



# 厦航集团白鹭俱乐部会员手册



XIAMEN AIRLINES GROUP  
EGRET MILES MEMBERSHIP GUIDE



October, 2026

# WELCOME ADDRESS

“Wherever you go, Egret Miles makes your travel easy.” Welcome to join Xiamen Airlines Group’s ① Frequent Flyer Program—Egret Miles!

The Xiamen Airlines Group’s Egret Miles is a specially-designed Qualifying Points and Egret miles reward program that benefits its passengers. All passengers joining Egret Miles are entitled to the program benefits. Xiamen Airlines Group cooperates with various, well-known partners to offer diverse miles earning opportunities and award redemption choices to Egret Miles members. As an Egret Miles member, you can easily earn miles by flying with Xiamen Airlines Group or partner airlines, or by making purchases with our partners. With your miles, you can redeem for a wide range of rewards, such as award tickets, award upgrades, and featured products from Xiamen Airlines’ online mart, etc. Egret Miles is dedicated to delivering an exceptional travel experience by providing access to a global route network, exclusive VIP services, and diverse travel products.

Thank you for joining the Xiamen Airlines Group’s Frequent Flyer Program—Egret Miles. We are committed to providing you with exquisite service and unparalleled privilege to help you enjoy a comfortable and delightful flight.

**Note:** ① The Xiamen Airlines Group in this Membership Guide only refers to Xiamen Airlines, Hebei Airlines and Jiangxi Airlines.

# CONTENTS

---

|                                               |           |
|-----------------------------------------------|-----------|
| <b>1. Join us</b>                             | <b>04</b> |
| 1.1 Membership Guidelines                     | 04        |
| 1.2 Account Information Management            | 04        |
| 1.3 Account Password Management               | 04        |
| 1.4 Identity Authentication                   | 04        |
| 1.5 Family Account                            | 04        |
| <b>2. Earn Benefits</b>                       | <b>04</b> |
| 2.1 Earn When You Fly                         | 04        |
| 2.2 Earn When You Spend                       | 16        |
| <b>3. Redeem Benefits</b>                     | <b>17</b> |
| 3.1 Flight Awards Redemption Standard         | 17        |
| 3.2 Ways for Flight Awards Redemption         | 19        |
| 3.3 Nominees for Redemption                   | 20        |
| 3.4 Instructions on Redemption                | 20        |
| 3.5 Non-flight Awards Redemption Standard     | 23        |
| <b>4. VIP Members</b>                         | <b>24</b> |
| 4.1 VIP Membership Qualification Criteria     | 24        |
| 4.2 VIP Member Benefits                       | 24        |
| 4.3 SkyTeam Benefits                          | 30        |
| 4.4 VIP Benefits with China Southern Airlines | 32        |
| 4.5 Other Benefits                            | 32        |
| <b>5. Other Members</b>                       | <b>33</b> |
| 5.1 Egret Junior Card                         | 33        |
| <b>6. Other Conditions</b>                    | <b>34</b> |
| 6.1 Member Data Protection                    | 34        |
| 6.2 Other Conditions                          | 34        |

# 1.Join Us

## 1.1 Membership Guidelines

All individuals aged 2 and above are eligible to join Xiamen Airlines Group's Frequent Flyer Program—Egret Miles free of charge.

Applicants who have read and agreed to the Membership Guide will become Egret Miles Member upon approval.

Ways to join Egret Miles include our official website, mobile APP, WeChat, direct-sales ticket offices, service hotline (95557), onboard, through our partners, Hebei Airlines website and mobile APP, Jiangxi Airlines website, etc.

After joining Egret Miles, members can download digital card by logging in Xiamen Airlines' website, mobile APP or Wechat after completing verification of Egret Card number and password.

## 1.2 Account Information Management

Egret Miles will create an electronic account for each Egret Miles member based on the personal information provided by the member. Account information includes the member's name in both Chinese and English, ID document number, contact phone number or mobile number.

In any of your information changes, please update as soon as possible through Xiamen Airlines' online channel or call our service hotline in a timely manner to facilitate Xiamen Airlines' smooth delivery of SMS and e-mail.

## 1.3 Account Password Management

Passwords include an inquiry password and a transaction password. All password-based operations or actions authorized by the member associated with the electronic account are deemed to have been conducted by that member. All consequences arising therefrom shall be borne by the member himself, and Xiamen Airlines will bear no legal responsibility for the relevant consequences.

**Inquiry Password:** With the inquiry password, members can inquire into the miles balance in their accounts, submit retro claims, modify account information (Excluding Name, ID Documents, Authenticated Mobile Number) and manage their nominees online. For members who joined through online channels, the inquiry password is the password set during signing up. For members who joined through other channels, the inquiry password will be sent by SMS upon the membership application is approved.

**Transaction Password:** With the transaction password, members can carry out account transactions. The transaction password can only be set after completing identity authentication.

## 1.4 Identity Authentication

After going through identity authentication, members can set the transaction password, manage account information and enjoy miles redemption benefits.

**Online Identity Authentication:** Members can log in to their accounts through Xiamen Airlines, Hebei Airlines, Jiangxi Airlines' online channel to complete identity authentication. Members holding a China Resident ID card can authenticate through Alipay account, Wechat account or bank card information, and enter relevant information according to the system prompts. For foreign members and members from Hong Kong/Macao/Taiwan regions of China, should upload a photo of holding a valid ID document in person for authentication.

**Offline Identity Authentications:** Members can visit the direct-sales ticket offices of Xiamen Airlines, Hebei Airlines or Jiangxi Airlines to complete the identity authentication by presenting their original valid ID document, providing Egret Card number, and providing a Chinese mainland mobile number or email address as a contact information for securely receiving password.

## 1.5 Family Account

Members can apply for a family account through Xiamen Airlines' mobile APP or WeChat - My - Egret Miles - My Family. Each family account can have a maximum of 9 members. Each member may only belong to one family account.

# 2.Earn Benefits

Members can earn award Egret miles and qualifying points by purchasing designated products. Egret miles are used to redeem reward products, while qualifying points are applied for tier qualification. Designated products eligible for accrual include, but are not limited to Xiamen Airlines Group's tickets, partners' ticket, Xiamen Airlines Group's ancillary services, partner merchants, etc.

## 2.1 Earn When You Fly

### Earn with Xiamen Airlines/Hebei Airlines/Jiangxi Airlines

Members flying on flights with an MF/NS/RX code and operated by Xiamen Airlines/Hebei Airlines/Jiangxi Airlines(the ticket number starting with 731/836/989), will earn award Egret miles and qualifying points per flight as the following rules:

**Qualifying Points = (Base Fare + Fuel Surcharge) ÷ 1000 + 1**

**Egret Miles = (Base Fare + Fuel Surcharge) × (Category Multiplier ① + Tier Multiplier ②)**

① Category Multiplier

Category Multiplier refers to the multiplier corresponding to the type of products or purchase scenarios when earning miles. The category multiplier is shown in the table below. For details, members should refer to the corresponding product rules. Egret Miles may adjust the category multiplier from time to time.

| Category Multiplier                                |     |
|----------------------------------------------------|-----|
| First Class, Business Class, Economy Class (Y/H/W) | 1.0 |
| Economy Class (Excluding Y/H/W)                    | 0.7 |
| Ancillary Services                                 | 0.7 |

Note:

For Economy booking class H:

When members fly on flights of domestic routes in China, the category multiplier for H class is 1.0. When members fly on flights of international routes or Hongkong/Macao/Taiwan regions of China, the category multiplier for H class is 0.7.

② Tier Multiplier

Tier Multiplier refers to the bonus multiplier corresponding to the member's tier level when earning miles through fights and ancillary services. The tier multiplier is shown in the table below. For details, members should refer to the corresponding product rules. Egret Miles may adjust the tier multiplier from time to time.

| Tier Level     | Tier Multiplier |
|----------------|-----------------|
| Egret Diamond  | 0.5             |
| Egret Platinum | 0.4             |
| Egret Gold     | 0.3             |
| Egret Silver   | 0.2             |

When members take a flight with an MF/NS/R Y code and operated by Xiamen Airlines/Hebei Airlines/Jiangxi Airlines but the ticket number not starting with 731/836/989, or take a flight with an MF code and operated by SkyTeam member airlines/China Southern Airlines, the criteria for earning award Egret miles and qualifying points are as shown in the chart below:

| Class of Service | Booking Classes                                | Award Miles<br>(Segment Standard Mileage<br>TPM * Accrual Ratio) | Qualifying Points |
|------------------|------------------------------------------------|------------------------------------------------------------------|-------------------|
| First Class      | F                                              | 300%                                                             | 0.5               |
|                  | A                                              | 250%                                                             |                   |
| Business Class   | J                                              | 250%                                                             | 0.5               |
|                  | C                                              | 200%                                                             |                   |
|                  | D                                              | 150%                                                             |                   |
|                  | I                                              | 130%                                                             |                   |
|                  | O(International)                               | 50%                                                              |                   |
| Economy Class    | W [Flight Code NS or R Y]                      | 200%                                                             | 0.5               |
|                  | P [Flight Code NS or R Y]                      | 50%                                                              |                   |
|                  | Y                                              | 200%                                                             |                   |
|                  | H, B(International)                            | 100%                                                             |                   |
|                  | H(Domestic, Regional)                          | 200%                                                             |                   |
|                  | B(Domestic, Regional)                          | 125%                                                             |                   |
|                  | M, L                                           | 100%                                                             |                   |
|                  | K, N, Q, V                                     | 50%                                                              |                   |
|                  | P[Flight Code MF]<br>(International, Regional) | 50%                                                              |                   |
|                  | T                                              | 25%                                                              |                   |
|                  | R, U, Z, G, S                                  | 10%                                                              |                   |

**Note:**

- (1) Fuel Surcharges are eligible for accrual, while other fees such as Airport Construction Fee are not eligible for accrual. Refund and Change Fees for flight tickets and other products are not eligible for accrual.
- (2) Xiamen Airlines Group's award tickets (including redemption tickets), ad-hoc charter flights, complimentary tickets, and infant tickets are not eligible for accrual. Special fare tickets, bundled products, and promotional fares tickets are subject to specific fare rules.
- (3) For connecting itineraries with ticket number starting with 731/836/989, miles and points are earned segment by segment based on the fare of each segment. If the ticket is a bundled fare, the fare is prorated according to TPM, and the fuel surcharge of domestic segments is accrued based on actual amount paid. For connecting itineraries where both the marketing and operating carrier on each segment are Xiamen Airlines Group, 0.5 points are awarded per segment. If any segment is operated by other airlines, the accrual rules for that partner airlines shall apply.
- (4) In the event of a voluntary ticket change, accrual will be based on the actually flown ticket. In the case of an involuntary ticket change: if a Xiamen Airlines Group's ticket is reissued onto another Xiamen Airlines Group's flight, accrual follows the original ticket; if a Xiamen Airlines Group's ticket reissued onto a partner airlines, or a partner airline ticket is reissued to Xiamen Airlines Group's, accrual is based on the actually flown ticket.
- (5) For multi-segment itineraries involving special circumstances such as ticket changes, partially used tickets, or refunds, any miles and points already credited will not be adjusted.
- (6) The maximum number of qualifying points can be earned in a calendar year through codeshared flights (other than those of Xiamen Airlines Group), SkyTeam partner airlines' flights and China Southern Airlines flights is limited to 40 points.

## Earn with SkyTeam Partner Airlines

The chart below lists award Egret miles and qualifying points you will earn when taking flights both marketed and operated by SkyTeam member airlines.

| SkyTeam<br>Partner Airline                                                                                       | Flight<br>Code                                                                                   | Class of<br>Service                                                                              | Booking Classes                                                                                               | Award Miles<br>(Segment Standard Mileage<br>TPM * Accrual Ratio) | Qualifying<br>Points |                 |                                                                                              |                |     |
|------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|----------------------|-----------------|----------------------------------------------------------------------------------------------|----------------|-----|
| <br>Aeroflot Russian<br>Airlines | SU                                                                                               | Business<br>Class                                                                                | J,C,D<br>I, Z                                                                                                 | 130%<br>100%                                                     | 0.5                  |                 |                                                                                              |                |     |
|                                                                                                                  |                                                                                                  | Economy Class                                                                                    | W,S,A<br>Y,B<br>M,U,K,H,L<br>Q,T,E,N                                                                          | 100%<br>100%<br>50%<br>25%                                       |                      |                 |                                                                                              |                |     |
|                                                                                                                  |                                                                                                  |                                                                                                  | Mileage credit for flights that are less than 805 kmis credited as 805 km.                                    |                                                                  |                      |                 |                                                                                              |                |     |
|                                                                                                                  |                                                                                                  |                                                                                                  | <br>Aerolineas<br>Argentinas | AR                                                               |                      | Business Class  | J,D,C,I,W,S                                                                                  | 130%           | 0.5 |
|                                                                                                                  |                                                                                                  |                                                                                                  |                                                                                                               |                                                                  |                      | Economy Class   | Y,B,M,U,<br>K,H,L,Q<br>T,E,N,V,G                                                             | 100%<br>50%    |     |
|                                                                                                                  |                                                                                                  | Mileage credit for flights that are less than 500 kmis credited as 500 km.                       |                                                                                                               |                                                                  |                      |                 |                                                                                              |                |     |
|                                                                                                                  |                                                                                                  | <br>Aeromexico   |                                                                                                               |                                                                  |                      |                 | AM                                                                                           | Business Class |     |
| Economy Class                                                                                                    | W,Y,B,M,U,<br>K,H,L,Q,T<br>E,N,R<br>V                                                            |                                                                                                  |                                                                                                               |                                                                  | 100%<br>50%<br>25%   |                 |                                                                                              |                |     |
|                                                                                                                  | Mileage credit for flights that are less than 500 kmis credited as 500 km.                       |                                                                                                  |                                                                                                               |                                                                  |                      |                 |                                                                                              |                |     |
|                                                                                                                  | <br>AirEuropa |                                                                                                  | UX                                                                                                            | Business Class                                                   | J, C, D<br>I, O      | 150%<br>110%    |                                                                                              | 0.5            |     |
| Premium<br>Economy Class                                                                                         |                                                                                                  |                                                                                                  |                                                                                                               |                                                                  | F                    | 110%            |                                                                                              |                |     |
| Economy Class                                                                                                    |                                                                                                  | Y, B, M, L, E, K, V,<br>H<br>S, R, U, T, Q<br>P, A, N, Z, G                                      |                                                                                                               | 100%<br>50%<br>25%                                               |                      |                 |                                                                                              |                |     |
|                                                                                                                  |                                                                                                  | <br>Air France |                                                                                                               | AF                                                               | First Class          | F,P             | 150%                                                                                         |                | 0.5 |
|                                                                                                                  |                                                                                                  |                                                                                                  |                                                                                                               |                                                                  | Business Class       | J, C, D, I<br>Z | 130%<br>125%                                                                                 |                |     |
|                                                                                                                  |                                                                                                  |                                                                                                  |                                                                                                               |                                                                  |                      | Economy Class   | W,S(only on<br>long-haul)<br>A(only on<br>long-haul)<br>Y,B<br>M,U<br>K,H,L,Q<br>T,E,N,R,G,V |                |     |
| Mileage credit for flights that are less than 805 km is credited as 805 km.                                      |                                                                                                  |                                                                                                  |                                                                                                               |                                                                  |                      |                 |                                                                                              |                |     |

| SkyTeam<br>Partner<br>Airline                                                                                                               | Flight<br>Code          | Class of Service                                                            | Booking Classes                               | Award Miles<br>(Segment Standard<br>Mileage TPM * Accrual<br>Ratio) | Qualifying<br>Points |     |
|---------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|-----------------------------------------------------------------------------|-----------------------------------------------|---------------------------------------------------------------------|----------------------|-----|
| <br>China<br>Airlines                                       | CI                      | Business Class                                                              | J                                             | 130%                                                                | 0.5                  |     |
|                                                                                                                                             |                         |                                                                             | C                                             | 125%                                                                |                      |     |
|                                                                                                                                             |                         |                                                                             | D                                             | 110%                                                                |                      |     |
|                                                                                                                                             |                         | Premium<br>Economy Class                                                    | W,U                                           | 110%                                                                |                      | 0.5 |
|                                                                                                                                             |                         |                                                                             | E,A                                           | 100%                                                                |                      |     |
|                                                                                                                                             |                         | Economy Class                                                               | Y,B,M                                         | 100%                                                                |                      | 0.5 |
|                                                                                                                                             |                         |                                                                             | K,V,T,R,Q,H,N                                 | 50%                                                                 |                      |     |
| <br>China<br>Eastern<br>(including<br>Shanghai<br>Airlines) | MU<br>(including<br>FM) | First Class                                                                 | F                                             | 150%                                                                | 0.5                  |     |
|                                                                                                                                             |                         | Business Class                                                              | U                                             | 150%                                                                |                      | 0.5 |
|                                                                                                                                             |                         |                                                                             | J, C, D, I, Q                                 | 130%                                                                |                      |     |
|                                                                                                                                             |                         | Premium<br>Economy Class                                                    | W                                             | 110%                                                                |                      | 0.5 |
|                                                                                                                                             |                         |                                                                             | P                                             | 100%                                                                |                      |     |
|                                                                                                                                             |                         | Economy Class                                                               | Y, B, M, E, H<br>(International,<br>Regional) | 100%                                                                |                      | 0.5 |
|                                                                                                                                             |                         |                                                                             | K,L,N,R                                       | 50%                                                                 |                      |     |
|                                                                                                                                             |                         | Mileage credit for flights that are less than 500 km is credited as 500 km. |                                               |                                                                     |                      |     |
| <br>Delta Airlines                                         | DL                      | First Class<br>(International)                                              | F                                             | 150%                                                                | 0.5                  |     |
|                                                                                                                                             |                         | Business<br>Class(Domestic)                                                 | J,C,D,I                                       | 125%                                                                |                      | 0.5 |
|                                                                                                                                             |                         |                                                                             | Z                                             | 100%                                                                |                      |     |
|                                                                                                                                             |                         | Delta Premium<br>Select                                                     | P, A                                          | 125%                                                                |                      | 0.5 |
|                                                                                                                                             |                         |                                                                             | G, S                                          | 100%                                                                |                      |     |
|                                                                                                                                             |                         | Economy Class                                                               | Y,B,M                                         | 100%                                                                |                      | 0.5 |
|                                                                                                                                             |                         |                                                                             | H,Q,K,L                                       | 50%                                                                 |                      |     |
| U,T,X,V                                                                                                                                     | 25%                     |                                                                             |                                               |                                                                     |                      |     |
| <br>Kenya<br>Airways                                      | KQ                      | Business Class                                                              | J, C                                          | 150%                                                                | 0.5                  |     |
|                                                                                                                                             |                         |                                                                             | I, D                                          | 125%                                                                |                      |     |
|                                                                                                                                             |                         |                                                                             | Z                                             | 100%                                                                |                      |     |
|                                                                                                                                             |                         | Economy Class                                                               | Y, B                                          | 125%                                                                |                      | 0.5 |
|                                                                                                                                             |                         |                                                                             | M, U, K, H                                    | 100%                                                                |                      |     |
|                                                                                                                                             |                         |                                                                             | L, Q, T, E, N                                 | 75%                                                                 |                      |     |
|                                                                                                                                             |                         |                                                                             | V, R, G, W                                    | 50%                                                                 |                      |     |



| SkyTeam<br>Partner<br>Airline                                                                                                     | Flight<br>Code | Class of<br>Service                                                         | Booking Classes                                                 | Award Miles<br>(Segment Standard<br>Mileage TPM * Accrual<br>Ratio) | Qualifying<br>Points |
|-----------------------------------------------------------------------------------------------------------------------------------|----------------|-----------------------------------------------------------------------------|-----------------------------------------------------------------|---------------------------------------------------------------------|----------------------|
| <br>KLM Royal<br>Dutch Airlines                  | KL             | Business<br>Class                                                           | J, C, D, I                                                      | 130%                                                                | 0.5                  |
|                                                                                                                                   |                |                                                                             | Z                                                               | 125%                                                                |                      |
|                                                                                                                                   |                | Economy<br>Class                                                            | Y, B                                                            | 100%                                                                |                      |
|                                                                                                                                   |                |                                                                             | M,P,U,F,W                                                       | 75%                                                                 |                      |
|                                                                                                                                   |                |                                                                             | K,H,L,Q,S,A                                                     | 40%                                                                 |                      |
|                                                                                                                                   |                |                                                                             | T,E,N,R,G,V                                                     | 20%                                                                 |                      |
|                                                                                                                                   |                | Mileage credit for flights that are less than 805 km is credited as 805 km. |                                                                 |                                                                     |                      |
| <br>Korean Air                                    | KE             | First Class                                                                 | F(International)                                                | 150%                                                                | 0.5                  |
|                                                                                                                                   |                | Business<br>Class                                                           | J(International),<br>I(International),<br>R(International), C,D | 125%                                                                |                      |
|                                                                                                                                   |                |                                                                             | Z                                                               | 100%                                                                |                      |
|                                                                                                                                   |                | Premium<br>Economy<br>Class                                                 | V(International)                                                | 110%                                                                |                      |
|                                                                                                                                   |                |                                                                             | W(International),<br>P(International)                           | 100%                                                                |                      |
|                                                                                                                                   |                | Economy<br>Class                                                            | Y,B                                                             | 100%                                                                |                      |
|                                                                                                                                   |                |                                                                             | S(International),<br>M,H                                        | 50%                                                                 |                      |
| <br>Middle East<br>Airlines – Air<br>Liban s.a.l | ME             | Business<br>Class                                                           | J,C,D,I,Z                                                       | 150%                                                                | 0.5                  |
|                                                                                                                                   |                | Economy<br>Class                                                            | Y,B,M,U,K,H,L                                                   | 100%                                                                |                      |
|                                                                                                                                   |                |                                                                             | Q,T,N,R,V                                                       | 50%                                                                 |                      |
| <br>Saudi Arabian<br>Airlines                    | SV             | First Class                                                                 | F,P,A,R                                                         | 200%                                                                | 0.5                  |
|                                                                                                                                   |                | Business<br>Class                                                           | J,C,D,I                                                         | 150%                                                                |                      |
|                                                                                                                                   |                | Economy<br>Class                                                            | Y,W,O                                                           | 100%                                                                |                      |
|                                                                                                                                   |                |                                                                             | B,M,K,H,T,<br>Q,L,X,V                                           | 50%                                                                 |                      |
|                                                                                                                                   |                | Mileage credit for flights that are less than 500 km is credited as 500 km. |                                                                 |                                                                     |                      |
| <br>Tarom                                      | RO             | Business<br>Class                                                           | J,C,D                                                           | 130%                                                                | 0.5                  |
|                                                                                                                                   |                |                                                                             | I, Z                                                            | 100%                                                                |                      |
|                                                                                                                                   |                | Economy<br>Class                                                            | Y,B,M,L                                                         | 100%                                                                |                      |
|                                                                                                                                   |                |                                                                             | U,K,Q,H,R,N,A                                                   | 50%                                                                 |                      |
|                                                                                                                                   |                |                                                                             | F,T,V,S,E,P,G                                                   | 20%                                                                 |                      |
|                                                                                                                                   |                | Mileage credit for flights that are less than 500 km is credited as 500 km. |                                                                 |                                                                     |                      |
| <br>Vietnam<br>Airlines                        | VN             | Business<br>Class                                                           | J,C                                                             | 130%                                                                | 0.5                  |
|                                                                                                                                   |                |                                                                             | D,I                                                             | 100%                                                                |                      |
|                                                                                                                                   |                | Premium<br>Economy<br>Class                                                 | W,Z,U                                                           | 100%                                                                |                      |
|                                                                                                                                   |                | Economy<br>Class                                                            | Y,M,B                                                           | 100%                                                                |                      |
|                                                                                                                                   |                |                                                                             | S                                                               | 65%                                                                 |                      |
|                                                                                                                                   |                |                                                                             | H,K,L,Q                                                         | 50%                                                                 |                      |
|                                                                                                                                   |                |                                                                             |                                                                 |                                                                     |                      |

| SkyTeam Partner Airline                                                                                    | Flight Code | Class of Service           | Booking Classes                    | Award Miles<br>(Segment Standard<br>Mileage TPM * Accrual<br>Ratio) | Qualifying Points |
|------------------------------------------------------------------------------------------------------------|-------------|----------------------------|------------------------------------|---------------------------------------------------------------------|-------------------|
| <br>Garuda Indonesia      | GA          | First Class                | F                                  | 175%                                                                | 0.5               |
|                                                                                                            |             |                            | A                                  | 150%                                                                |                   |
|                                                                                                            |             |                            | P                                  | 130%                                                                |                   |
|                                                                                                            |             | Business Class             | J,C                                | 150%                                                                |                   |
|                                                                                                            |             |                            | D,I                                | 125%                                                                |                   |
|                                                                                                            |             | Economy Class              | W,Y,B                              | 100%                                                                |                   |
|                                                                                                            |             |                            | M,K,N                              | 50%                                                                 |                   |
|                                                                                                            |             |                            | Q,T                                | 25%                                                                 |                   |
| <br>Virgin Atlantic       | VS          | Business Class             | J,C,D,I,Z                          | 150%                                                                | 0.5               |
|                                                                                                            |             | Premium Economy Class      | W,S                                | 130%                                                                |                   |
|                                                                                                            |             |                            | H,K                                | 100%                                                                |                   |
|                                                                                                            |             | Economy Class              | V,Y,B,R,L,U,M                      | 100%                                                                |                   |
|                                                                                                            |             |                            | O,N,X,Q,E                          | 50%                                                                 |                   |
|                                                                                                            |             |                            | T                                  | 25%                                                                 |                   |
| <br>Scandinavian Airlines | SK          | Business Class             | C,D,Z,J                            | 150%                                                                | 0.5               |
|                                                                                                            |             | Premium Economy Class      | Y,S,B,P,A                          | 100%                                                                |                   |
|                                                                                                            |             | Economy (Go Pro, Go Smart) | E,M,H,Q,V,W,U, R,K,N,L,T           | 40%                                                                 |                   |
|                                                                                                            |             |                            | O                                  | 10%                                                                 |                   |
|                                                                                                            |             | Economy (Go Light)         | E, M, H, Q, V, W, U, R, K, N, L, O | 10%                                                                 |                   |

**Notes:**

- (1) SkyTeam flights with the code AM/AF/KL/DL/KE/SV/ME/SU/VN/KQ/UX/RO/MU/FM/CI/AR/GA/VS/ SK and operated by SkyTeam member airlines are eligible for accrual.
- (2) All chartered flights, award tickets (including redemption tickets) and booking classes not listed in the table are not eligible for accrual.
- (3) Codeshare flights between SkyTeam member airlines and non-SkyTeam airlines are not eligible for accrual.

Earn with China Southern Airlines

The chart below lists award Egret miles and qualifying points you will earn when taking a flight with a CZ code and operated by China Southern Airlines:

| Class of Service         | Booking Classes | Award Miles<br>(Segment Standard Mileage TPM *<br>Accrual Ratio) | Qualifying Points |
|--------------------------|-----------------|------------------------------------------------------------------|-------------------|
| First Class              | F               | 300%                                                             | 0.5               |
| Business Class           | J               | 200%                                                             |                   |
|                          | C, D            | 130%                                                             |                   |
|                          | I               | 100%                                                             |                   |
| Premium Economy<br>Class | W               | 110%                                                             |                   |
|                          | S               | 75%                                                              |                   |
| Economy Class            | Y,P,B           | 100%                                                             | 0                 |
|                          | M, H            | 75%                                                              |                   |
|                          | K, U, A, L, Q   | 40%                                                              |                   |
|                          | E, V, Z, T      | 10%                                                              |                   |

Note: Mileage credit for flights that are less than 500 km is credited as 500 km.

Notes:

- (1)All chartered flights, award tickets (including redemption tickets), group tickets and booking classes not listed in the table are not eligible for accrual.
- (2)When members take a flight with an MF code and operated by China Southern Airlines, the criteria for earning award Egret miles and qualifying points are as shown in chart above in Earn with Xiamen Airlines.

Earn with Qatar Airways

The chart below lists award Egret miles you will earn when taking a flight with a QR or MF code and operated by Qatar Airways from 20th October 2025 (flight date):

| Class of Service | Operating Booking Classes | Award Miles<br>(Segment Standard Mileage TPM *<br>Accrual Ratio) |
|------------------|---------------------------|------------------------------------------------------------------|
| First Class      | F,A                       | 150%                                                             |
| Business Class   | C,J,D,I,R                 | 125%                                                             |
|                  | P                         | 75%                                                              |
| Economy Class    | Y,H,B                     | 100%                                                             |
|                  | K,L,M,V                   | 75%                                                              |
|                  | S,N,Q                     | 50%                                                              |
|                  | O,T,G,W                   | 25%                                                              |

\*Mileage credit for flights that are less than 500 km is credited as 500 km.

The chart below lists award Egret miles you will earn when taking a flight with a QR code and operated by Xiamen Airlines from 20th October 2025 (flight date):

| Class of Service | Operating Booking Classes | Award Miles<br>(Segment Standard Mileage TPM *<br>Accrual Ratio) |
|------------------|---------------------------|------------------------------------------------------------------|
| First Class      | F,A                       | 150%                                                             |
| Business Class   | J,C,D,I                   | 125%                                                             |
| Economy Class    | Y                         | 100%                                                             |
|                  | B,H,M,L                   | 75%                                                              |
|                  | K,N,Q,V                   | 40%                                                              |

\*Mileage credit for flights that are less than 500 km is credited as 500 km.

**Notes:**

(1) The awards Egret miles you will earn are based on operating booking classes when taking a flight with a QR or MF code and operated by Qatar Airways, with a QR code and operated by Xiamen Airlines. Qualifying points are not eligible for accrual.

(2) All chartered flights, award tickets (including redemption tickets), group tickets and operating booking classes not listed in the table are not eligible for accrual.

**Earn with Ancillary Service**

When members purchase ancillary services including but not limited to Upgrade, Seat Selection, Extra Baggage, In-flight Meals, Insurance, Xiamen Airlines Operated VIP Lounges for flights with an MF/NS/RV code and operated by Xiamen Airlines/Hebei Airlines/Jiangxi Airlines (the ticket number starting with 731/836/989), they can earn award Egret miles and qualifying points based on spending amounts. Only eligible for accrual into the actual traveler's membership account. The accrual criteria are as follows:

**Qualifying Points = Eligible Spending Amount ÷ 1000**

**Egret Miles = Eligible Spending Amount × (Category Multiplier + Tier Multiplier)**

**Notes:**

(1) For ancillary services bundled and charged as part of the ticket fare, Category Multiplier for tickets applies.

(2) The associated tickets/order number of purchased ancillary services including Upgrade, Seat Selection, Extra Baggage must start with 731/836/989. Products of Seat Selection are limited to those for international flights only.

(3) Only Insurance products sold through Xiamen Airlines and Hebei Airlines official direct sales channels are eligible for accrual (excluding overseas travel insurance). Insurance products purchased separately via the Hebei Airlines APP ("Service Center"), WeChat ("More Services"), or POS terminals at the airport check-in counter are not eligible for accrual at this stage.

(4) Only products of single-use lounge pass for Xiamen Airlines Group Operated VIP Lounges sold through Xiamen Airlines and Hebei Airlines official direct sales channels are eligible for accrual. Products of multi-use lounge passes are not eligible for accrual.

(5) Xiamen Airlines official channels: official website, mobile APP, WeChat, Mini Program, direct-sales ticket offices, service hotline (95557).

Hebei Airlines official channels: official website, mobile APP, WeChat, Mini Program, direct-sales ticket offices, service hotline (0311-96699).

(6) For special products, members should refer to the corresponding product rules.

**Notes:**

- (1) Standard Mileage TPM: TPM is based on the standard city-pair distance released by International Air Transport Association (IATA) and is recorded in kilometers.
- (2) Mile inquiry and retro-claim: You can inquire into your mile balance or claim retroactive miles by accessing our website at [www.xiamenair.com](http://www.xiamenair.com). Alternatively, you may access our official mobile APP, WeChat, our service hotline (95557), or contact us via email or fax. Please include your Egret Card number on the copies of your itinerary and boarding pass in any email or fax communications with us. You can also claim retroactive miles earned from partner airlines through our official website, mobile APP and Wechat. If you fail to retro-claim your miles earned from a partner airline, or if the partner airline you request has not yet opened online retro-claim functionality on our website, please send us BOTH the original boarding pass (or a copy) and a copy of your ticket or e-ticket itinerary. Be sure to include your Egret Card number when contacting us. Requests should be made within six (6) months from the date of the associated flights or the use of our partners' services. Any mile from flights or transactions claimed beyond the six (6) month timeframe will no longer be eligible.
- (3) Mile validity: The validity for Egret miles is calculated from the flight date, or the date you purchased a product or service from an Egret Miles partner, until December 31st of the fourth consecutive calendar year. For example, miles accrued from taking an eligible flight on any day in 2024 will remain valid until December 31st, 2027. Egret miles will automatically expire if they are not redeemed during this period. Miles accrued from taking a flight or purchasing a product/service from our partners' before December 31st, 2006 will remain valid for life.

**Tips:**

- (1) Egret miles and qualifying points are credited to the traveler's personal Egret Miles account. It is prohibited for several different members to accrue miles and points into one account.
- (2) Accrual starts from the date of your enrollment in Egret Miles Frequent Flyer Program. Accrual for flight tickets is credited only after the flight has been completed. Please retain your boarding pass or itinerary receipt until Egret miles and qualifying points have been accurately credited to your account.
- (3) Please quote your Egret card number at the time of reservation or purchase, ensuring the passenger name and ID document number are consistent with the information recorded in your account.
- (4) Please present your Egret card or quote your Egret card number when checking-in at the airport.
- (5) If you pay for a class of service upgrade, Egret miles and qualifying points will be accrued based on the original ticket fare or booking class. The amount paid for the upgrade will be accrued according to the rules for ancillary service.
- (6) In the case of a discounted ticket for a specific product, Egret miles and qualifying points are subject to the rules and regulations for that specific product.
- (7) If the actual flown class is different from the booking class, or the discounted ticket is obtained through group purchasing, Egret miles and qualifying points will be accrued based on the booked class corresponding to the actual fare paid.

(8) For code-share flights eligible for accrual, Egret miles and qualifying points will be accrued based on the flight number and relevant flight information of the marketing carrier (excluding Qatar Airways).

(9) If a ticket is reissued to another airline, whether voluntarily or involuntarily, and the flight ultimately taken is not eligible for accrual under the member's accrual criteria, Egret miles and qualifying points will not be earned for that flight.

(10) If you travel on a flight with a partner airline's code and are actually operated by that partner airline, miles and points will be accrued based on the booking class provided by that partner airline.

(11) If an Egret Miles member is concurrently a member of partner airlines' frequent flyer program, miles can only be credited to ONE (1) frequent flyer program account. And member can only use ONE (1) FFP account per segment for both accrual and tier recognition/benefits.

(12) Qualifying points are calculated to two decimal places, with the third decimal rounded up. Egret miles are rounded up to the whole number if the results are decimals.

(13) All spending amounts (e.g., ticket fares) are denominated in Chinese Yuan (CNY). If a member uses another currency to purchase a ticket, the amount will be converted to CNY using the exchange rate published by the International Air Transport Association (IATA) on the ticket issuance date. If the ticket is reissued, the exchange rate on the date of the new ticket issuance will apply.

## 2.2 Earn When You Spend

Members can earn miles by spending with or converting from partners in sectors such as finance, travel, shopping, catering, life services, etc. For details, please visit and refer to Xiamen Airlines APP/mini program "My - Earn Miles" or Xiamen Airlines website "Egret Miles-Earn When You Spend".

### Notes:

(1) Members may earn qualifying points through purchases made on the Xiamen Airlines APP, including Xiamen Airlines Hotels, Xiamen Airlines Group's Online Mart and Xiamen Airlines Grange. The maximum qualifying points that can be earned through such spending is limited to 10 points per calendar year. Specific product details are subject to official release.

(2) Within a calendar year, for every 5000 miles earned through co-branded card spending, partner consumption, or conversion from partner's points, members may redeem 2000 miles for 1 qualifying point. The maximum qualifying points that can be obtained through this redemption is limited to 10 points per calendar year.

(3) If the accrual criteria of partners are revised, the latest accrual rules published by the respective partners shall apply.

(4) Egret Miles Frequent Flyer Program is not responsible for the products or services provided by its partners.

### 3.Redeem Benefits

#### 3.1 Flight Awards Redemption

• Redemption for Xiamen Airlines Group’s Award tickets (Unit: Egret Miles)

| Domestic routes (One-way)           |               |                       |                |             |
|-------------------------------------|---------------|-----------------------|----------------|-------------|
| Flight Distance(KM)                 | Economy Class | Premium Economy Class | Business Class | First Class |
| 1-500                               | 5000          | 6000                  | 9000           | 10000       |
| 501-1000                            | 9000          | 11000                 | 16000          | 18000       |
| 1001-1500                           | 13000         | 16000                 | 23000          | 26000       |
| 1501-2000                           | 18000         | 22000                 | 32000          | 36000       |
| 2001-3000                           | 23000         | 28000                 | 41000          | 46000       |
| 3000+                               | 28000         | 34000                 | 50000          | 56000       |
| Special route:<br>Chongqing — Lhasa | 18000         | -                     | 32000          | 36000       |

| International and Regional Routes (One-Way)                   |               |                       |                |             |
|---------------------------------------------------------------|---------------|-----------------------|----------------|-------------|
| From/To                                                       | Economy Class | Premium Economy Class | Business Class | First Class |
| Mainland China - Hong Kong, Macao and Taiwan regions of China | 20000         | 24000                 | 26000          | 36000       |
| Mainland China - Japan and South Korea                        | 25000         | 30000                 | 32500          | 45000       |
| Mainland China - Southeast Asia                               | 30000         | 36000                 | 39000          | 54000       |
| Mainland China - South Asia                                   | 40000         | -                     | 60000          | 80000       |
| Mainland China - Australia                                    | 40000         | -                     | 60000          | 80000       |
| Mainland China - Middle East                                  | 40000         | -                     | 60000          | 80000       |
| Mainland China - Europe                                       | 50000         | -                     | 80000          | 120000      |
| Mainland China – North America                                | 60000         | -                     | 110000         | 155000      |

• Redemption for Xiamen Airlines Group’s Award Upgrade (Unit: Egret Miles)

| Domestic Routes (One-Way) |                                                                                                      |                                                                                         |
|---------------------------|------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|
| Ticket Type               | Upgrade Method                                                                                       | Miles Required                                                                          |
| Full-Fare Economy         | Direct redemption of miles for an upgrade                                                            | Miles required for First/<br>Business Class deduct miles<br>required for Economy Class. |
| Discounted Economy        | Pay the fare difference in cash for a full-fare economy ticket and then redeem miles for an upgrade. |                                                                                         |

| International and Regional Routes (One-Way)                   |                                                         |       |       |         |        |                                                       |       |                                                         |       |       |         |       |
|---------------------------------------------------------------|---------------------------------------------------------|-------|-------|---------|--------|-------------------------------------------------------|-------|---------------------------------------------------------|-------|-------|---------|-------|
| From/To                                                       | Economy Class Upgraded to Business Class Cabin, O Class |       |       |         |        | Business Class Upgraded to First Class Cabin, A Class |       | Economy Class Upgrade to Premium Economy Class, W Class |       |       |         |       |
|                                                               | Y/X                                                     | H/B   | M/L   | K/N/Q/V | T/R    | J/O                                                   | C/D/I | Y/X                                                     | H/B   | M/L   | K/N/Q/V | T/R   |
| Mainland China - Hong Kong, Macao and Taiwan regions of China | 6000                                                    | 10000 | 16000 | 22000   | 24000  | 10000                                                 | 13000 | 4000                                                    | 8000  | 14000 | 20000   | 22000 |
| Mainland China-Japan and South Korea                          | 7500                                                    | 15000 | 20000 | 26000   | 30000  | 12500                                                 | 15000 | 5000                                                    | 12500 | 17500 | 23500   | 27500 |
| Mainland China-Southeast Asia                                 | 9000                                                    | 18000 | 22000 | 30000   | 35000  | 15000                                                 | 18000 | 6000                                                    | 15000 | 19000 | 27000   | 32000 |
| Mainland China-South Asia                                     | 20000                                                   | 30000 | 40000 | 50000   | 55000  | 20000                                                 | 30000 |                                                         |       |       |         |       |
| Mainland China-Australia                                      | 20000                                                   | 30000 | 40000 | 50000   | 55000  | 20000                                                 | 30000 |                                                         |       |       |         |       |
| Mainland China - Middle East                                  | 20000                                                   | 30000 | 40000 | 50000   | 55000  | 20000                                                 | 30000 |                                                         |       |       |         |       |
| Mainland China-Europe                                         | 30000                                                   | 50000 | 60000 | 70000   | 75000  | 40000                                                 | 50000 |                                                         |       |       |         |       |
| Mainland China-North America                                  | 50000                                                   | 70000 | 80000 | 90000   | 100000 | 45000                                                 | 60000 |                                                         |       |       |         |       |

Notes: X, O and A classes are only available for ticket redemptions with Egret miles.

• Redemption for Partner Airlines Award Tickets (Unit: Egret Miles)

| Domestic routes (One-way) |               |                |             |
|---------------------------|---------------|----------------|-------------|
| Flight Distance (Km)      | Economy Class | Business Class | First Class |
| 1-500                     | 6000          | 12000          | 15000       |
| 501-1000                  | 11000         | 22000          | 27500       |
| 1001-1500                 | 15000         | 30000          | 37500       |
| 1501-2000                 | 20000         | 40000          | 50000       |
| 2001-3000                 | 25000         | 50000          | 62500       |
| 3000+                     | 29000         | 56000          | 70000       |

| International and Regional Routes (One-way) |               |                |             |
|---------------------------------------------|---------------|----------------|-------------|
| Flight Distance (Km)                        | Economy Class | Business Class | First Class |
| 1-1000                                      | 13000         | 26000          | 32500       |
| 1001-1500                                   | 19000         | 38000          | 47500       |
| 1501-2000                                   | 25000         | 50000          | 62500       |
| 2001-3000                                   | 31000         | 62000          | 77500       |
| 3001-5000                                   | 42000         | 84000          | 10500       |
| 5001-7000                                   | 50000         | 100000         | 125000      |
| 7001-10000                                  | 70000         | 140000         | 175000      |
| 10000+                                      | 85000         | 170000         | 212500      |

• Redemption for Ancillary Service

Members may redeem miles for ancillary services such as seat selection, Xiamen Airlines Operated VIP lounges, extra baggage and in-flight meal through channels such as Xiamen Airlines official website, etc.

### 3.2 Ways for Flight Awards Redemption

Members can redeem miles at Xiamen Airlines’ official website, mobile app, direct-sales ticket offices, through our service hotline (95557), Hebei Airlines website, Hebei Airlines mobile APP and Jiangxi Airlines website. Identity authentication is required prior to your first redemption.

For redemption at Xiamen Airlines Group’s direct-sales ticket offices, please provide your Egret Card number, transaction password and original valid ID document. If you entrust another person to redeem miles on your behalf, then the original valid ID document of the designated person is also required.

### 3.3 Nominees for Redemption

Egret Miles members' redemption for award tickets or upgrades is subject to the nominee policy. Redemption is limited to the member's personal use or for activated nominees (natural persons only) specified by the member. A list of the member's nominees must be set up before redeeming for others. Each member may set a maximum of 8 nominees (excluding the member themselves). Members can create their list of nominees on the Xiamen Airlines' official website, Mobile App, WeChat, at direct-sales ticket offices, through the service hotline (95557), on Hebei Airlines website, Wechat, mobile APP and Jiangxi Airlines website. Complete identity information for each nominee must be provided.

Setting, adding, or editing a nominee will take effect 30 days after the date of successful submission (including the first addition).

### 3.4 Instructions on Redemption

#### Instructions:

- (1) Egret miles can only be redeemed through Egret Miles Frequent Flyer Program according to its redemption policies. Other airlines or agents shall not be entitled to handle Egret miles unless being authorized by Xiamen Airlines.
- (2) Egret miles cannot be sold, inherited, transferred or redeemed for cash.
- (3) Egret miles from different accounts cannot be merged for award redemption.
- (4) The redemption standards of award tickets and upgrades for children and infants are the same as those for adult passengers.
- (5) Award tickets should be issued immediately after your booking. Seats are available on a first-come, first served basis and are subject to availability. Xiamen Airlines does not provide ticketing before departure and free delivery service for award tickets.
- (6) The itinerary, flight, date, and booking class for an award ticket must be confirmed at the time of issuance and cannot be changed voluntarily.
- (7) Award tickets are valid for one year from their date of issue. Expired tickets will be void, and lost award tickets can't be reissued.
- (8) "Award ticket" means only an exemption from paying the ticket fare. Passengers will be responsible for relating taxes and fees, which include, but are not limited to, airport construction fees, fuel surcharges, departure taxes, and safety inspection charges.
- (9) The seating availability of award tickets and class of service upgrades on a flight is limited and restricted by blackout dates by Xiamen Airlines, Hebei Airlines, Jiangxi Airlines, China Southern Airlines, SkyTeam member airlines and Qatar Airways. As such, please arrange your travel prior to the departure. For more details of blackout dates, please visit the Egret Miles section of Xiamen Airlines' website or contact Xiamen Airlines' service hotline (95557).

Instructions on Redemption for Award Tickets/Upgrades with Xiamen Airlines Group

- (1) Redemption of award tickets is applicable only to flights with an MF/NS/R Y code and operated by Xiamen Airlines/Hebei Airlines/Jiangxi Airlines. Chartered flights do not qualify for redemption.
- (2) Members traveling with an award upgrade will earn miles based on their original cabin class, not the upgraded class.
- (3) The rules of voluntary rerouting or voluntary refund for award tickets of A, O, W, X booking classes are as follows. The rules of voluntary rerouting or voluntary refund for dynamic redemption please refer to General Conditions of Transportation & Carriage for Domestic Passengers for details.

| Class of service      | Booking Classes | Voluntary Rerouting Fee |                 | Voluntary Refund Fee           |                 |
|-----------------------|-----------------|-------------------------|-----------------|--------------------------------|-----------------|
|                       |                 | Before Departure        | After Departure | Before Departure               | After Departure |
| First Class           | A               | 30RMB/time              | 100 RMB/time    | 50% of original miles required |                 |
| Business Class        | O               |                         |                 |                                |                 |
| Premium Economy Class | W               |                         |                 |                                |                 |
| Economy Class         | X               |                         |                 |                                |                 |

Notes:

- ① Before/After departure is subject to the Scheduled Departure Time.
- ② Applicable to standard miles redemption for award tickets.
- ③ The expiry date of the new ticket is the same as the original one.
- (4) Please refer to the the above relevant provision for the application of voluntary rerouting with respect to an award upgrade. In case of voluntary refund of an award upgrade, the refund of cash part will be subject to the voluntary refund regulations of its original booking class before upgrades, and the refund fees will be calculated based on the upgrade booking time while the refund fees of miles part will be charged at 50% of its original miles redeemed.
- (5) If there is an involuntary change of flight date, itinerary or booking class, the operating carrier will accept your award ticket on the flight we arrange for you. The miles difference will be recredited to your account in case of a class of service downgrade, and no more miles will be required in case of an involuntary class of service upgrade. If there is no seat available for an award ticket, you can provide relevant information about the involuntary refund to Egret Miles and, after verifying the information, we will recredit the miles redeemed for the award ticket. Your recredited miles will remain valid from the date of the award ticket redemption until December 31st of the fourth calendar year thereafter. Egret Miles assumes no other liability beyond this.

(6) If there is an involuntary change of flight, flight date, or itinerary, the operating carrier will accept your award upgrade on the flight we arrange for you. If there is no seat available for an award upgrade, you can provide relevant information about the involuntary refund to Egret Miles and, after verifying the information, we will recredit the miles redeemed for the award upgrade. Your recredited miles will remain valid from the date of the award upgrade redemption until December 31st of the fourth calendar year thereafter. Egret Miles assumes no other liability beyond this.

(7) Please refer to the relevant provisions of Xiamen Airlines General Conditions of Carriage for Domestic/International Passengers and Baggage for the application of involuntary change and refund of award tickets.

### Instructions on Award Tickets with Partner Airlines

(1) Xiamen Airlines' partner airlines consists of SkyTeam member airlines, China Southern Airlines and Qatar Airways.

(2) Redemption of partner airlines' award tickets is applicable only to flights both coded and operated by the same partner airlines. Code-share flights among partner airlines do not qualify for redemption.

(3) Egret Miles members may redeem award tickets on a single partner airlines' flight, or on several partner airlines' flights for the purpose of flight connection.

(4) If the itinerary involves only Xiamen Airlines' flights, Xiamen Airlines' award ticket redemption criteria shall apply. If the itinerary contains both Xiamen Airlines' flights and partner airlines' flights, the segments operated by Xiamen Airlines are subject to Xiamen Airlines' award ticket redemption criteria, and the remaining flight segments are subject to partner airlines' award ticket redemption criteria.

(5) Partner airlines' award tickets doesn't provide change in flight route or passenger. Partner airlines' award tickets qualifies for one time of free change in flight number or date, provided it is within its validity period, and a seat is available on the proposed flight. A surcharge of CNY100 (or foreign currency of equivalent value) will be charged for each subsequent change.

(6) If there is an involuntary refund of a partner airlines' award ticket, you can provide relevant information about the involuntary refund to Xiamen Airlines. After verifying the information, we will recredit the miles redeemed for the award ticket to your account. Your recredited miles will remain valid from the date of the award redemption until December 31st of the fourth calendar year thereafter. Xiamen Airlines assumes no other liability beyond this.

(7) Please refer to the relevant provisions of operating airlines' General Conditions of Carriage for Passengers and Baggage for the application of involuntary change and refund of partner airlines' award tickets.

(8) Xiamen Airlines does not provide award upgrades for partner airlines' flights.

## 3.5 Non-flight Awards Redemption

- **Redemption for Products from Xiamen Airlines Group's Online Mart**

You may visit the Xiamen Airlines Group's Online Mart on Xiamen Airlines mobile app, or the Egret Miles sections at Xiamen Airlines official WeChat account to redeem various exquisite products, delivery of which can be made within Mainland China. For redemption criteria and requirements please refer to the corresponding webpage.

- **Redemption for Hotel Stays and Catering**

You may redeem your Egret miles for accommodations, catering, and other high-end services at the Xiamen Airlines' hotels.



# 4.VIP Members

## 4.1 VIP Membership Qualification Criteria

Egret Miles members will obtain the corresponding Egret Miles VIP membership when qualifying points earned within a calendar year meet the standards listed in the table below. The tier status will remain valid until December 31 of the following year. Points earned by Egret Miles VIP members beyond the required standards may be carried over to the next calendar year for tier qualification purposes.

| VIP Membership | Points to qualify for VIP membership | SkyTeam membership |
|----------------|--------------------------------------|--------------------|
| Egret Diamond  | 120 points                           | Elite Plus         |
| Egret Platinum | 70 points                            |                    |
| Egret Gold     | 40 points                            | Elite              |
| Egret Silver   | 20 points                            |                    |

Special Tier Qualification: Members aged 65 or older, as well as those aged 2 to 12, enjoy a 50% discount on tier qualification requirements (including the year they turn 65 or 12).

## 4.2 VIP Member Benefits

Egret VIP members flying on flights with an MF/NS/R Y code and operated by Xiamen Airlines/ Hebei Airlines/Jiangxi Airlines, enjoy the following VIP benefits:

| Benefits                                 | Egret Diamond | Egret Platinum | Egret Gold | Egret Silver |
|------------------------------------------|---------------|----------------|------------|--------------|
| Exclusive Benefits                       |               |                |            |              |
| VIP Card gift for one specified person ① | √             | -              | -          | -            |
| Service ambassador ②                     | √             | -              | -          | -            |

| Benefits                                                                                       |              | Egret Diamond                                               | Egret Platinum                                             | Egret Gold  | Egret Silver                                                           |
|------------------------------------------------------------------------------------------------|--------------|-------------------------------------------------------------|------------------------------------------------------------|-------------|------------------------------------------------------------------------|
| Upgrades and Seat Reservations                                                                 |              |                                                             |                                                            |             |                                                                        |
| Complimentary upgrade to First Class opportunity ③                                             |              | √                                                           | -                                                          | -           | -                                                                      |
| Complimentary upgrade to Business Class opportunity ③                                          |              | √                                                           | √                                                          | √           | 5/year                                                                 |
| Complimentary upgrade to Premium Economy Class opportunity ③                                   |              | √                                                           | √                                                          | √           | √                                                                      |
| Guaranteed reservations for VIP members themselves, full-fare Economy Class ④                  |              | √                                                           | -                                                          | -           | -                                                                      |
| Priority reservation and airport standby                                                       |              | √                                                           |                                                            |             |                                                                        |
| Benefits at Airports                                                                           |              |                                                             |                                                            |             |                                                                        |
| Dedicated Guide ⑤                                                                              |              | ▲                                                           | -                                                          | -           | -                                                                      |
| Inviting guests to check-in at First Class or Business Class counter                           |              | 2 guests on the same flight and same day                    | 1 guest on the same flight and same day                    | -           | -                                                                      |
| Access to VIP lounge                                                                           |              | Members can invite 2 guests on the same flight and same day | Members can invite 1 guest on the same flight and same day | Member only | Member only (for VIP lounges operated by Xiamen Airlines Group only) ⑥ |
| Service in case of flight irregularity                                                         |              | The same services as for Business Class passengers          |                                                            |             |                                                                        |
| Priority check-in                                                                              |              | Check-in counter for First Class or Business Class          |                                                            |             |                                                                        |
| Priority boarding                                                                              |              | √                                                           |                                                            |             |                                                                        |
| Priority baggage handling                                                                      |              | √                                                           |                                                            |             |                                                                        |
| Special Discounts                                                                              |              |                                                             |                                                            |             |                                                                        |
| Miles redemption for VIP member's personal preferred seats at international/regional flights ⑦ |              | Complimentary                                               | Entitled to special offers                                 |             |                                                                        |
| Complimentary ticket changes and refunds ⑧                                                     |              | √                                                           | √                                                          | √           | -                                                                      |
| Extra free baggage ⑨                                                                           | Weight Basis | 40KG                                                        | 30KG                                                       | 20KG        | 10KG                                                                   |
|                                                                                                | Weight Basis | 1 piece                                                     |                                                            |             |                                                                        |
| Bonus Miles                                                                                    |              |                                                             |                                                            |             |                                                                        |
| Double bonus miles for flights taken on birthdays ⑩                                            |              | √                                                           |                                                            |             |                                                                        |
| Miles validity extended by 1 year ⑪                                                            |              | √                                                           | -                                                          | -           | -                                                                      |
| Miles overdraft ⑫                                                                              |              | 12000                                                       | 6000                                                       | 3000        | 1000                                                                   |
| VIP Caring                                                                                     |              |                                                             |                                                            |             |                                                                        |
| VIP Caring Extension⑬                                                                          |              | √                                                           |                                                            |             |                                                                        |

Notes: “√” means the service is available, and “ ▲ ” means the service is available subject to specific circumstances.

#### ① VIP Card gift for one specified person

Egret Diamond Card members may be entitled to specify one person to be awarded an Egret Silver Card membership within 1 month after qualification of Egret Diamond.

Egret Diamond Card members who have earned 240 or more qualifying points within a calendar year by taking flights with an MF/NS/RX code and operated by Xiamen Airlines/Hebei Airlines/Jiangxi Airlines may be entitled to specify one person to be awarded an Egret Gold Card membership.

The expiration date of the gifted Egret VIP Card membership is identical to that of the Egret Diamond Card membership. The person specified for the gifted VIP membership must be at least 12 years old.

The gifted Egret VIP Card membership is not eligible for the tier qualification or extension privileges enjoyed by the Egret Diamond Card member themselves.

#### ② Service Ambassador

Egret Diamond Card members will be given priority access to the premium service hotline when calling Xiamen Airlines' service hotline at 95557. They may also reserve an exclusive "Service Ambassador" through this hotline, who will subsequently provide dedicated services.

#### ③ Complimentary Upgrade Opportunity

Egret Diamond Card members who book a full fare J class of Business Cabin ticket (excluding business package) on Xiamen Airlines flights are eligible for a complimentary upgrade chance to First Class. Egret Diamond, Platinum, Gold and Silver Card members who book a full fare Y class of Economy Cabin ticket with Xiamen Airlines/ Hebei Airlines/Jiangxi Airlines are eligible for a complimentary upgrade chance to Business Class or Premium Economy Class of Hebei Airlines / Jiangxi Airlines . Egret Silver Card members are entitled to a maximum of five (5) complimentary upgrades to Business Class opportunity per calendar year within the validity of their Egret Silver membership.

For Egret VIP members who have purchased tickets but have not checked in at least 3 hours before the scheduled departure time, when they check-in at the airport within 3-1.5 hours of departure, we will provide automatic cabin upgrade services, subject to seat availability in First Class, Business Class, or Premium Economy Class. Within 1.5 hours of departure, upgrades may be arranged at the check-in counter based on availability.

For Egret VIP members who have purchased tickets within 3 hours of the scheduled departure time, to ensure the smooth progress of all flight preparations, we cannot guarantee complimentary cabin upgrade services for Egret VIP members.

#### ④ Guaranteed Reservations for VIP members themselves, full-fare Economy Class

Egret Diamond Card members who have booked a full-fare Economy Class ticket with our Service Ambassador or at one of our direct-sales ticket offices 24 hours before departure time will be guaranteed a seat. This service is applicable to flights with the MF/NS/RX code and operated by Xiamen Airlines/Hebei Airlines/Jiangxi Airlines, not applicable to code-shared flights.

#### ⑤ Dedicated Guide

Egret Diamond Card members may call 95557 service hotline 24 hours before the scheduled departure time to make reservations for a guide who will lead them from the check-in counter to the VIP lounge. This service is applicable to flights with the MF/NS/RX code and operated by Xiamen Airlines/Hebei Airlines/Jiangxi Airlines. This service is currently available at airports in Xiamen, Fuzhou, Quanzhou, Hangzhou, Changsha, Beijing and Tianjin for flights operated by Xiamen Airlines, at airport in Shijiazhuang for flights operated by Hebei Airlines, and at airport in Nanchang for flights operated by Jiangxi Airlines.

#### ⑥ VIP Lounge

Egret VIP members traveling on outbound flights of Xiamen Airlines Group are eligible for VIP lounge access on the day of their flight. Lounge services are only available at lounges that have a lounge service agency agreement with Xiamen Airlines Group or are operated by Xiamen Airlines Group, with the level of lounge service subject to local airport conditions. Egret Silver Card members may be entitled to service at the VIP lounges we operate at the airports in Xiamen, Fuzhou, Quanzhou, Hangzhou, Shanghai, Tianjin, Shijiazhuang and Nanchang.

#### ⑦ Miles Redemption for VIP Member's Preferred Seats

Miles Redemption for VIP member's personal preferred seating at International/Regional flights is applicable to flights with an MF code and operated by Xiamen Airlines.

#### ⑧ Complimentary Ticket Changes and Refunds

Effective from July 14, 2025, the free refund and change benefits for Egret VIP members apply only to requests made at least 4 hours before the scheduled departure time.

##### a.Booking Channel

Only for tickets purchased through the following official channels:

Xiamen Airlines: official website, mobile APP, WeChat, Mini Program, direct-sales ticket offices, service hotline (95557).

Hebei Airlines: official website, mobile APP, Wechat, Mini Program, direct-sales ticket offices, service hotline (0311-96699).

Jiangxi Airlines: official website, Mini Program, direct-sales ticket offices, service hotline (0791-96300).

##### b.Flights and Booking Class

Only for Mainland China domestic routes. And only for tickets purchased at a discount of 50%

or less where the booking class is F/A/J/C/D/I/Y/H/B/M/L/K/N/Q/V with Xiamen Airlines, and J/C/D/I/W/P/Y/H/B/M/L/K/N/Q/V with Hebei Airlines and Jiangxi Airlines. Tickets for international flights, flights to/from Hong Kong, Macao and Taiwan regions of China, non-refundable/non-changeable tickets, and code-share flight tickets are excluded.

#### c. Procedures for Changes & Refunds

##### Changes

Xiamen Airlines' tickets: Tickets purchased at Xiamen Airlines official website, mobile APP, Wechat or Mini Program, can be rescheduled with a fee waiver through original issuing channel respectively. Other eligible tickets may be processed ticket change with a fee waiver at Xiamen Airlines owned ticket offices or by calling 95557 for assistance.

Hebei Airlines' tickets: Ticket change with a fee waiver may be processed at Hebei Airlines owned ticket offices or by calling 0311-96699 for assistance.

Jiangxi Airlines' tickets: Ticket change with a fee waiver may be processed at Jiangxi Airlines owned ticket offices or by calling 0791-96300 for assistance.

##### Refunds

Xiamen Airlines' tickets: Process through original issuing channel.

Hebei Airlines' tickets: Call 0311-96699 for assistance.

Jiangxi Airlines' tickets: Call 0791-96300 for assistance.

#### d. Time Limits

All ticket change or refund requests must be completed at least 4 hours before the scheduled flight departure. Requests made within 4 hours of departure are not eligible for this benefit and will be subject to the standard rules applicable to the purchased fare.

\*Note: Additional seat tickets purchased by Egret VIP members are not eligible for free refund and change.

#### ⑨ Extra Free Baggage Allowance

Whether the weight basis or piece basis applies is subject to the free baggage rules of the specific flight.

Egret VIP members' total free baggage allowance = free baggage allowance for original class of service + corresponding VIP extra free baggage allowance.

For flights where the baggage allowance is calculated by the number of bags (piece basis), the following rules apply:

Each bag for First Class or Business Class passengers shall be up to 32 kg, and each bag for Economy Class passengers shall be up to 23 kg. The total outside dimensions of each bag (length + width + height) shall not exceed 158 cm.

#### ⑩ Double Bonus Miles On Birthdays

When an Egret VIP member takes a flight with an MF/NS/RX code and operated by Xiamen Airlines/Hebei Airlines/Jiangxi Airlines on his or her birthdays, double bonus miles will be credited as per the booking class he or she books. The additional bonus miles shall not be considered as the miles qualifying the Egret VIP membership.

#### ⑪ Miles Validity Extended By 1 Year

Egret Diamond Card members who take flights with an MF/NS/RX code during the validity period of their membership shall have the validity of the accrued miles extended to December 31st of the fifth year from the date of the flight.

#### ⑫ Miles Overdraft

When redeeming award tickets or upgrades, or services such as VIP lounges we operate, prepaid extra baggage or preferred seating at our direct-sales ticket offices, official website or by calling our service hotline 95557, miles may be overdrawn if the miles in the member's account are insufficient. The overdraft limit for Egret Diamond, Platinum, Gold and Silver Card members are 12000, 6000, 3000 and 1000 miles, respectively.

#### ⑬ VIP Caring Extension

Egret VIP Members may apply for VIP membership validity extensions due to maternity or personal health reasons, subject to program rules. After submitting supporting material on Xiamen Airlines APP or Xiamen Airlines WeChat Mini Program, Egret VIP Members can apply for suspension of 3 months, 6 months or one year. After the review and approval process, Egret VIP membership status will be changed to Egret Card which is not eligible for VIP benefits during this period. Once the suspension period ends, original Egret VIP membership status will be restored automatically and the validity will be extended accordingly. Each VIP cycle allows only one such application.

#### Tips:

- (1) The Egret VIP Card is for the exclusive use of the cardholder within the membership validity period. Egret Miles reserves the right to reclaim or deactivate a VIP card after it expires.
- (2) In the event of improper use of an Egret VIP Card (e.g., use after expiration, transfer or lend to others), Egret Miles reserves the right to confiscate the Egret VIP Card and terminate the Egret VIP membership without notice.
- (3) Egret VIP members shall present the Egret VIP Card, original ID document and boarding pass for enjoying exclusive VIP services.

(4)The complimentary upgrade service is only available for flights with an MF/NS/RX code and operated by Xiamen Airlines/Hebei Airlines/Jiangxi Airlines, and do not apply to connecting transit products for international and regional (Hong Kong, Macao, and Taiwan regions of China) routes. Xiamen Airlines Group reserves the right to suspend the service under special circumstances. For eligible Egret VIP members who have not yet checked in, all complimentary upgrades will be provided on the ground; no complimentary upgrades will be processed onboard.

(5)Codeshare flights not both marketed and operated by Xiamen Airlines Group are not eligible for VIP benefits.

(6)To ensure on-time departure, we may be unable to guarantee a regular First Class / Business Class meal for those passengers who received last-minutes upgrades close to scheduled departure time, due to catering or flight support constrains. We apologize for any inconvenience caused.

(7)Egret Miles undertakes to provide VIP service benefits subject to the actual capacity and conditions available at the time and location of each specific flight.

(8)Selected promotional Egret VIP Card members are not entitled to benefits of VIP Tier Bonus Miles or Miles Overdraft.

## 4.3 SkyTeam Benefits

Egret VIP members qualify for the following VIP benefits when taking flights both marketed and operated by SkyTeam member airlines.

| Benefits                       | SkyTeam Elite                                      | SkyTeam Elite Plus                                 |
|--------------------------------|----------------------------------------------------|----------------------------------------------------|
| Extra Baggage Allowance ①      | √                                                  | √                                                  |
| Seat Selection ②               | √<br>(international flights of<br>6 hours or more) | √<br>(international flights of<br>6 hours or more) |
| Priority Boarding              | √                                                  | √                                                  |
| Priority Reservation Wait List | √                                                  | √                                                  |
| Priority Airport Standby       | √                                                  | √                                                  |
| Priority Check-in              | √                                                  | √                                                  |
| Priority Baggage Handling      |                                                    | √                                                  |
| Guaranteed Reservation ③       |                                                    | √<br>(international flights of<br>6 hours or more) |
| Lounge Access ④                |                                                    | √<br>(Member with one guest)                       |

## Notes:

### ① Extra Baggage Allowance

SkyTeam Elite and Elite Plus members may enjoy free additional baggage allowance on any SkyTeam partner airlines' operated flights.

Weight Concept: Elite member + 10kg, Elite Plus member + 20kg.

Piece Concept: Elite member/ Elite Plus members + 1piece.

Some SkyTeam partners may adopt special policies regarding extra baggage allowance. Please contact the actual carrier for more information.

### ② Seat Selection

For Elite and Elite Plus members who take SkyTeam partner airlines' flights, preferred seating is available only on long-haul international flights of 6 hours or more.

### ③ Guaranteed Reservation

Elite Plus members will be guaranteed a confirmed, full-fare economy class reservation on any SkyTeam long-haul flight (international, 6 hours or more) - including sold-out flights. The reservation must be made at least 24 hours prior to departure time.

### ④ Lounge Access

Elite Plus members traveling in any class of service are entitled to all SkyTeam Member Airlines' lounges when they are travelling on a same-day (within 24 hours) international/regional flight operated by one of the SkyTeam Member Airlines or transferring between same-day (within 24 hours) flights (domestic to international or international to international) operated by two SkyTeam Member Airlines. From 1st April 2025, lounge admittance to selected lounges owned by SkyTeam Member Airlines is permitted when travelling on an exclusive domestic flight operated by one of the SkyTeam Member Airlines (Access to China Eastern Airlines-operated lounges is permitted when travelling on domestic flights operated by China Eastern Airlines or Shanghai Airlines). They are allowed to invite one guest (traveling on the same flight operated by SkyTeam Member Airlines) for lounge access. The guest is able to get access to the lounges only when he/ she is together with the Elite Plus member.

All eligible Elite Plus members (including one guest) on a flight operated by SkyTeam Member Airlines will be able to access all lounges at minimum within 3 hours of their scheduled departure time (the lounge operator/airline determines the number of hours). Xiamen Airlines' owned and third-party lounges apply to 3-hour access. Transferring customers can access all lounges in the transferring airport at the same day/within 24 hours prior to departure.

When multiple SkyTeam lounges are available at the same airport, Elite Plus members may only select and access one lounge.

## 4.4 VIP Benefits with China Southern Airlines

Egret VIP members qualify for the following VIP benefits when taking flights with a CZ code and operated by China Southern Airlines.

| Benefits                     |              | Egret Diamond                                              | Egret Platinum                                             | Egret Gold  | Egret Silver |
|------------------------------|--------------|------------------------------------------------------------|------------------------------------------------------------|-------------|--------------|
| Free Extra Baggage Allowance | Weight basis | 20KG                                                       | 20KG                                                       | 10KG        | 10KG         |
|                              | Piece basis  | 1 piece                                                    |                                                            |             |              |
| Priority Boarding            |              | √                                                          | √                                                          | √           | √            |
| Priority Check-in            |              | Members can invite 1 guest on the same flight and same day | Members can invite 1 guest on the same flight and same day | Member only | Member only  |
| Priority Baggage Handling    |              | √                                                          | √                                                          |             |              |
| Lounge Access ①              |              | Members can invite 1 guest on the same flight and same day | Members can invite 1 guest on the same flight and same day |             |              |

① Only for China Southern Airlines Operated VIP lounges (excluding China Southern Airlines operated lounge in Shenzhen).

## 4.5 Other Benefits

### Miles Validity Extension

Members who redeem Egret miles at least once before the expiry of their Egret miles within a calendar year will have all Egret miles expiring that year automatically extended until the end of the following year. However, if a non-flight redemption order is successfully refunded, this benefit of miles validity extension shall not apply.

### Seniors Benefits

For members aged 65 or above who take flights with an MF/NS/R Y code and operated by Xiamen Airlines/Hebei Airlines/Jiangxi Airlines, the validity period of the Egret miles accrued on such flights will be extended by one year.

### Birthday Exclusive Reward

Members who take flights with an MF/NS/R Y code and operated by Xiamen Airlines/Hebei Airlines/Jiangxi Airlines on his/her birthday, enjoy 2 extra Qualifying Points when eligible. Limited to once per year.

# 5.Other Members

## 5.1 Egret Junior Card

Egret Miles has specially designed the “Egret Junior Card” for travelers between 2 to 23 years old. Travelers between 2 and 11 years old are children while those between 12 and 23 years old are young travelers.

Children can apply for the Egret Junior Card on Xiamen Airlines’ official website, mobile APP, WeChat or at our direct-sales ticket offices.

Young travelers can apply for the Egret Junior Card at Xiamen Airlines’ official website, mobile APP, WeChat, direct-sales ticket offices, or on any Xiamen Airlines flights.

For Egret Junior Card members, the accrual criteria for both Egret miles and qualifying points, based on the product fare amount, shall be the same as those for adult passengers. However, when traveling on flights with an MF/NS/R Y code and operated by Xiamen Airlines/Hebei Airlines/ Jiangxi Airlines (with ticket numbers not starting with 731/836/989), the accrual criteria for qualifying points shall be the same as adult passengers, while the accrual criteria for Egret miles are as follows:

| Class of Service      | Booking class | Award Miles for Children      Award Miles for Young Travelers |      |
|-----------------------|---------------|---------------------------------------------------------------|------|
|                       |               | (Segment Standard Mileage TPM * Accrual Ratio)                |      |
| First Class           | F             | 150%                                                          | 300% |
| Business Class        | J             | 125%                                                          | 250% |
| Economy Class         | Y             | 50%                                                           | 200% |
| Other Booking Classes |               | Accrual criteria for adult passengers shall apply             |      |



### Notes:

- (1) Egret miles earned by Egret Junior Card members are valid until December 31st of the year they reach 27. Egret Junior Card members will automatically transition to Egret Card members on January 1st of the year following their 23rd birthday.
- (2) Egret Junior Card members can also redeem their Egret miles for award tickets, award upgrades and exquisite products from Xiamen Airlines’ online mart.
- (3) Unless otherwise specified for the Egret Junior Card, the relevant regulations for Egret Card shall apply.

## 6. Other Conditions

### 6.1 Member Data Protection

For more information on how Xiamen Airlines processes and protects your personal information, please refer to the Xiamen Airlines Privacy Notice ([https://www.xiamenair.cn/brandnew\\_EN/travel-transport-clause.html](https://www.xiamenair.cn/brandnew_EN/travel-transport-clause.html)) or Children's Privacy Notice([https://www.xiamenair.com/brandnew\\_CN/children-privacy-notice.html](https://www.xiamenair.com/brandnew_CN/children-privacy-notice.html)).

### 6.2 Other Conditions

(1) Egret Miles sets an initial PIN for each member. Members must change their initial PIN after receiving it. As an important identification for the use of miles in account, the personal password will provide a more reliable guarantee for the security and privacy of the member's account. Please keep your password properly and change it from time to time. **Any operation carried out with the password or under the legal authorization of Egret Miles member shall be regarded as the operation of the member himself, and all consequences arising therefrom shall be borne by the member himself.** Members are responsible for maintaining the confidentiality of their passwords and online login credentials. Xiamen Airlines Group shall not be held liable if a member discloses their online login credentials and/or password (whether intentionally or unintentionally), thereby allowing a third party to access data and/or conduct any transactions online. Xiamen Airlines Group reserves the right to prevent any unauthorized third-party websites, or access through such websites, from gaining online access to its data.

(2) Member contact information, such as mobile phone, telephone, Email, mailing address, etc., should be changed as soon as possible through the online channel or call Xiamen Airlines service hotline to modify, so that we can smoothly send you SMS or email information. **Egret Miles is not responsible for the loss or delay of emails or messages due to incorrect contact information.**

(3) Any taxes/fees (e.g. fuel surcharges, airport construction fees, etc.) due to relevant government regulations will be borne by Egret Miles members.

(4) Egret Miles prohibits its members from committing any damage to other members. Any exploitation of loopholes caused by system errors, malfunctions, or other conduct deemed by Xiamen Airlines Group to be improper, such as violation of the rules of Xiamen Airlines Group and other partners, misconduct or harassment of Xiamen Airlines staff, or refusal to accept reasonable suggestions of staff, may result in the cancellation of a member's account and the member's continued participation in Egret Miles. Accrued miles and previously issued but unused award tickets will also be invalidated.

(5) "Egret Card", "Egret Junior Card", "Egret Silver Card", "Egret Gold Card", "Egret Platinum Card" and "Egret Diamond Card" are the property of Egret Miles and Egret Miles has full management authority over the Xiamen Airlines Group's Egret Miles Frequent Flyer Program. Egret Miles has the right to supplement, delete and revise the terms and conditions of Egret Miles without prior notification and carry out the new rule after publishing an announcement. Members have the right to hold and use their Egret Cards subject to Xiamen Airlines Group's approval and shall not voluntarily dispose of or transfer their cards. Xiamen Airlines Group reserves the right to take legal action, if necessary, to recover damages, attorneys' fees and court costs for any violation of Egret Miles' rules and terms.

(6) Egret Miles members must exercise their membership rights in accordance with the rules and regulations of Egret Miles. If a member misuses or abuses membership rights or falsely reports relevant information, Egret Miles may terminate membership, withdraw the membership card and forfeit all accrued miles with or without prior notice. At the same time, Xiamen Airlines Group will not be responsible for any compensation.

(7) Award miles and award tickets specified by Egret Miles shall not be sold or barter. In case of violation, the relevant award miles and award tickets will be canceled or nullified, and the violator will assume full liability for compensation, paying transaction costs and other legal responsibilities. Egret Diamond Card members' benefit of complimentary VIP Card for one specified person shall not be used for sale or exchange, and will be canceled upon discovery.

(8) Xiamen Airlines Group may change its service hotlines and office addresses, Egret Miles partners and their phone numbers, or terminate cooperation without prior notice. If Xiamen Airlines chooses to do so, they assume no liability for such changes.

(9) Exclusion and limitation of liability

1) Due to force majeure factors or the third party causes Egret Miles membership service is unable to perform or delay in performance, Egret Miles will not take any responsibility. Force majeure factors including but not limited to, natural disasters, government behaviors, wars, strikes, riots, public health emergencies, computer hacking attacks, system failures, communication failures, network congestion, power system failures, computer viruses, malicious program attacks and other circumstances not attributable to Xiamen Airlines Group.

2) Egret Miles has the right to protect the member's account if it finds any behavior that affects the security of the member's account and information. Members are required to re-verify their identity if necessary to continue using the account.

3) Egret Miles will ensure the accurate operation of the system and the correct release of information to the maximum extent. Egret Miles reserves the right to take appropriate corrective

measures such as correcting errors and adjusting (deducting) members' account miles when the following situations occur:

If the information is incorrect due to system error, failure or other unforeseen reasons;

If the account has been improperly profited and the facts have been ascertained;

Due to other objective factors, the account miles are not tally with the facts.

(10) For further details, particularly regarding the exercise of personal information rights by members, please refer to Xiamen Airlines Privacy Policy. Members may exercise any personal information rights available under applicable laws at any time by contacting [dpo@xiamenair.com](mailto:dpo@xiamenair.com). The data controller for the Egret Miles is Xiamen Airlines Group, managed on its behalf by Xiamen Airlines. Xiamen Airlines can be contacted at 95557.

(11) In case of any contradiction between the provisions of this Membership Guide and any legislation or government regulations, the legislation and government regulations shall prevail.

(12) If any legal dispute occurs and two parties fail to resolve it through negotiation, it shall be submitted to arbitration by the Xiamen Arbitration Committee.

(13) In case of any discrepancy between the Chinese version of this membership guide and any other language version, the Chinese version shall prevail. Xiamen Airlines reserves the right of final interpretation in case of any dispute.

(14) The effective or invalid time mentioned in this membership guide is calculated based on Beijing local time.

(15) Since the rules of the Egret Miles Frequent Flyer Program may be subject to change from time to time, please check Xiamen Airlines' website at [www.xiamenair.com](http://www.xiamenair.com) for the most up-to-date provisions regarding the policies in this membership guide.

**This membership guide is effective as of October 1, 2026.**

## CONTACT US

TEL: **95557** 86-592-2226666 (INTERNATIONAL OR  
HONGKONG/MACAO/TAIWAN REGIONS OF CHINA)

SINGAPORE: 0065-63297566    CANADA: 001-8557895557  
AUSTRALIA: 0061-1800995557    NETHERLANDS: 0031-8000205888  
UNITED STATES: 001-8446295557

ADDRESS: 321 DONGHUANG ROAD, XIAMEN, PR CHINA.  
FAX: 0592-5739001  
POSTAL CODE: 361006  
EMAIL: MF@XIAMENAIR.COM

XIAMEN AIRLINES OFFICIAL WEBSITE: [WWW.XIAMENAIR.COM](http://WWW.XIAMENAIR.COM)  
HEBEI AIRLINES OFFICIAL WEBSITE: [WWW.HBHK.COM.CN](http://WWW.HBHK.COM.CN)  
JIANGXI AIRLINES OFFICIAL WEBSITE: [WWW.AIRJIANGXI.COM](http://WWW.AIRJIANGXI.COM)