



## MEMBERSHIP GUIDE

Valid from June 1, 2010



## CONTENTS

- 04 Miles & Segments
- 05 Everything About Your Miles
- 06 How Miles Are Earned
- 07 OK Plus Membership Cards
- 11 Where to Earn Miles
- 14 How to Redeem Your Miles
- 19 Programme and Account Information
- 21 Other Loyalty Programmes
- 23 OK Plus Programme General Rules
- 27 Appendices

## WELCOME TO THE OK PLUS FREQUENT FLYER PROGRAMME!

By becoming a member of the OK Plus Frequent Flyer Programme, you also become a part of a worldwide elite club of travellers. As a member, you will be able to enjoy not only our top quality in-flight services, but also the services we provide before departure and upon arrival. Your membership in the OK Plus Programme will transform your air travel from an everyday necessity into an oft-repeated pleasure.

After each flight, newly earned miles will be credited to your account. You can then redeem the miles you have earned and exchange them for attractive and original awards for yourself and your loved ones.

Our airline and its partners, which are carefully selected for the programme, offer you a range of services aimed at making your travel experience even more comfortable and enjoyable.

We wish you many pleasant flights with Czech Airlines.

Your OK Plus Team

MILES

Miles are the measuring units used in the OK Plus Frequent Flyer Programme. A member can earn miles for his/her account with completed flights and by using the services of OK Plus Programme partners. The miles can then be redeemed for rewards at any time. The validity of all miles is limited to 24 months after the date of the last active transaction (earning miles). In order to earn miles for a flight, you will need to provide your membership number when booking your ticket and checking-in or when ordering the services of our partners.

SEGMENTS

Members can also earn what are called SkyTeam segments for flights with Czech Airlines and its SkyTeam alliance partners. One SkyTeam segment is equal to a single flight (i.e., Prague-London-Prague = 2 flights = 2 segments). By reaching a certain number of SkyTeam segments (flights) in a single calendar year, a member will advance to higher, and even more attractive, levels of membership. The member becomes the holder of an OK Plus Silver, Gold or Platinum Card, that will bring him more exclusive benefits.



Miles

1. **SkyTeam Miles** – These are the miles earned for flights with Czech Airlines and its SkyTeam alliance partners. The number of miles credited to your account corresponds to the number of miles flown (e.g., the distance between Prague and Moscow corresponds to 1,043 miles). However, the minimum number of miles which you can earn for each international flight is 750, and for each domestic flight, 500. The total number of miles can be further increased or reduced based on the booking class selected for your ticket. Only those SkyTeam miles earned for flights on Czech Airlines and its SkyTeam alliance partners count as miles to qualify for an OK Plus Silver, Gold or Platinum Card.
2. **Miles** – These are miles earned for flights with other air carriers and for the purchase of services from OK Plus non-airline partners. These include, for example, those miles earned for hotel stays, etc. These miles do not count as miles used to qualify for an OK Plus Silver, Gold or Platinum Card.

- a) **Promo Bonus**  
These are bonus miles earned as part of special promotional campaigns. These miles do not count as miles used to qualify for an OK Plus Silver, Gold or Platinum Card.
- b) **Elite bonus**  
Holders of an OK Plus Silver, Gold or Platinum Card earn a special Elite Bonus for each flight with Czech Airlines and its alliance partners. The Elite Bonus is calculated from the actually flown miles. If a reduced number of miles is being credited for the flight, the Elite Bonus is calculated from the number of miles actually earned on the flight. A member with a Silver Card earns a 25 % mileage bonus. A member with a Gold Card earns a 50 % mileage bonus. A member with a Platinum Card earns a 100 % mileage bonus. This bonus does not count toward the miles used to qualify for an OK Plus Silver, Gold or Platinum Card.

TRAVELLING CLASS	BOOKING CLASS	SKYTEAM MILES EARNED
Business	C, D, F, J	200 %
Business	I	150 %
Economy	M, Y	150 %
Economy	A, B, H, K, L, Q, T, V, X	100 %
Economy	G, N, O, S, U, W	50 %

A table, showing the number of miles of our SkyTeam partners and other partner airlines, can be found in your personal profile at [www.ok-plus.com](http://www.ok-plus.com)

## HOW MILES ARE EARNED

Example: You are a new member of OK Plus and have decided to purchase a return Economy class ticket on a Czech Airlines flight from Prague to Moscow in the booking class H, which qualifies for 100 % of the SkyTeam miles flown.

There is currently a 3 000-mile Promo Bonus for each flight on this route. You end up staying at a partner hotel and using the credit card of OK Plus partner for your purchases. This Table shows how to account for these miles:

RETURN TICKET PRAGUE – MOSCOW	MILES	SKYTEAM MILES	SKYTEAM SEGMENTS
Prague – Moscow	1,043	1,043	1
Promo Bonus	3,000		
Moscow – Prague	1,043	1,043	1
Promo Bonus	3,000		
Accommodation at Partner Hotel	500		
Credit Card Payment	600		
<b>TOTAL</b>	<b>9,186</b>	<b>2,086</b>	<b>2</b>

We will now show the same example with the only difference being that this time it is assumed you are the holder of an OK Plus Gold Card

and have purchased Business class ticket in the booking class C, which allows you to earn 200% of the SkyTeam miles flown.

RETURN TICKET PRAGUE – MOSCOW	MILES	SKYTEAM MILES	SKYTEAM SEGMENTS
Prague – Moscow	2,086	2,086	1
Elite Plus Bonus – 50 %	522		
Promo Bonus	3,000		
Moscow – Prague	2,086	2,086	1
Elite Plus Bonus – 50 %	522		
Promo Bonus	3,000		
Accommodation at Partner Hotel	500		
Credit Card Payment	600		
<b>TOTAL</b>	<b>12,316</b>	<b>4,172</b>	<b>2</b>

## OK PLUS MEMBERSHIP CARDS

### OK PLUS MEMBER CARD

Your OK Plus Member card allows you to earn miles and to redeem them in the form of rewards. You can also take advantage of any special offers which are offered by our partners. If you fly often, you will be able to obtain an OK Plus Silver, Gold or Platinum Card, which will give you access to many additional benefits and make your travel experience even more pleasant.



## OK PLUS MEMBERSHIP CARDS

### OK PLUS SILVER CARD

25 000 SkyTeam Miles or  
15 SkyTeam Segments in a calendar year

#### OK Plus Silver Card benefits:

##### On flights operated by Czech Airlines (OK-coded):

- The option to upgrade to Business Class\*.
- Up to 10 kg of additional baggage.
- Free access to the Crystal Lounge at Prague Airport, If you hold a ticket in booking class Y or M.
- Free access to airport lounges in Brno and Ostrava. (till 31. 12. 2010)

##### On Czech Airlines and SkyTeam alliance flights:

- Elite Bonus mileage (25 %).
- Priority reservation waitlist.
- Priority check-in
- Priority airport stand-by.
- Priority boarding.
- Preferred seating.
- Fast Track at Prague Airport.



### OK PLUS GOLD CARD

50 000 SkyTeam Miles or  
30 SkyTeam Segments in a calendar year

#### OK Plus Gold Card benefits:

##### On flights operated by Czech Airlines (OK-coded):

- The option to upgrade to Business Class\*.
- Up to 20 kg of additional baggage.

##### On Czech Airlines and SkyTeam alliance flights:

- Elite Plus Bonus mileage (50 %).
- Priority reservation waitlist.
- Guaranteed booking on a sold-out flight.
- Priority check-in
- Access to SkyTeam lounges (with one guest).
- Priority airport stand-by.
- Priority boarding.
- Preferred seating.
- Priority baggage unloading upon arrival.
- Fast Track at Prague Airport.



\* For an upgrade into Business Class for a Silver Card holder, 2,000 miles will be deducted from his account for each flight segment of the trip, when the destination is from 2,000 to 3,999 miles distant, and 4,000 miles will be deducted for each flight segment when the destination is 4,000 or more miles distant. For more detailed terms and conditions concerning upgrades, visit your profile at [www.ok-plus.com](http://www.ok-plus.com). The availability of these benefits is limited on certain flights.

## OK PLUS MEMBERSHIP CARDS

### OK PLUS PLATINUM CARD

100 000 SkyTeam miles or  
70 SkyTeam segments in a calendar year

#### OK Plus Platinum Card benefits:

##### On flights operated by Czech Airlines (OK-coded):

- Confirmed upgrade to Business Class with one accompanying passenger\*
- The option to stand-by upgrade to Business Class\*.
- Up to 30 kg of additional baggage and 10 kg for one accompanying passenger
- Free access to Czech Airlines airport lounges in the Czech Republic with two guests
- Free access to the Crystal Lounge at Prague Airport before departure and after arrival

##### On Czech Airlines and SkyTeam alliance flights:

- Elite Plus Bonus mileage (100 %).
- Priority reservation waitlist.
- Guaranteed booking on a sold-out flight.
- Priority check-in
- Access to SkyTeam lounges (with one guest).
- Priority airport stand-by.
- Priority boarding.
- Preferred seating.
- Priority baggage unloading upon arrival.
- Fast Track at Prague Airport.

##### Other advantages of the OK Plus Platinum Card:

- A special telephone line of the OK Plus Service Centre
- A Complimentary Gold Card for one partner
- The certainty of a Gold Card for next year
- Free lounge access for friends



\* For more detailed terms and conditions concerning upgrades, visit your profile at [www.ok-plus.com](http://www.ok-plus.com). The availability of these benefits is limited on certain flights.

Provided benefits	Silver	Gold	Platinum
<b>Benefits provided on Czech Airlines flights</b>			
Confirmed upgrade to Business class with one accompanying passenger	x	x	✓
Possibility of stand-by upgrade to a Business class	✓	✓	✓
Special excess baggage	10 kg	20 kg	30 kg
Access to Czech Airlines Crystal Lounges at Prague airport (ticket in the booking class Y, or M)	✓	✓	✓
Priority handling at Passport and Security checks at Prague airport	✓	✓	✓
<b>Benefits provided on Czech Airlines and SkyTeam Alliance flights</b>			
Elite bonus	25%	50%	100%
Reservations waitlist priority	✓	✓	✓
Priority check-in	✓	✓	✓
Priority airport stand-by	✓	✓	✓
Priority boarding	✓	✓	✓
Preferred seating	✓	✓	✓
Guaranteed reservation on sold out flights	x	✓	✓
SkyTeam lounge access with one guest	x	✓	✓
Priority baggage unloading	x	✓	✓
<b>Other benefits</b>			
Special telephone line	x	x	✓
Partner OK Plus Gold Card	x	x	✓
Certainty of an OK Plus Gold Card	x	x	✓
Free Crystal Lounge Entry for Friends	x	x	✓

### 1. On regular flights of Czech Airlines and its SkyTeam alliance partners:

This is the fastest and best way to earn miles. When you accumulate a certain number of SkyTeam miles, you will qualify for an OK Plus Silver, Gold or Platinum Card.



An overview of miles that can be earned on flights with Czech Airlines and its SkyTeam alliance partners can be found in your profile at [www.ok-plus.com](http://www.ok-plus.com)

### 2. On regular flights of other partner carriers:

For flights with our partner carriers, you will earn miles that correspond to the respective booking class.



### 3. Purchasing services from our non-airline partners:

**Car Rentals** – We have partnered with the world's leading car rental agencies; ones which have offices at almost every airport in the world. When renting a car, provide your OK Plus Membership Card, enter the reservation code of the respective rental car agency (as shown on the back of your card) and earn additional miles. You will also gain other benefits such as discounted rates and other services.



**Credit Cards** – You can also earn miles for your OK Plus account by making payments with a payment cards issued by our partners. You will also earn miles upon the issuance of a new partner card.



For actual list of our partners and additional information on how you can earn miles, visit your personal profile at [www.ok-plus.com](http://www.ok-plus.com)

# WHERE TO EARN MILES

**Hotels** – Our partnership with over 1,000 hotels and hotel chains worldwide presents another convenient way in which to earn additional miles. All you have to do is provide your OK Plus Membership Card when checking-in to your favourite hotel and the miles earned during your stay will be automatically credited to your OK Plus account.

## HOTELS WORLDWIDE



## HOTELS IN THE CZECH AND SLOVAK REPUBLICS



**Partner programmes** – Transfer points from our partner loyalty programmes.



**Other partners** – Earn extra miles for your OK Plus account, with a purchase of goods and services from our partners.



For actual list of our partners and additional information on how you can earn miles, visit your personal profile at: [www.ok-plus.com](http://www.ok-plus.com)

### 4. Promo bonuses:

You will be able to earn even more miles as part of special promotions offered by Czech Airlines and by its OK Plus partners. These promotions are usually time-limited events. Detailed terms and conditions for each such special promotion can be found in the current issue of OK Plus News or on our website at the time of the campaign.

### 5. Member gets member:

You will earn 1,000 miles for your OK Plus account each time a friend signs up for membership in the programme. In order for you to earn miles, the referred person has to sign-up for membership at [www.ok-plus.com](http://www.ok-plus.com) and enter your membership number during the sign-up process. These miles will be credited to your account immediately after the new member's first use of the account.

### 6. Mileage Purchase:

If you have not been able to earn the number of miles required for a desired reward, we have an easy solution. You can now purchase the needed mileage on-line and subsequently exchange it for a reward – such as a bonus ticket.

### 7. Mileage Transfer:

Make it easy for your family and friends to get rewards. You can simply transfer your miles to their account on-line for the minimum fee.

For additional information on how you can earn miles, visit your personal profile at [www.ok-plus.com](http://www.ok-plus.com)

# HOW TO REDEEM YOUR MILES

## OK PLUS BONUS TICKETS

A bonus ticket is often considered the most attractive type of reward available for your miles. Bonus tickets can be redeemed not just for flights on Czech Airlines and its SkyTeam alliance partners but also for flights with other partner carriers. In other words, your miles can be used for travel to almost any country in the world. All types of tickets can either be issued for Economy Class or Business Class. We offer the following three types of bonus tickets:

### 1. Return Tickets

These tickets can be issued for flights with Czech Airlines, its SkyTeam alliance partners and all other OK Plus partner carriers. Different carriers can also be combined on a single ticket.

### 2. One-Way Tickets

If you don't require a return ticket, you can exchange your miles for a one-way bonus ticket which can be issued for OK-coded flights operated by Czech Airlines.

### 3. Round the World Award

This applies to all flights operated by members of the SkyTeam alliance.

*Specific mileage requirements for bonus tickets can be found in an appendix to these guidelines.*

*More information about all kinds of the bonus tickets and its issuing can be found in your personal profile at [www.ok-plus.com](http://www.ok-plus.com).*

*A bonus ticket can also be an attractive gift. You can choose the person in whose name you would like to have the bonus ticket issued.*



## BUSINESS CLASS UPGRADE

If you purchase an Economy Class ticket and are a member of the OK Plus Programme, you can easily use your miles to get an upgrade to Business Class and enjoy the extra comfort and services offered to our Business Class travellers. These upgrades are available on flights operated by Czech Airlines and SkyTeam partners (except Air Europa, Alitalia, Kenya Airways, Tarom and Vietnam Airlines). The upgrade can be

requested at any Czech Airlines ticketing office three or more days prior to departure. The miles you earn for the flight will correspond to the original ticket that you have paid for.

*If you are the holder of an OK Plus Silver, Gold or Platinum Card, you can also request an upgrade on OK-coded flight operated by Czech Airlines at the airport on the date of departure. The providing of such an upgrade is subject to availability.*



*The terms and conditions and the number of miles required for a Business Class upgrade can be found in your personal profile at [www.ok-plus.com](http://www.ok-plus.com)*

# HOW TO REDEEM YOUR MILES

## EXCESS BAGGAGE

If you know prior to your trip that your baggage will not be within the maximum allowable baggage weight limit, you can use your OK Plus miles and exchange them for an extra 10 kg of allowed baggage. This option is available on OK-coded flights operated by Czech Airlines. The voucher for the extra baggage allowance can be obtained at the OK Plus Service Centre or at any Czech Airlines office.

*If you are the holder of an OK Plus Silver, Gold or Platinum Card, you automatically have an additional baggage allowance of 10 kg, 20 kg or 30 kg respectively as one of the benefits offered with your card on flights operated by Czech Airlines.*

## ACCESS TO THE CZECH AIRLINES CRYSTAL LOUNGE

Prior to departure, or when transferring to a connecting flight, you can turn your wait into a more enjoyable experience by visiting one of the Czech Airlines airport lounges in Prague. All you need to do is to have a voucher issued for the miles you have collected. The access vouchers can be easily ordered on-line.

*Holders of an OK Plus Gold or Platinum Card have free access to the lounge with one guest.*

*More information on the available rewards and the numbers of miles required to receive one of these rewards can be found in your personal profile at [www.ok-plus.com](http://www.ok-plus.com).*



## TIME ON A FLIGHT SIMULATOR

You also have the opportunity of using miles to book a lesson with a professional instructor on a Czech Airlines Airbus 320, Boeing 737 or ATR flight simulator. After the end of the two-hour lesson, you will receive a personalized certificate commemorating the completion of your simulated flight. You can also invite two guests to join you in the cockpit during the simulated flight. A reservation form for this reward can be found on our website.

## BALLOON FLIGHT

Another option for using OK Plus miles is to book a flight in the Czech Airlines hot-air balloon. The flight lasts approximately one hour and you will be accompanied by the balloon's pilot. You can invite a guest to share this one-of-a-kind experience with you as well. After the completion of the flight you will receive a commemorative certificate. A reservation form for this reward can be found on our website.

## HOLIDAYS FOR MILES

Any of the packages in HOLIDAYS Czech Airlines offer can also be paid for in combination with your OK Plus Miles.

## OK PLUS GIFTS

Please yourself or your loved ones. Choose from the selection of our gifts.



*More information on the available rewards and the numbers of miles required to receive one of these rewards can be found in your personal profile at [www.ok-plus.com](http://www.ok-plus.com)*

### CAR RENTALS

Your trips can be even more convenient through OK Plus partnerships with the Avis, Hertz and Sixt car rental agencies, all of which will allow you to rent a car using your miles. Rental includes basic theft and accident insurance. The OK Plus Service Centre will handle your vehicle reservations.

### PARKING AT PRAGUE AIRPORT

You can get free parking at Prague – Ruzyně Airport, in exchange for your miles, at the VINCI Park parking facility. Parking cards for 3, 7, 14, or 30 days, and a one-year parking card, are available.

### HOTELS FOR MILES

Convert your miles into a stay in one of the Hilton Family hotels. Just select a hotel that suits your needs and you can be certain of receiving a warm welcome. You can book your stay on-line up to 12 months in advance, without blackout dates. Even if there is only one room available, you can get it for miles.

### USING A REWARD AS A GIFT

All the rewards offered under the OK Plus Programme can be used not just by the account's owner, but also by a person selected by the owner of the account. In that case, the reward must be issued directly by the account holder.



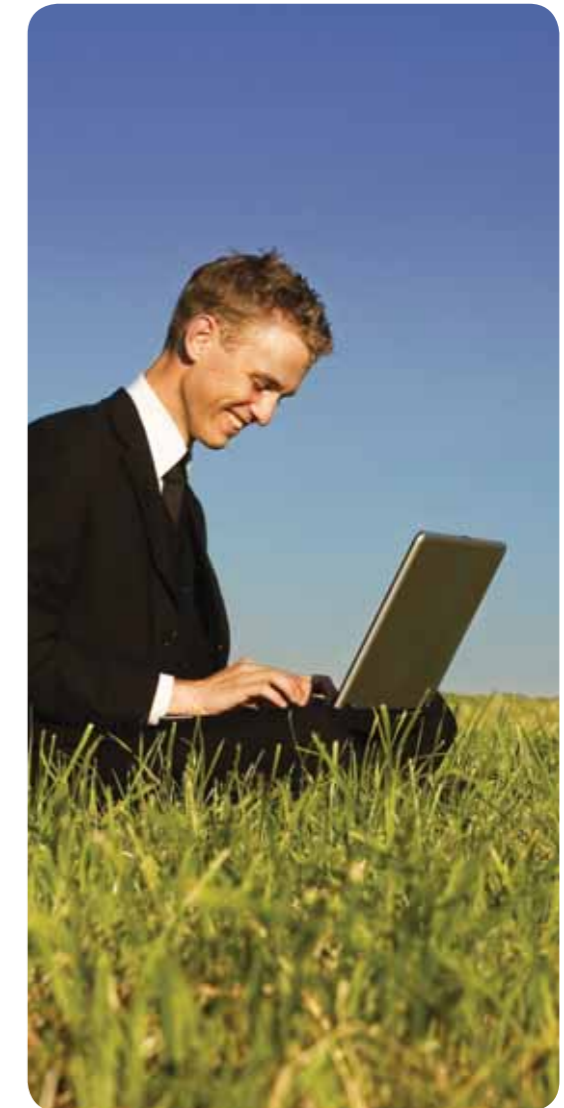
*For more information about the rewards offered, including the number of miles required, see your profile at [www.ok-plus.com](http://www.ok-plus.com).*

### REGULAR STATEMENTS

A simply structured statement for your OK Plus account will be sent to you each month electronically to a provided email address.

### ACCOUNT INFORMATION

How many miles do you still need to collect to receive a bonus ticket? How many miles until you can qualify for an OK Plus Silver, Gold or Platinum Card? The answers to these and other questions are just a click away! All you have to do is sign into your account at [www.ok-plus.com](http://www.ok-plus.com) by entering your membership number and PIN. You will then have online access to your account details, which includes a detailed statement showing how many miles you've earned and redeemed.



Detailed information on the OK Plus Programme can be found at [www.ok-plus.com](http://www.ok-plus.com)

### Featured information:

- Your account balance.
- Options for redeeming miles.
- Latest programme news (new partners, new options for earning miles, etc.).
- Special promotions (discounted bonus tickets, bonus miles for flights to select destinations, etc.).
- Mileage calculator (miles to be earned for a planned flight).
- Information about bonus tickets.
- Claiming missing miles.
- Programme rules.

### OK Plus News – Member Newsletter

On a quarterly basis (each spring, summer, fall and winter) we will send you the latest issue of OK Plus News to the e-mail address you provide us. The newsletter features the latest news and special offers from Czech Airlines and the latest information and Promo Bonuses for the OK Plus Programme and its partners. The newsletter is also available on the [www.ok-plus.com](http://www.ok-plus.com) website.



### OK PLUS CORPORATE

OK Plus Corporate is a loyalty programme intended for use by small- and medium-sized companies that would like to reduce their costs for international travel. By collecting points for flights operated by Czech Airlines (i.e., OK-coded) and then redeeming them for bonus tickets, you can reduce the overall travel expenses for your company.

#### Advantages of the OK Plus Corporate Programme

##### • Saving on Corporate Costs

Save on the cost of your employees' travel: use bonus tickets!

##### • Free Membership

Any company that complies with the general rules of the programme can register for the OK Plus Corporate Programme.

##### • Rewards for Employees and Business Partners

Motivate your employees. Reward your business partners. Give them a bonus ticket!

##### • OK Plus Corporate and OK Plus – A Unique Combination

Two rewards for one flight! A company collects points in its OK Plus Corporate account and the employee in his OK Plus account.

##### • Online Account and Ticket Booking

All administration of your corporate account, including bonus ticket booking, takes place via the Internet.

#### OK Plus Corporate contact information:

Tel.: +420 239 007 600

Email: [okpluscorporate@csa.cz](mailto:okpluscorporate@csa.cz)

Web: [www.okpluscorporate.com](http://www.okpluscorporate.com)



### JETSTERS CLUB

The Jetsters Club is a loyalty programme for passengers aged 2-15 and its purpose is to entertain young travellers on board our flights by offering various games and educational materials about travel and aviation. The programme is designed in an attractive and playful manner to appeal to children.

After registering for membership in the club, a child receives a Jetsters passport with a badge and becomes a new member with the rank of Cadet. On board each Czech Airlines flight, the child receives a copy of the Jetsters magazine, which can be used to collect points that come in the form of stickers to be affixed in the Jetsters passport. The greater the number of points collected by the member, the higher his or her rank in the programme. Each rank is associated with a new piece of Jetsters gear, which is gradually collected by the club's members. Three animated characters, Tina, Max and Cosmo the dog, are the mascots of the programme. These three Jetsters characters invite the programme's members along on their adventures as they travel the world, solve mysteries and discover new places.

Signing up for membership is done by completing a form, which can be found at our ticket counters, on-board Czech Airlines aircraft, at our sales offices and at the club's website [www.jetstersclub.com](http://www.jetstersclub.com). A child who is

a member of the club can also be a member of the OK Plus Frequent Flyer Programme and collect miles.



### 1. INTRODUCTION

OK Plus is a frequent flyer programme (hereinafter referred to as "OK Plus"), operated by České aerolinie a.s., with its registered seat in Prague 6, Ruzyně Airport, Post Code 160 08, Czech Republic, inscribed in the Commercial Registry maintained by the Municipal Court in Prague, Section B, entry 1662, ID No. 45795908, hereinafter referred to as "Czech Airlines"), the purposes of which are to further increase the quality of services provided by Czech Airlines and to enable the provision of special advantages to those passengers who use the air carriage services of Czech Airlines regularly. Passengers who complete the OK Plus Programme Application (hereinafter referred to as the "Application"), conclude an agreement with Czech Airlines, with its registered seat in Prague 6, Prague Airport, post code 160 08, Czech Republic, inscribed in the Commercial Registry maintained by the Municipal Court in Prague, Section B, entry 1662, ID No. 45795908, which shall be governed by these OK Plus Programme General Rules (hereinafter referred to as the "Rules").

### 2. MEMBERSHIP

2.1 OK Plus membership is free.  
 2.2 OK Plus membership is open to any individual older than 2 years, with a permanent residence in a country whose legislation does not explicitly prohibit membership in such programmes, and provided that the person fulfils all of the membership requirements.  
 2.3 Membership shall not be permitted to legal entities, associations of natural persons or legal entities, associations, or other groups.  
 2.4 Anyone who wishes to become an OK Plus member and make use of the benefits of the programme must complete and sign a valid Application. By signing, the person shall confirm that he is acquainted with the Rules and agrees to abide by them. An Application, available via the Internet on the Czech Airlines website, completed and submitted in electronic form, or enrolment made over the telephone, through the Czech Airlines Call Centre, shall be considered to constitute a valid Application.  
 2.5 Membership takes effect as at the date specified in a valid Application, on the date an Application is completed on the Czech Airlines website, or on the date of enrolling through the Czech Airlines Call Centre.  
 2.6 In the event that multiple Applications are received from one person, only one Application may be accepted.  
 2.7 Czech Airlines reserves the right to expel a member from the programme, should:

- a. These Rules be breached;
  - b. The member express his disagreement with the Rules, or changes or amendments thereto;
  - c. The "Detailed Terms and Conditions for the Carriage of Passengers, Baggage, and Goods in Air Transport" published by Czech Airlines be breached;
  - d. The conditions of a contractual partner of the OK Plus programme be breached.
- 2.8 An OK Plus member may deliver, at any time during his membership, a written or electronic termination request to the OK Plus Service Centre (Czech Airlines – OK Plus, V Celnici 5, 110 00 Prague 1, Czech Republic). The request must state the membership number, first name, surname, date of birth, date of membership termination, and, in the event of a written request, signature. An electronic termination request must be submitted from the e-mail address that the OK Plus member stated as his contact address; otherwise, the request cannot be accepted as a valid request for the termination of membership.  
 2.9 As at the membership termination or member expulsion date, any and all claims and rights arising from OK Plus, that a member may have with respect to Czech Airlines, shall cease to exist.  
 2.10 Aeroflot, Aeromexico, Air Europa, Air France – KLM, Alitalia, China Southern, Continental Airlines, Copa Airlines, Delta Air Lines, Kenya Airways, Korean Air and Northwest Airlines are Czech Airlines' partners in the global SkyTeam Alliance of airlines (hereinafter referred to as "Alliance Partners"). The number of Alliance Partners may change during OK Plus membership. A current list of alliance members shall be available at [www.skyteam.com](http://www.skyteam.com).

### 3. EARNING MILES

3.1 Miles are the standard unit used on OK Plus member accounts, and represent the level of loyalty of a member.  
 3.2 The use of the services of Czech Airlines or OK Plus contractual partners is awarded with the related number of miles.  
 3.3 The validity of miles shall not be limited during the term of a person's OK Plus membership, provided that at least one active transaction (the earning of miles) is recorded in the member's account over the course of 24 months. Should this condition not be met, all of the miles in the account shall expire automatically and cease to be eligible for use.  
 3.4 A personal mile account is maintained for each member at the OK Plus Service Centre, to which the related miles are credited for the use of the services of Czech Airlines, our alliance partners, or OK Plus contractual partners.

# OK PLUS PROGRAMME GENERAL RULES

3.5 Miles can be obtained:

- a. For flights flown on the scheduled flights of Czech Airlines and its Alliance Partners, as well as on the scheduled flights of other airlines, provided that they are partners of the OK Plus programme;
- b. For using the services of the non-airline OK Plus contractual partners;
- c. By transferring a limited number of miles from another loyalty programme of a non-airline OK Plus partner;
- d. By purchasing miles from Czech Airlines.
- e. By a transfer of a limited number of miles from an account of another OK Plus member.
- f. For recommending a new active OK Plus member.

3.6 For each flight, members are credited with the number of miles corresponding to the distance between the airport of departure and arrival. A minimum of 500 miles are credited for each domestic flight, and 750 miles for each international flight; in certain booking categories, the number of miles may be increased or reduced depending on the tariff purchased. The distances in miles between individual airports, and the number of miles obtained for a flight in each booking class, are available upon request from the OK Plus Service Centre. Czech Airlines may, for a limited period of time, make certain flights more advantageous by crediting an additional number of miles, a so-called Promo Bonus. A fixed number of miles, depending on the type of service used, is credited for the use of the services of non-airline contractual partners.

3.7 All OK Plus members are informed about the number of miles credited to them, and about their balance, through an Account Statement. In the event that the programme member should choose electronic correspondence, an Account Statement is sent to his e-mail address every month free of charge. In the event that written correspondence had been previously chosen, an Account Statement shall be sent to the specified mailing address each calendar quarter. 2,000 miles shall be debited from the member's account for every statement sent to him in written form.

3.8 The airport of departure and arrival, booking class, carrier, and date of flight are based on the information specified on a valid ticket.

3.9 Miles for flights flown and services used may only be credited if they were made (used) during OK Plus membership. New OK Plus members can be credited for Czech Airlines flights flown within the 3 months preceding the date on which they enrolled in the programme.

3.10 Miles for each flight/service can only be credited in one indivisible amount. If a flight/service is eligible for points in several marketing programmes, one flight/service may only be calculated into one programme, unless otherwise provided. Miles from another frequent flyer programme cannot be transferred to an OK Plus account.

3.11 One flight/service can be credited to only one account – the account of the member who actually flew on the flight, or actually used the service of an OK Plus contractual partner.

3.12 No miles are credited for flying on charter flights.

3.13 No miles or segments shall be granted for bonus tickets, for AD and ID tickets, and for tickets that have the symbol NO FFP, NO MILEAGE ACCRUAL, or NO CREDIT in the endorsement box. Czech Airlines reserves the right to fully or partially exclude certain discounted tariffs from mile or segments eligibility. For more details, contact the OK Plus Service Centre.

3.14 Czech Airlines reserves the right to debit at any time miles from an OK Plus member's account for a flight/service which the passenger did not fly/use, which is not eligible for miles, which is eligible for a different number of miles than that credited, or for which miles have been credited by it into another programme.

3.15 A request for uncredited miles for flights must be documented with a ticket or a legible copy thereof (if an electronic ticket was used, an E-ticket itinerary), with the original boarding pass. A request for uncredited miles for using the services of non-airline OK Plus partners must be documented by the relevant document (hotel bill, car hire contract, etc.). All requests must be delivered to the Czech Airlines OK Plus Service Centre at České aerolinie, a.s. - OK Plus, V Celnici 5, 110 00 Prague 1, Czech Republic, within 12 months of the date of the flight or the use of the service, unless otherwise stipulated in the partner's terms and conditions.

3.16 All of the documents submitted for the processing of a request automatically become the property of Czech Airlines, and shall not be returned even upon request.

## 4. OK PLUS MEMBERSHIP CARDS

4.1 An OK Plus Membership Card, with a Member status, shall be sent to each new OK Plus programme member's mailing address, once the first transaction has been registered in the member's account (i.e., flight flown, or use of a partner's service). Until a membership card is sent, the so-called Temporary Card, which constitutes a part of the Application, serves as membership identification.

4.2 Each OK Plus member who earns the relevant number of SkyTeam Miles (miles earned on the flights of Czech Airlines and its SkyTeam Alliance Partners) or SkyTeam Segments during a calendar year, on flights with Czech Airlines or its Alliance Partners, shall automatically obtain an OK Plus Silver, Gold, or Platinum Card, which shall be valid for one year. Tickets purchased in selected booking classes may be partially or fully excluded from eligibility for being credited on an OK Plus Silver, Gold, or Platinum Card.

4.3 Cards are sent automatically to the OK Plus member's mailing address.

4.4 All OK Plus Membership Cards are non-transferable and are issued in the name of the account holder eligible for the given card.

4.5 All of the benefits to which OK Plus Silver, Gold, and Platinum Card holders are entitled shall be governed by the operating conditions of the operating airline or the contractual partner providing benefits, in cooperation with OK Plus.

4.6 With every booking and check-in, a passenger must present his valid OK Plus Silver, Gold, or Platinum Card, in the event that he is planning to take advantage of the benefits offered to the holders of those cards.

4.7 Benefits are only provided to the holders of OK Plus Membership Cards upon the presentation of the relevant valid card.

4.8 An upgrade to Business Class shall be granted to the holders of OK Plus Silver, Gold, or Platinum Cards, on flights operated by Czech Airlines, only when the passenger is travelling with a ticket purchased for an OK flight in booking classes eligible for the provision of that benefit (Economy Premium and Economy), and he has requested the upgrade while checking in on the departure date. A later upgrade into Business Class, requested while the passenger is on board, shall not be permitted. For an upgrade into Business Class for a Silver Card holder, 2,000 miles will be deducted from his account for each flight segment of the trip, when the destination is from 2,000 to 3,999 miles distant, and 4,000 miles will be deducted for each flight segment when the destination is 4,000 or more miles distant. This benefit shall not be provided on bonus ticket flights, on certain types of preferential-price tickets (see Article 3.13), and for flights purchased in certain booking classes. Czech Airlines reserves the right to cancel or restrict, due to operational reasons on a particular flight, upgrades to Business Class for OK Plus Silver, Gold, and Platinum Card holders.

4.9 A confirmed upgrade of an OK Plus Platinum Card Holder, and one accompanying passenger, to Business Class (known as a confirmed upgrade) shall only be permitted on a flight operated by Czech Airlines, provided that both passengers are travelling on an electronic ticket purchased for an OK flight, in a booking class eligible for the provision of that benefit (Economy Premium), and if the Platinum Card holder has requested the upgrade on a special telephone line of the OK Plus Service Centre (+420-239-007-239) no earlier than 24 hours and no later than 2 hours prior to the flight. Czech Airlines reserves the right to cancel or restrict, for operational reasons on a particular flight, upgrades to Business Class for OK Plus Platinum Card holders and accompanying passengers.

## 5. REDEEMING MILES

5.1 OK Plus benefits include bonus tickets for flights operated by Czech Airlines, alliance partners, and other partner airlines, upgrades to Business Class for miles on OK flights operated by Czech Airlines, and other benefits. Benefits may be in the form of services provided by Czech Airlines or non-airline OK Plus partners.

5.2 Rewards can be obtained for miles in an OK Plus account. The number of miles required to obtain a certain benefit is set out in the mileage tables available at [www.ok-plus.com](http://www.ok-plus.com). Czech Airlines reserves the right to change the number of miles required to obtain individual benefits, from time to time.

5.3 Rewards may be used by the account holder or a person appointed by the account holder.

5.4 All reward tickets and other rewards being given away as gifts must be initiated by the account holder, on the basis of the verification of a valid PIN or the account holder's identity, on the basis of a personal identification document or passport, at a Czech Airlines office.

5.5 A bonus ticket is valid for 12 months from the date of issue. Czech Airlines reserves the right to restrict the number of passengers with bonus tickets on certain flights. No bonus tickets are issued for certain flights. For further details, contact your Czech Airlines sales office.

5.6 An Economy Class reward ticket with Czech Airlines can be upgraded to Business Class subject to a fee. For further details, contact your Czech Airlines sales office or ask at the check-in counter, before your flight.

5.7 In one trip on a return reward ticket, one open-jaw shall be permitted, i.e., the airport of arrival at the final destination on the outbound trip need not be the same

# OK PLUS PROGRAMME GENERAL RULES

as the airport of departure on the inbound trip, so long as both are within one zone. One stopover shall be permitted with a reward ticket. With flights with one-way reward tickets, no stopovers or open-jaws shall be permitted. Reward tickets for an Around the World Trip shall be governed by special rules, which can be obtained from the OK Plus Service Centre. Detailed and current conditions on the issue and acquisition of reward tickets shall be provided by the OK Plus Service Centre or can be found on the OK Plus website, in the Redeeming Miles/Reward Tickets section.

5.8 Benefits (especially bonus tickets) are fully subject to all applicable departure taxes and other fees and taxes.

5.9 Any taxes on the benefits obtained shall be paid by the person receiving them.

5.10 Making an additional change in the date/flight number on an already issued reward ticket is permissible. Prior to the departure date, a change in the routing may be requested, but only within the same zone. A subsequent change of the name on an already issued reward ticket is not permissible, just as it is not permissible to extend its validity. Any issued and unflown reward tickets can be returned as long as they are valid, and the miles can be credited back to the account of the member from whom they were debited. Should a reward ticket or another OK Plus reward be returned, 5,000 miles shall be debited from the member's account. For more details, contact the OK Plus Service Centre.

5.11 The provision of the rewards and benefits of all OK Plus contractual partners shall be exclusively subject to the relevant partner's conditions.

5.12 Should any doubt arise as to travel on a bonus ticket, a passenger may be asked for proof of his identity.

5.13 The use of a benefit by a person who is not entitled to it, according to the OK Plus Rules, shall cause the benefit to be withdrawn. Should an unauthorised person have already commenced a trip with a bonus ticket, all commenced as well as subsequent transport shall be provided at the expense of that person.

## 6. OTHER

6.1 Czech Airlines reserves the right to change or amend these Rules from time to time, without notice. Any and all changes and amendments shall be posted at [www.ok-plus.com](http://www.ok-plus.com) at least 7 days prior to the effective date specified therein. Should a member not agree to the changes or amendments, he may terminate his member-

ship in the Programme in line with Article 2.8 of these Rules.

6.2 Members shall be informed of changes in the programme's rules through OK Plus News, sent out by Czech Airlines quarterly.

6.3 By submitting an application to the OK Plus programme, a member undertakes to comply with these Rules, including any amendments subsequently published (on the [www.ok-plus.com](http://www.ok-plus.com) website) and/or announced.

6.4 Any person who breaches the OK Plus Programme Rules shall be liable for any damage incurred thereby by Czech Airlines.

6.5 Each breach of the OK Plus Programme Rules may cause the cancellation of the rights arising from the miles earned, refusal to grant a benefit, or the withdrawal of a benefit – including an already issued bonus ticket or an upgrade.

6.6 By submitting an application for the OK Plus Programme, the passenger agrees that his personal information provided in the application may be, throughout his membership in the Programme, used by Czech Airlines for the purpose of providing new information and for offering and making use of the benefits in the Programme, and, furthermore, he agrees that this information, comprised of his first name, surname, address, telephone number, and e-mail address may be made available to the Programme contractual partners (a list of which is provided at [www.okplus.cz](http://www.okplus.cz)) in order to offer their business and services, or for the Programme members to make use of the benefits offered by them.

6.7 These Rules shall come into force and effect on

1 April 2009 and shall supersede all previous versions.

# APPENDIX: MILES ON CZECH AIRLINES ROUTES

From Prague to	miles*	From Prague to	miles*	From Prague to	miles*
Almaty	2 920	Heraklion	1 158	Rochester (via New York)	4 576
Amsterdam	750	Irkutsk (via Moscow)	3 656	Rome	750
Astana	2 444	Istanbul	953	Rostov on Don	1 176
Athens	967	Karlovy Vary	500	Samara	1 535
Atlanta	4 829	Kemerovo (via Moscow)	2 903	Seoul	5 122
Barcelona	844	Kiev	750	Skopje	750
Barnaul (via Moscow)	2 858	Kosice	750	Sofia	750
Beirut	1 555	Krakow	750	Split	750
Belgrade	750	Kuwait	2 272	St. Petersburg	920
Berlin	750	Larnaca	1 434	Stockholm	750
Bilbao (via Paris)	1 500	Lisbon (via Paris)	1 667	Strasbourg	750
Bologna	750	Ljubljana	750	Stuttgart	750
Bordeaux (via Paris)	1 250	London	750	Tallinn	771
Boston (via New York)	4 576	Lyon	750	Tashkent	2 657
Bratislava	750	Madrid	1 088	Tbilisi	1 567
Brno	500	Malta	984	Tel Aviv	1 633
Brussels	750	Manchester	750	Thessaloniki	785
Bucharest	750	Marseille	750	Toronto	4 151
Budapest	750	Mexiko (via Paris)	6 485	Toulouse (via Paris)	1 250
Buffalo (via New York)	4 576	Milan	750	Venice	750
Cairo	1 642	Miami (via New York)	5 166	Vilnius	750
Chicago (via New York)	4 801	Minsk	750	Warsaw	750
Cologne	750	Moscow	1 043	Washington, D.C. (via New York)	4 576
Columbus (via New York)	4 576	Mulhouse (via Paris)	1 250	Yerevan	1 610
Copenhagen	750	Munich	750	Zagreb	750
Damascus	1 614	New York	4 076	Zurich	750
Detroit (via New York)	4 576	Nice (via Paris)	1 250	Zilina	750
Dublin	905	Novosibirsk	2 782	<b>From Lyon to</b>	<b>miles*</b>
Dubrovnik	750	Odessa	790	Bordeaux	500
Dusseldorf	750	Omsk (via Moscow)	2 431	Marseille	500
Ekaterinburg	1 931	Oslo	750	Nice	500
Frankfurt	750	Ostrava	500	Toulouse	500
Hamburg	750	Paris	750	<b>From Karlovy Vary to</b>	<b>miles*</b>
Hanover	750	Pittsburgh (via New York)	4 576	Moscow	1 092
Helsinki	821	Riga	750	St. Petersburg	952

\* A minimum of 500 miles are credited for each domestic flight, and 750 miles for each international flight; in certain booking categories, the number of miles may be increased or reduced depending on the tariff purchased.

Valid from 1th April 2010

# APPENDIX: OK PLUS BONUS TICKETS

MILEAGE FOR ECONOMY/ BUSINESS CLASS X 1,000	EUROPE 1	EUROPE 2	EUROPE 3 & NORTH AFRICA	NEAR EAST	MIDDLE EAST	NORTH AMERICA	CENTRAL AMERICA, CARIBBEAN, HAWAII & MEXICO	SOUTH AMERICA	AFRICA	INDIAN SUBCONTINENT	NORTH ASIA	SOUTHEAST ASIA	AUSTRALIA & PACIFIC
Europe 1: Czech Republic, Slovakia	15   25	20   30	30   45	35   50	40   60	50   80*	50   80*	90   140*	70   100	70   110	80   120	80   120	100   150
Europe 2: Austria, Belgium, Bosnia & Herzegovina, Croatia, Denmark, Finland, Germany, Hungary, Italy, Luxembourg, Netherlands, Norway, Poland, Romania, Serbia, Slovenia, Sweden, Switzerland	20   30	30   45	35   50	40   60	50   80*	50   80*	90   140*	70   100	70   110	80   120	80   120	100   150	
Europe 3 & North Africa: Albania, Algeria, Belarus, Bulgaria, Egypt, Estonia, France, Great Britain, Greece, Ireland, Latvia, Libya, Lithuania, Macedonia, Malta, Morocco, Portugal, Russia (western part), Spain, Tunisia, Turkey, Ukraine	30   45 <sup>1</sup>	40   60	40   60	50   80*	50   80*	90   140*	70   100	70   110	80   120	80   120	100   150		
Near East: Armenia, Azerbaijan, Cyprus, Georgia, Israel, Jordan, Lebanon, Syria	80   120	80   120	80   120*	80   120*	110   170*	80   120	80   120	80   120	110   170	80   120	80   120	110   170	
Middle East: Bahrain, Iran, Kazakhstan, Kuwait, Kyrgyzstan, Oman, Qatar, Saudi Arabia, United Arab Emirates, Uzbekistan	80   120	80   120*	80   120*	110   170*	80   120	80   120	80   120	80   120	110   170	80   120	80   120	110   170	
North America: Canada, USA (excluding Hawaii)	25   40 <sup>5</sup>	30   60 <sup>2,5</sup>	50   75	80   120	80   100	60   90**	70   110**	100   150**					
Central America, Caribbean, Hawaii & Mexico: Antigua and Barbuda, Aruba, Bahamas, Barbados, Belize, Bermuda, Cayman Islands, Costa Rica, Cuba, Dominican Republic, Dutch Antilles, El Salvador, Guadeloupe, Guatemala, Haiti, Honduras, Jamaica, Martinique, Nicaragua, Panama, Puerto Rico, Trinidad & Tobago, US Virgin Islands	30   60 <sup>3,5</sup>	50   75 <sup>5</sup>	100   150	80   100	60   90**	70   110**	100   150**						
South America: Argentina, Bolivia, Brazil, French Guyana, Guyana, Chile, Colombia, Ecuador, Paraguay, Peru, Surinam, Uruguay, Venezuela	80   120	80   120	120   180	90   140**	110   170**	120   180**							
Africa: Angola, Benin, Burkina Faso, Burundi, Cameroon, Central African Rep., Chad, Comoros, Congo, Democratic Republic of Congo, Djibouti, Equatorial Guinea, Ethiopia, Gabon, Ghana, Guinea, Cote d'Ivoire, Kenya, Liberia, Madagascar, Malawi, Mali, Mauritania, Mauritius, Mozambique, Niger, Nigeria, Reunion, Rwanda, Senegal, Seychelles, Sierra Leone, South Africa, Sudan, Tanzania, Togo, Uganda, Zambia, Zimbabwe	30   45 <sup>6</sup>	80   120	70   110 <sup>7</sup>	70   110 <sup>8</sup>	120   180								
Indian Subcontinent: India	N   A	50   70	50   80	90   120									
North Asia: China (excluding Hong Kong), Japan, Korea, Mongolia, Russia (eastern part)	35   50 <sup>4</sup>	45   60	60   90										
Southeast Asia: Cambodia, Hong Kong, Indonesia, Malaysia, Nepal, Philippines, Singapore, Taiwan, Thailand, Vietnam	50   70	70   110											
Australia & Pacific: Australia, Fiji, Guam, Marshall Islands, Micronesia, New Caledonia, New Zealand, Palau, Northern Marianas, Tahiti (French Polynesia)	120   180												
SkyTeam Round the World Award Travel must be in continuous east or westbound direction, with maximum of 6 stopovers (up to 3 in one continent) and must end in country of origin without extending beyond the point of origin.	140   220												

NOTES: \* flights across the Atlantic  
\*\* flights across the Pacific

- <sup>1</sup> France – domestic flights with AF 20/30; Great Britain – domestic flights with AF 20/30  
<sup>2</sup> flights between the US and Caribbean with AF 30/40  
<sup>3</sup> Mexico – domestic flights with AM 20/40, flights within French Caribbean with AF 20/30

- <sup>4</sup> Korea – domestic flights with KE 20/25  
<sup>5</sup> only direct or stopover flights with the American continent  
<sup>6</sup> only flights with KQ, otherwise 80/120  
<sup>7</sup> only flights with KQ, otherwise 100/150  
<sup>8</sup> only flights with KQ, otherwise 120/180

Excludes taxes and airport fees and is subject to seating availability.  
For actual information visit your OK Plus profile at [www.ok-plus.com](http://www.ok-plus.com)



# APPENDIX: ONE-WAY BONUS TICKETS

## MILEAGE REQUIREMENTS

MILEAGE FOR ECONOMY/ BUSINESS CLASS X 1,000	EUROPE 1	EUROPE 2	EUROPE 3 & NORTH AFRICA	NEAR EAST	MIDDLE EAST
Europe 1	10,5   17,5	14   21	21   31,5	24,5   35	28   42
Europe 2		14   21	21   31,5	24,5   35	28   42
Europe 3 & North Africa			21   31,5	28   42	28   42
Near East				56   84	56   84
Middle East					56   84

NOTES:  
Specific requirements for entering the territory of foreign countries with a one-way bonus ticket should be inquired about at the office issuing the ticket.



### Contact Information:

Czech Airlines  
OK Plus Service Centre  
V Celnici 5  
110 00 Prague 1  
Czech Republic

Tel.: 800 310 310 (toll free from the Czech Republic)  
+420 239 007 500  
Fax: +420 220 104 165  
Email: [okplus@csa.cz](mailto:okplus@csa.cz)  
Web: [www.ok-plus.com](http://www.ok-plus.com)

| [www.czechairlines.com](http://www.czechairlines.com) |



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