Asia Miles - Asia’s leading travel reward programme, was founded in 1999 and is a very important loyalty marketing tool for Cathay Pacific. The Asia Miles objective is to establish relationships with a broad base of potential frequent flyers with the goal of offering incentives on the frequency of travel on Cathay Pacific and thereby becoming the dominant travel reward currency in Asia and beyond. Members can earn Asia Miles by flying on our air partners or using our non partner facilities.

Asia Miles allows members to earn miles either by flying, staying at hotels, spending on credit cards, car rentals, making long distance calls, using mobile phone services or surfing the net. When members have earned enough Asia Miles, they can be exchanged (redeemed) for free flights & upgrades with over 800 destinations to choose from.

Asia Miles Most Frequently Asked Questions:

| Enrolment                  | • To enroll as a member, visit [www.asismiles.com](http://www.asismiles.com). |
|                           | • Asia Miles enrolment forms are available in all CX offices, town check in, in-flight, airport lounges, check-in counters & ticketing offices and at some partner sales offices and travel agents. |
|                           | • There is no cost to join Asia Miles. Passengers have to fill in the application form and retain the temporary membership become a member and start earning miles. |

| Eligibility                | • Any individual above the age of 2 years can enroll and become a member of Asia Miles. The MPBC Club members are automatically enrolled into Asia Miles. |
|                           | • Passengers may not necessarily have to be a resident of Asia to join Asia Miles. However, they will have more mileage earning opportunities if they are a resident of Asia because of the numerous hotels, charge cards, Telecommunication service etc. that are in Asia. |
|                           | • Members must record a minimum of 1 flight or 250 Asia Miles to receive a permanent membership card and guide. |
|                           | • Membership is not available to corporations or other legal entities and is accepted at the discretion of CPLP (Cathay Pacific Loyalty Programmes Ltd.) (CX subsidiary of Asia Miles). |

| Mileage Information       | • When passengers fly with CX they earn a percentage of miles as indicated below: |
|                           | - First Class 150% |
|                           | - Business Class 125% |
|                           | - Economy Class 100% |
|                           | - Discounted Economy Class 50% |
|                           | • Mileage credits are not transferable to other airlines frequent flyer programmes or vice versa. The other Asia Miles partner airlines have their own FFP. Passengers can join any of them. However, mileage earned on each individual airline cannot be transferred. |
| **oneworld Benefits** | • Asia Miles members can earn oneworld benefits:  
  - Earn and redeem Asia Miles flying on eligible oneworld airline flights and fares to 585 destinations.  
  - Miles / sectors flown on any oneworld airline will count towards qualification in the Marco Polo Club.  
  - Multi-carrier redemption allows Asia Miles’ members to redeem a single award ticket on all oneworld partner airlines, offering maximum flexibility to stopovers and transfers within each ticket. |
|-----------------------|---------------------------------------------------------------------------------------------------|
| **Missing Mileage Request** | • Missing mileage must be claimed within 6 months of the transaction date.  
  • Members may complete the Missing Mileage Request from and submit to Service Center along with the following documents:  
    - Flight: original ticket and boarding pass  
    - Hotel: original hotel bill  
    - Car Rental: original car rental receipt  
    - Dinning and others: original receipt together with pre-printed Asia Miles membership number.  
  • For missing mileage transferred from financial or telecommunication partners, members should check with the partner concerned.  
  • Requests for missing mileage credits cannot be entertained for travel completed more than one month prior to the date of enrolment into the Asia Miles programme. |
| **Validity** | • Miles are valid for 3 years and will expire at the end of the quarter of the 3rd year in which they were earned (e.g. Asia Miles credit in the quarter April to June 2000 will expire on 30th June 2003).  
  • Mileage credits that are about to expire can be extended for a further 3 years with Asia Miles Mileage Renewal.  
  • Asia Miles can be renewed in blocks of 2,000 for a service fee of us$10 per block. |
| **Asia Miles Top-Up** | • Asia Miles can only be purchased for Top-Up at the time of making an award request.  
  • The number of Asia Miles purchased cannot exceed 30% of the required number needed for that particular award.  
  • Members who have 70% of the required miles to redeem an award can purchase the remaining 30% in blocks of 2,000 miles at US$60/block.  
  • Top up option is applicable to both air and lifestyle awards, but not charity donations. |
| **Black Out Dates** | • Partners may limit award travel and usage during certain peak periods in the year.  
  • Call Asia Miles Service Center for black out dates when booking award. The hotline number is 852-2747 3838. |
The Marco Polo Club was founded over 37 years ago to recognise and reward the loyalty of Cathay Pacific’s most loyal and valued customers. The Club rewards members with benefits, privileges and special services in exchange for their frequency of travel on Cathay Pacific and strategic air partners.

The Club Most Frequently Asked Questions:

**Enrolment**
- Passenger can enroll online into The Club by visiting [www.cathaypacific.com](http://www.cathaypacific.com).
- Application forms are also available ‘on request’ at airport courtesy desks, ticketing counters, CX lounges, in-flight and all Cathay Pacific ticketing.
- Membership is by invitation. We would identify our loyal passengers and application form will be sent to them and enrolment is free of charge. However if customers are interested to join The Club without invitation, they can still do so with a fee of US $50.
- Entry level to The Club begins at Green tier. Members must be 18 years of age or above.
- 12 month membership period.

<table>
<thead>
<tr>
<th>Qualification Criteria</th>
<th>Membership Tier</th>
<th>Code</th>
<th>Club Miles</th>
<th>Club Sectors</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Invitation</td>
<td>IN</td>
<td>By invitation</td>
<td>By invitation</td>
</tr>
<tr>
<td></td>
<td>Diamond</td>
<td>DM</td>
<td>120,000</td>
<td>80</td>
</tr>
<tr>
<td></td>
<td>Gold</td>
<td>GO</td>
<td>60,000</td>
<td>40</td>
</tr>
<tr>
<td></td>
<td>Silver</td>
<td>SL</td>
<td>30,000</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>Green</td>
<td>GR</td>
<td>--</td>
<td>4 (for renewal only)</td>
</tr>
</tbody>
</table>

**Benefits**
- Advance Seat reservation (guaranteed seats).
- Preferred check-in (designated Club counter).
- Early check-in (Hong Kong only).
- Automatic membership of Asia Miles travel reward programme (where relevant).
- 24-hour multi-lingual global member service center.
- Excess Baggage Allowance Redemption.
- Personalised Baggage Name Tags.
- Earn 2 Asia Miles for every HK$5 spent on in-flight duty free items.
- Plus much, much more!

**Benefits from the one world alliance**
- When flying on any one world airline, club members enjoy the following:
  - Earn club miles & sectors on any one world airline.
  - Earn and redeem Asia Miles on any one world airline.
  - Access to lounges around the world.
  - Priority wait-listing, boarding
  - Airport priority standby.
  - All Asia Miles benefits.
  - Benefits offered will be according to the one world tier of their membership.

<table>
<thead>
<tr>
<th>CX Club tier to one world tier</th>
<th>The Club Tiers</th>
<th>one world Tiers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diamond/Diamond Plus</td>
<td>Gold</td>
<td>Emerald</td>
</tr>
<tr>
<td>Gold</td>
<td>Sapphire</td>
<td>Ruby</td>
</tr>
<tr>
<td>Silver</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Cathay Pacific Airways took an important step towards further enhancing its customer service in 1999 by helping found the **oneworld** global airline alliance. Being a founder member of **oneworld** has enabled Cathay Pacific offer smoother and faster connections to customers, give them access to more airport lounges, and vastly increased its network to more than 570 destinations around the world. **oneworld** is dedicated to improving customer service, hence its motto, “**oneworld** revolves around you”.

CX joined the alliance because it has been a growing trend in the industry. In this competitive industry, if CX does not join an alliance, we would not be able to complete with other alliances. It is driven by customer demand for a stronger global network, better FFP, greater simplicity when travelling. It would increase CX’s competitiveness by expanding our global reach.

| Information       | • Cathay Pacific Airways, Aer lingus, American Airlines, British Airways, Finnair, Iberia, Lanchile and Qantas Airways form the **oneworld** alliance.  
|                  | • The benefit of an alliance is that it can offer passengers benefits that are beyond the reach of each individual network.  
|                  | • Members of American Airlines Advantage, British Airways Executive Club, Cathay Pacific Marco Polo Club, Finnair Plus, Iberia Plus, Qantas Frequent Flyer, Lanchile LanPass or Aer Lingus TAB can now enjoy even more rewards and privileges with their memberships. Members can earn miles in their particular program whenever they travel on eligible flights and fares of **oneworld** alliance airlines. |
| Benefits         | • More recognition and support to passengers whether on ground or in the air, passengers’ journey within the **oneworld** network of 585 destinations would be assisted by staff around the globe.  
|                  | • For passengers who belong to any frequent flyer programme of our **oneworld** airline partners rewards & privileges have been greatly enhanced.  
|                  | • Transfers between **oneworld** member airlines would be smoother.  
|                  | • Over 340 lounges across the globe. For top-tier members of any of our frequent flyer programmes, passengers will have access to our lounges prior to departure. |
## Comparison Table

<table>
<thead>
<tr>
<th>Asia Miles</th>
<th>Cathay Pacific The Club</th>
<th>oneworld</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Travel Reward Programme with a neutral brand.</td>
<td>• Exclusive loyalty club for Cathay Pacific frequent travels.</td>
<td>• Airline alliance.</td>
</tr>
</tbody>
</table>
| • Material Rewards  
  Free Flights and Upgrades  
  Lifestyle rewards e.g. golf and spa packages, dining coupons, entertainment tickets, PDA’s, etc. | • Emotional Recognition Rewards  
  Personalized Service  
  Privileges include lounge access, guaranteed seat, advanced seat reservation, priority check in, etc. | |
| • Earn miles by flying on 16 air partners and by spending with over 220 non-airline partners. | • Earn Miles by flying on CX and oneworld carriers only. | |
| • Redeem Miles for free tickets, upgrades, companion tickets, hotel packages, sport event tickets etc. | • Rewards loyalty by special benefits and privileges such as lounge access, guaranteed seats, excess baggage etc. | • Seamless Service, FFP Benefits across programmes and airline network. |
China Bus and Ferry Information

Ferry Travel (SkyPier)
Passengers arriving in Hong Kong and wishing to travel to China or Macau by ferry do not have to clear Customers and Immigration in Hong Kong. However, they should have HK documentation in their possession in case of disruption to the ferry schedule. This will allow them to make alternative travel plans, if necessary.

After landing in Hong Kong these passengers can buy their ferry tickets from the special SkyPier transfer desk located inside the restricted area on the Arrivals area at HKIA. They then use the Automated People Mover that will take them directly to the SkyPier, where they can board the ferry. The minimum time for air to sea connection is 60 minutes.

Passengers can have their baggage checked through to Macau or Fuyong, Zhongshan, Guangzhou, Humen, Shekou from their originating port and therefore will not need to collect their baggage in Hong Kong.

US BOUND FLIGHTS
According to the US Federal Aviation Administration’s safety and security rules and regulations, US bound passengers are not allowed to check-in at an off-site facility. Thus, passengers travelling on CX872, CX880, CX882, CX884, CX830 & CX840 could not enjoy the Sea to Air Ferry transfer service.

SPECIAL PASSENGER ACCEPTANCE AT SKYPIER
Due to inadequate facilities at the SkyPier Terminal, wheelchairs and stretchers cannot be accommodated at the SkyPier for both Air to Sea and Sea to Air service.

Bus Travel
Passengers taking buses to the Mainland or Macau need to clear immigration in Hong Kong first and therefore, they need to fill in the Hong Kong Immigration Forms prior to landing. Bus tickets can be purchased in the Arrivals Hall, after clearing Customs and Immigration, at ticket counters A5 to A10. They then proceed to the bus station outside the terminal to board their bus.
Cathay Pacific Lounges

THE WING LOUNGE
Opened in 1998 at the Hong Kong International Airport. The Wing offers First Class and Business Class passengers, as well as Marco Polo members, with unparalleled levels of comfort and convenience - it is truly an icon of innovation and luxury for premium passengers.

It is located at levels 6 and 7 of the Hong Kong International Airport, across from Gate 2.

First Class Lounge

<table>
<thead>
<tr>
<th>The First Class Lounge is located on Level 7, directly on the left-hand side once past Immigration. Lounge attendants at the reception desk can provide passengers with ticketing and Marco Polo Club services, as well as carry out the Lounge check* if required.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers in transit between CX flights are also invited to use the Business Class Lounge, provide either their inbound or outbound sector is on First or Business Class.</td>
</tr>
</tbody>
</table>

Business Class Lounge

<table>
<thead>
<tr>
<th>The Business Class Lounge is located on Levels 6 &amp; 7. Inside the lounge, the passengers can find access to a wide selection of reading materials and food &amp; beverage for their enjoyment.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers in transit between CX flights are also invited to use the Business Class Lounge, provide either their inbound or outbound sector is on First or Business Class.</td>
</tr>
</tbody>
</table>

The facilities at The Wing include…….

- **Personal Living Spaces**
  34 PLS cubicles, each containing soft chairs, desks, and modem ports for passengers’ own laptops.

- **Seating**
  38 comfortable sofas and 9 exclusive Cathay Solus Chairs. Each one is hand finished by Poltrona Frau in Italy.

- **The Long Bar**
  At 80 feet, the world’s longest airport bar offers stunning panoramic views of the airport apron. There are 2 large-screen Plasma Televisions for both sports and news viewing.

- **The Short Bar**
  Offers a wide variety of international coffees, fine wines, liquor, cocktails and soft drinks.

- **The Noodle Bar**
  A self-service restaurant providing freshly made noodles and other sumptuous snacks.

- **The Reading Room**
  A quiet area for passengers to read or simply relax.

- **Showers**
  24 luxurious shower suites lined with Travertine stone and warm bamboo wood.
• **The Pebble**  
  A personal state-of-the-art entertainment unit offering passengers the following entertainment choices: radio, video, 12 TV channels, and the latest business news, flight schedules and even destination information. The Pebble can be accessed with a single swipe of the boarding pass.

• **Coffee Loft**  
  Provides a relaxing environment where passengers can enjoy a cup of freshly brewed coffee and pastries baked on the premises.

• **The Wing Service Center**  
  Staff at the Service Center is ready to assist passengers with any ticketing, reservation, business facilities. The Marco Polo Club inquires.
  Data-ports are available for the plug-in of laptops; passengers can even borrow a laptop from the Service Center should they require one. Fax and photocopying services offered. Open daily from 0600 until the last departing flight the refreshments served throughout the day.

**THE PIER**  
Opened in 2001, The Pier embraces the look and feel of The Wing, providing passengers with yet another haven for relaxation before their flights.
Level 5 of the Hong Kong International Airport, Northwest Concourse, between gates 62 and 66.

**First Class Lounge**

| The First Class Lounge has a unique view overlooking arrival passenger walkway to Gate 64 as well as the ramp area. Passenger in transit between CX flights are also invited to use the First Class Lounge, provided either their inbound or outbound sector is on First Class. |

Facilities include:

• **The Haven**  
  Restaurant which offers the same food and beverage menu as in The Wing and seats 38.

• **Day-Break Rooms**  
  6 Day-Break Rooms are offered at The Pier (not available at The Wing). The concept of these rooms is to provide passengers with a private and quiet environment to sit back and relax. A 20” LCD monitor is installed in each Day-Break Room and an innovative touch screen control panel system is available to control/select services as music channel, TV channel, volume control, temperature setting, lighting control, call button, slighting door control and alarm wake-up call setting.

• **Short Bar**  
  Conveniently located in the middle of the 6 Day-Break rooms and lounge seating. The Short Bar is designed with 6 barstools for those who like to sit at the bar.

• **Main Seating Area**  
  The general lounge seating area consists of 4 main seating groups with 2 groups near the TV screens (42” Plasma) and the other 2 relatively far away.

• **Personal Living Spaces**  
  Containing 13 PLS cubicles, each is equipped with a desktop PC, working light, telephone set and amber space for browsing the internet and catching up on last minute work.

• **Restrooms and Shower Suites**  
  There are 4 male and 4 female washrooms and 1 for passengers with disability; 7 shower suites are also available.
**Business Class Lounge**

The Business Class Lounge of The Pier resembles The Wing in subtle way. From the best facilities for both business and pleasure, to the most attentive service, passengers will find everything they need or want in the lounge.

Passengers in transit between CX flights are also invited to use the Business Class Lounge, provided either inbound or outbound sector is on First or Business Class.

Facilities include:

- **Main Seating Area**
  The seating capacity is 204 with seats separated in 3 big zones. The first zone is close to the Long Bar with some seats fitted with power and phone jack for laptop and power connection. The second zone is located close to the window with the biggest variety of seating. The third seating zone is located opposite to the window-seating group.

- **Noodle Bar**
  A self-service buffet providing freshly made noodles everyday.

- **The Long Bar**
  Over 17 meters long. The Long Bar offers a wide range of beverages. 2 small sections have been added - The Juice Bar and The Coffee Bar.

- **Personal Living Spaces**
  Containing 46 PLS cubicles, each is equipped with a desktop PC, working light, telephone set and ample space for browsing the internet and catching up on last minute work.

- **The Smoking Bar**
  With more than 30 seats. The Smoking Bar offers a comfortable location for smokers. A 42” plasma TV screen as well as a FIDs monitor is installed here.

- **Restrooms and Shower Suites**
  There are 8 male and 8 female restrooms and 1 for passengers with disability; 11 shower suites are also available.

**The Cabin**

In addition to The Wing and The Pier, The Cabin is our newest departure lounge at Hong Kong International Airport, conveniently located near Gate 23 on the central concourse.

Contemporary, refreshing, and dynamic, The Cabin is ultra modern in design and introduces some brand new seating and dining concepts.

Facilities include:

- **IT Zone**
  Offers High speed Wi-Fi internet, 11 PCs, 6 iMacs and a video conference suite. For the first time, passengers can also use one of 20 Wi-Fi enabled iPads, pre-loaded with the latest apps including newspapers, magazines and games.

- **The Deli**
  Features a new dining experience at The Deli where passengers can enjoy a range of made-to-order hot sandwiches, Italian antipasti and a range of fresh salads. There are also the usual Asian and Western dishes at the self-serve buffet.
• **The Health Bar**
  The classic Long Bar has a healthy twist. As well as a comprehensive selection of alcoholic and soft drinks you can choose from a range of freshly squeezed juices, blended smoothies and Chinese herbal tea.

• **Cathay Solus Chair**
  The innovative and unique Cathay Solus Chair provides a space to eat, work, read or simply relax.

**The Arrival**
Our new premium arrivals lounge at the Hong Kong International Airport. After arriving in Hong Kong, before starting activities in town, passengers may take a shower and enjoy a complimentary self-serve buffet in our arrivals lounge before leaving the airport.

The Arrival is located past the arrivals hall, at the centre passage connecting Terminal 1 and Terminal 2, right below the Airport Express station.

Lounge Facilities include:
• 8 showers
• Self-serve buffet
• Workstations with broadband internet access
• Free Wi-Fi throughout the lounge
• TV
• International / local newspapers and magazines

**Admittance:**
First and Business Class passengers, Gold tier members or above of The Marco Polo Club and Emerald members of oneworld™ on Cathay Pacific or Dragonair arriving same day in Hong Kong OR transiting same day with more than 4 hours of transit time are welcomed to visit our arrivals lounge.