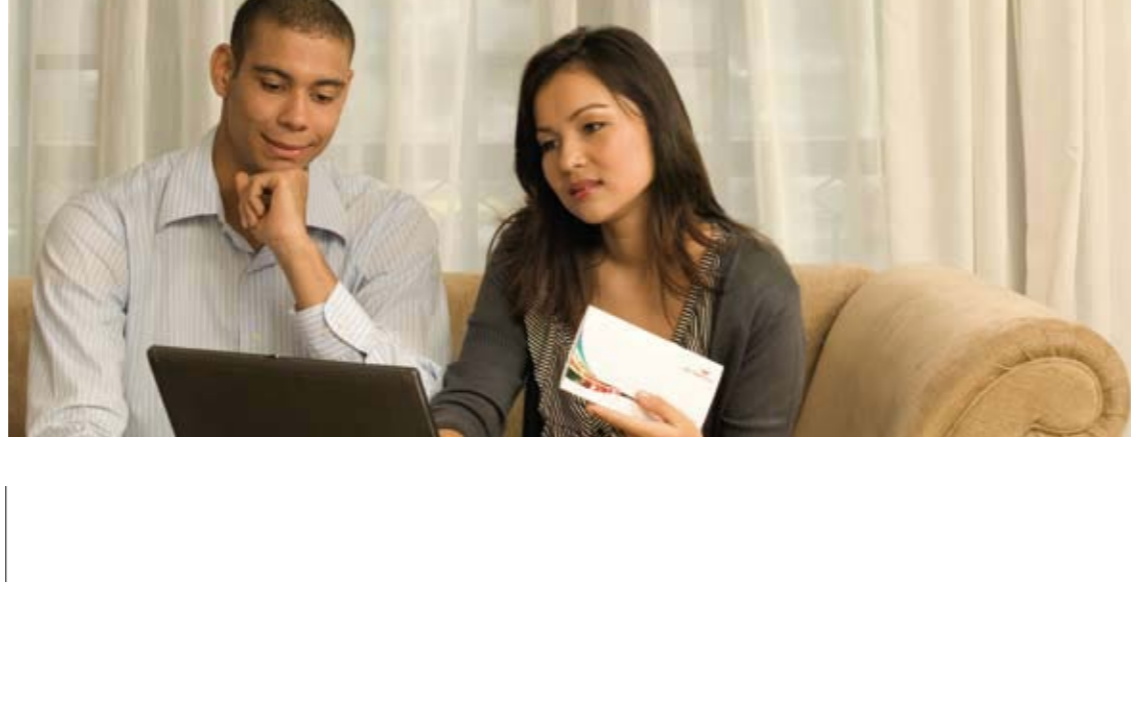
Miles are two types of miles - Qualifying and Non-Qualifying miles. Qualifying miles are miles earned on sectors travelled irrespective of class. Non-Qualifying miles are miles earned as Tier Bonus, any other bonus miles allocated and from nominees travels. These are not considered for card renewal or upgrade at the end of 3 years and can be used for awards only.



- Miles which have not been captured can only be credited to member's account if sufficient proof of travel is given. Copy of original tickets or receipt coupons will have to be presented on request.
- Full miles will be awarded on TSC tickets and tickets purchased on Promotional, IT and Normal fares.
- Kestrel flyer Gold card holders earn 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 above conditions.
- Non-Qualifying miles are not considered for card renewal or upgrade at the end of 3 years. These can be used for awards only.

Manage your Kestrel flyer account online on <http://www.airmauritius.com/kestrelflyer.htm>

- Apply online and get your member ID instantly
- Download our programme
- View your statement online
- Enrol your Nominee/Beneficiary
- Claim your missing miles
- Request your password
- Request for awards
- Redeem Award Ticket online
- FAQ's



Kestrel flyer - Terms and Conditions

- Kestrel flyer membership is open to persons aged 12 and over, with a valid address in Mauritius or any other country that does not contravene the programme.
- Applicants must complete the membership application form and send it to the address mentioned in 1. Evidence of the applicant's Air Mauritius frequent flyer membership will be produced if required and must be within the 12 months prior to the application for award.
- At the discretion of the programme, membership commission or the date of application is approved.
- All miles earned by the applicant, at the time, the membership application form is, all the applicable membership of the Kestrel flyer Programme will be going into his or her account.
- Kestrel flyer Silver and Kestrel flyer Gold cards and baggage tags are the property of Air Mauritius and can be recalled at anytime.
- As an issue and their applicability changes among from participating in the programme that is used in the member.
- A membership card is subject to paragraph 3 and is valid for 12 months.
- After the membership card is issued, each member's miles are tracked and subject to paragraph 3. The card is renewed as per the applicable rules.
- Reserve membership is applicable when someone flies in the application form with the applicable amount of 20,000 miles to become eligible for full membership.
- Complementary Card cards do not carry the Tier Bonus miles.
- Miles accumulated shall also be forfeited without any further notice.
- Miles purchased under the Cash & Miles feature are non-refundable and non-transferable.
- All applicable travel conditions and applicable liability restrictions are provided on the provision or non-provision of services or benefits by Air Mauritius.
- Member of the Kestrel flyer Silver or Kestrel flyer Gold services and benefits, failure to follow the programme terms and conditions or the instructions or information relating to the programme may result in cancellation of membership.
- Member shall notify the Customer Loyalty Centre of any change of address in writing.

Conditions for free ticket award

This is a scheme which Air Mauritius voluntarily and at its sole discretion and conditionally puts forward to its members of the Kestrel flyer programme. This scheme is subject to the right of Air Mauritius to amend or terminate the scheme at any time without notice.

- All free tickets will be redeemed against accumulated miles for travel on seats availability and tickets will be issued by Air Mauritius. Travel agents are not allowed to make reservations for award tickets. (Taxes & other applicable charges will be borne by recipient of the award ticket).
- All award tickets will be on a firm basis.
- Award tickets are transferrable to family members nominated by the frequent flyer.
- No award ticket can be redeemed against cash or given to a person who has not been nominated.
- All award tickets issued will be valid for travel on MK Sectors only.
- All requests for award tickets or upgrading must be communicated to Air Mauritius, two weeks before expected departure. Maximum stay is 2 months for all destinations.
- Miles earned by nominees (spouse and children or father and mother) will be considered for free tickets.
- Rebooking charges (Free ticket only) apply for change of date of travel. Changing travel dates will be allowed but will be subject to availability of seats and a penalty charge will be applicable.
- Rebooking charges (Free ticket only) apply for change of date of travel. Changing travel dates will be allowed but will be subject to availability of seats and a penalty charge will be applicable.
- The company reserves the right to cancel, suspend or alter the scheme without prior notice.
- Air Mauritius accepts no liability whatsoever for this voluntary scheme.

Note: The above conditions also apply for Upgrade only.

