

## APPENDIX B

### ROYAL ORCHID PLUS (ROP)

Royal Orchid Plus (ROP) has been launched since July 1993. The program has run continuously for more than 14 years with more than 1.5 million members all over the world. Royal Orchid Plus (ROP) has been implemented to support the loyalty strategy. In the past 5 years, Royal Orchid Plus (ROP) has received the Fredder Award for the best customer service. An online service has been implemented for the convenience of the members to allow them to obtain e-news and redeem mileage for benefits and rewards from Thai Airways, Star Alliance Airlines, Hotel Partners and other business partners.

#### Program Terms and Conditions

The Royal Orchid Plus (ROP) is open to any person 2 years of age or older who has a mailing address in Thailand or any country which has not prohibited the participation in frequent flyer program.

Royal Orchid Plus (ROP) membership is divided into 3 classes: Temporary membership, Silver membership and Gold membership.

#### Earning Miles

Miles in the air are earned according to the fare paid, the class of service of the purchased tickets, and the distance flown.

THAI	Actual Miles	Star Alliance & Partner Airlines
Discounted Economy Class (G, V,W)	50%	Varies among airlines
Economy Class	100%	Economy Class
Premium Economy Class	110%	Not available
Royal Silk Class	125%	Business Class

Royal First Class	150%	First class
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On Thai Airways flights of less than 500 miles, members will earn a minimum of 500 miles.

With travel partners, hotel partners, car rental partners and credit card partners, miles can be earned around the world when paying qualifying rates. Spending using partner credit cards can also earn miles with point to mile transfers.

Miles accrued in 1 calendar year remain valid until the end of the 3<sup>rd</sup> calendar year. Accrued miles will be proportionally deducted when members redeem mileage for benefits or awards. Expiring miles will be shown on print items and online statements. Those expiring miles must be redeemed by the specified date of each year or deleted from accounts.

All member accounts are evaluated monthly, which means that as soon as sufficient Qualifying Miles are accumulated, members will gain the benefits of Silver or Gold status immediately, and for a full 2-year period.

### **Mileage Claims**

Normally, qualifying miles will be accumulated automatically to members' accounts if members quote their membership number at reservations and present their cards at check-in counters.

However, errors can occur sometimes. If mileage is not automatically credited, documents are required. All mileage claims must be submitted within 6 months of the activity date.

Document for mileage claims on Thai Airways and Star Alliance must include original boarding pass and ticket or e-ticket copies. It takes 4-6 weeks for all claims to be processed and credited to members' accounts.

### **Benefit with Thai Airways**

Silver status

- 3,000 threshold bonus miles each time this status is attained.
- Priority baggage handling and an additional baggage allowance of 10 kg. (except with the piece concept applies).

Gold status

- 5,000 threshold bonus miles each time this status is attained.

- Up to 2 complimentary round-trip upgrades during the 2-year validity of Gold status.
- Guaranteed confirmed seating in economy class. The reservation must be made no less than 72 hours prior to scheduled departure.
- Access to THAI Royal Silk Lounges worldwide.

### **Award Eligibility**

Except from redeeming awards for members themselves, members can make a list of 5 names nominees to give them freedom to redeem awards for family, friends or anyone they choose.

### **Air Awards on Thai Airways**

Award travel can be one-way or round-trip ticket or one-way mileage upgrades across The Thai Airways network. Thai Air Awards tickets can be issued instantly after confirmation at all Thai Airways city ticketing offices world-wide.

From April 2007, International Award Travel, when departing from Bangkok by Thai Airways, can be redeemed online. As the Award ticket is e-ticketed, there is no need to visit a Thai ticket office.

### **THAI Upgrade Awards**

Upgrade Awards are in conjunction with international paid tickets, and the paid fare with specified booking class codes determines the mileage required. When paying none-discounted Economy class fares in specific booking class codes, mileage requirements are reduced by 20% and upgrades are directly to Royal Silk Class. When paying a discounted Economy class fare, members can choose between upgrading to Premium Economy Class or Royal Silk Class with applicable miles. With any published Royal Silk Class fare, an upgrade can be to the Royal First Class.

### **Hotel Awards**

Royal Orchid Plus (ROP) members can redeem mileage online for a free hotel stay with a wide selection of partner hotels in Thailand and Asia Pacific.

1 night	12,000 miles
2 consecutive nights	22,000 miles
3 consecutive nights	32,000 miles