



SKYREWARDS
FREQUENT FLYER

SKYREWARDS PROGRAMME

GENERAL INFORMATION

SKYREWARDS is the frequent flyer programme of CemAir which rewards our loyal customers. Membership is free and Members can earn SKYREWARDS Mileage points on CemAir scheduled flights which can then be exchanged for free air tickets. We will soon be adding more partners that will enhance the programme benefits by offering redemption on other airlines, products and services.

HOW TO JOIN

All applications must be made on-line by following the 'Join SKYREWARDS' link on the home page or <https://bookings.flycemair.co.za/vars/public/fqtv/register.aspx>. The submission of an application is deemed to be an acceptance of the Terms and Conditions of the SKYREWARDS programme which can be found on the FlyCemAir website.

ELIGIBILITY

- Children under 18 years of age, staff of CemAir and associated companies, airline, airport or travel agency staff are **not** eligible for membership of the SKYREWARDS.
- Only one membership is allowed per person. Organisations, corporations and other entities cannot be enrolled as a member at this stage.
- Each member must have their own unique e-mail address and please note that a travel agency/tour operator e-mail address is not acceptable.

MEMBERSHIP CARD

New members can print their own Temporary Membership Card by following the link on the FlyCemair website home page. When a member has accumulated 10,000 Miles (using their SKYREWARDS number) we will send them a plastic membership card. Please note that the membership number is sufficient to earn miles – the actual card is not required.

PRIVACY

Information related to an individual SKYREWARDS member must not be discussed or revealed with anyone other than the member themselves or with their permission. We cannot accept requests for information or instructions from any third party.

EARNING MILES

- The number of miles that are earned depends on the distance flown and the fare type that is paid. The system automatically calculates the miles and adds them to the members account when the ticket is lifted at check-in, and not when the reservation is made.
- Free SKYREWARDS Miles reward tickets, children's fares, and some discounted fares and designated special fares, spouse fares, charters, inclusive tours, free or complimentary tickets are not eligible for SKYREWARDS Miles.
- Actual mileage distance is calculated using Statute Miles which is awarded to passengers travelling on fares in different classes. Passengers travelling at lower or higher fares will earn a percentage of the actual mileage as follows:

Premium Fares (Classes Y,P): Earn double the actual miles

Corporate Fares (Classes W,K,H): Earn 50 percent more than the actual miles

Standard Fares (Classes Q,V,M,T): Earn the actual miles

Promo Fares (Classes N,E,O,U,X): Earn 50 percent of the actual miles

FARE FAMILY – Earning miles

Route	Premium Y,P	Corporate W,K,H	Standard Q,V,M,T	Promo N,E,O,U,X
Bloemfontein - Durban	586	440	293	147
Bloemfontein - George	820	615	410	205
Bloemfontein - Johannesburg	472	354	236	118
Cape Town - Durban	1590	1193	795	398
Cape Town - Hoedspruit	2002	1502	1001	501
Cape Town – Johannesburg	1580	1185	790	395
Cape Town – Plettenberg Bay	542	407	271	N/A
Durban - Bloemfontein	586	440	293	147
Durban – Cape Town	1590	1193	795	398
Durban - Johannesburg	594	446	297	149
George - Bloemfontein	820	615	410	205
George - Johannesburg	1292	969	646	323
Hoedspruit – Cape Town	2002	1502	1001	501
Hoedspruit - Johannesburg	428	321	214	107
Johannesburg - Bloemfontein	472	354	236	118
Johannesburg – Cape Town	1580	1185	790	395
Johannesburg - Durban	594	446	297	149
Johannesburg - George	1292	969	646	323
Johannesburg - Hoedspruit	428	321	214	107
Johannesburg - Kimberley	564	423	282	141
Johannesburg - Luanda	3088	2316	1544	772
Johannesburg - Margate	698	524	349	N/A
Johannesburg – Plettenberg Bay	1244	933	622	311
Johannesburg – Port Elizabeth	1128	846	564	282
Johannesburg - Sishen	680	510	340	N/A

Kimberley - Johannesburg	564	423	282	141
Luanda - Johannesburg	3088	2316	1544	772
Margate - Johannesburg	698	524	349	N/A
Plettenberg Bay – Cape Town	542	407	271	N/A
Plettenberg Bay - Johannesburg	1244	933	622	311
Port Elizabeth - Johannesburg	1128	846	564	282
Sishen - Johannesburg	680	510	340	N/A

SPENDING MILES

SKYREWARDS Miles can be redeemed and exchanged for free tickets on CemAir scheduled flights. The passenger must pay for any additional fuel surcharges, airport taxes and service fees. Members can make their own reward bookings online or alternatively use the online request form. Travel agents are not permitted to process reward ticket requests.

The number of Mileage points required for a free one-way ticket are displayed in the table below:

FARE FAMILY – Spending miles

Route	Premium Y,P	Corporate W,K,H	Standard Q,V,M,T	Promo N,E,O,U,X
Bloemfontein - Durban	8438	6563	5626	4688
Bloemfontein - George	11808	9184	7872	6560
Bloemfontein - Johannesburg	6797	5286	4531	3776
Cape Town - Durban	17172	13356	11448	9540
Cape Town - Hoedspruit	18018	14014	12012	10010
Cape Town – Johannesburg	17064	13272	11376	9480
Cape Town – Plettenberg Bay	5854	4553	3902	3252
Durban - Bloemfontein	8438	6563	5626	4688
Durban – Cape Town	17172	13356	11448	9540
Durban - Johannesburg	7484	5821	4990	4158
George - Bloemfontein	11808	9184	7872	6560
George - Johannesburg	13954	10853	9302	7752
Hoedspruit – Cape Town	18018	14014	12012	10010
Hoedspruit - Johannesburg	6163	4794	4109	3424
Johannesburg - Bloemfontein	6797	5286	4531	3776
Johannesburg – Cape Town	17064	13272	11376	9480
Johannesburg - Durban	7484	5821	4990	4158
Johannesburg - George	13954	10853	9302	7752
Johannesburg - Hoedspruit	6163	4794	4109	3424
Johannesburg - Kimberley	8122	6317	5414	4512

Johannesburg - Luanda	22234	17293	14822	12352
Johannesburg - Margate	10051	7818	6701	5584
Johannesburg – Plettenberg Bay	13435	10450	8957	7464
Johannesburg – Port Elizabeth	10152	7896	6768	5640
Johannesburg - Sishen	8568	6664	5712	4760
Kimberley - Johannesburg	8122	6317	5414	4512
Luanda - Johannesburg	22234	17293	14822	12352
Margate - Johannesburg	10051	7818	6701	5584
Plettenberg Bay – Cape Town	5854	4553	3902	3252
Plettenberg Bay - Johannesburg	13435	10450	8957	7464
Port Elizabeth - Johannesburg	10152	7896	6768	5640
Sishen - Johannesburg	8568	6664	5712	4760

Information valid 01 June 2022 and is subject to change without notice.

HOW TO ENTER A SKYREWARDS NUMBER

The SKYREWARDS number should be entered into the booking **before** the flight departure time for the miles to be automatically credited. Do not enter the SKYREWARDS number after the flight time. It will be displayed in the PNR but the miles will not be automatically added. Valid membership numbers are 9-digits starting with '225'.

Videcom Users

- To add a membership number to a PNR use the APFAX command.
- Format: 4-[pax no] FFQTV- [traveller number. Example: **4-1FFQTV-225251705**.
- The APFAX must be passenger-related and cannot be segment-related.
- An individual Membership number can only be used once in a PNR.
- An individual passenger cannot have more than one Membership number assigned in a PNR.

The membership is validated by Videcom. An error will be returned if the number does not exist or the name and membership number does not match. The most common reason for an error is that the Family name in the reservation is not **exactly** the same as in the database e.g., VANDERMERWE on the ticket must be exactly the same as the membership application and not VAN_DER_MERWE.

GDS users

The entries for adding the SKYREWARDS number are:

Galileo: M.P1/5Z225251705 (Where P1 = first passenger in booking)

Amadeus: SRFQTV5Z-5Z225251705/P3 (Where P3 = third passenger in booking)

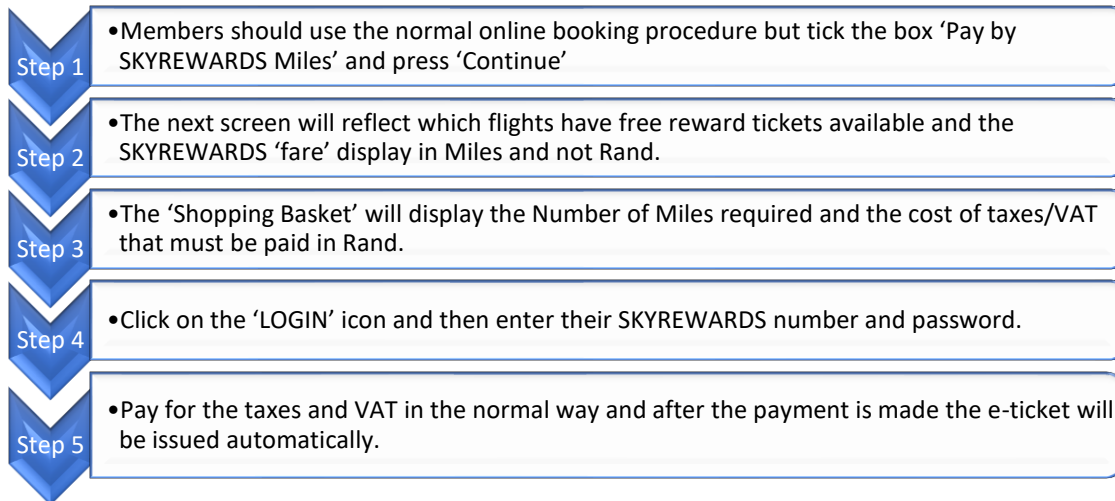
It is not always possible for our external Ground Handlers to add the passenger SKYREWARDS number into their Departure Control System at time of check-in. Please ensure that the number is inserted into the PNR before the passenger arrives at the check-in counter.

MISSING MILES

We will credit missing flights taken in the past 60 days provided that the member uses the Online Missing Flights Claim Form – see SKYREWARDS section on www.flycemair.co.za. For administrative reasons we cannot accept written, personal or e-mail requests.

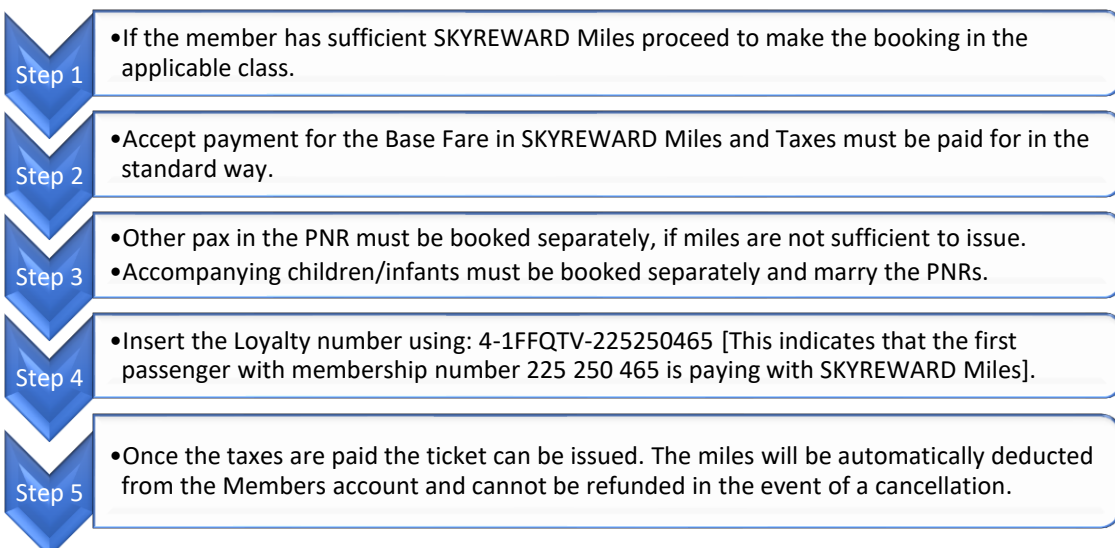
BOOKING A REWARD TICKET ON-LINE

Members can book their own reward tickets online having first checked that they have sufficient SKYREWARDS Miles to cover the cost of the flight.



BOOKING A REWARD TICKET OFF-LINE

- Off-Line Reward Tickets must be booked by the CemAir SKYREWARDS department. Travel agents and other CemAir departments must not book Reward Tickets.
- SKYREWARDS members who cannot or do not wish to make their own free ticket booking online should complete an online Reward Ticket Claim Form. This form is delivered automatically to the email address skyrewards@cemair.co.za where the booking will be made.
- A Service Fee of R280 (VAT incl.) per person, per flight will apply. Product code SKAF.
- It is not possible to have a combination of Reward and Revenue sectors/segments in the same PNR i.e., miles can not be used as part payment. The number of miles must cover the base fare.



FAQ - QUESTIONS MOST ASKED BY MEMBERS

Q: I travel with CemAir on a regular basis, but my Miles are not being added?

A: Your SKYREWARDS number was probably not included in your booking record before the flight departed.

Q: Can I give my SKYREWARDS number to someone else to earn Miles on my account?

A: No. Your membership is strictly personal.

Q: Can I get Miles if I travelled but my travel agent forgot to add my SKYREWARDS number to my booking before flight departure?

A: Yes. We will credit missing flights taken in the past 60 days provided that the member uses the Online Missing Flights Claim Form. For administrative reasons we cannot accept written, personal or e-mail requests.

Q: When do my Miles expire?

A: SKYREWARDS miles will expire after two calendar years from the year of earning, if no further flight purchases are made during the applicable two-year period. The miles will automatically be cancelled in such instances without further notice, and will have no further value.

Q: I forgot my SKYREWARDS number; what do I do?

A: Go to the SKYREWARDS section of the CemAir website, www.flycemair.co.za and use the 'Print A Temporary Membership Card' link.

Q: I forgot my password; what do I do?

A: Click on the SKYREWARDS LOG-IN icon on the Home Page and select the click 'I forgot my password' link. The system will send you an e-mail with a new password, which can be subsequently changed to a password of your choice.

Q: Why do I get an error when I try to view my mile balance on-line?

A: Your membership profile is associated with the e-mail address that you supplied when you joined SKYREWARDS. If you changed the e-mail address you will need to update your profile.

Q: How do I change my e-mail address?

A: Log in to the SKYREWARDS following the link on the top of the home page. Alternatively send an e-mail to skyrewards@cemair.co.za and we will change it for you.

Q: How do I log in to my SKYREWARDS Account?

A: Click on the SKYREWARDS LOG-IN icon on the Home page.

Q: What is on my Statement?

A: When you log-in to your SKYREWARDS account you will be directed to your Statement which lists the flights that were credited to your account, details of Reward flights that you have taken and flights booked but not yet flown.

Q: Why can I not register my card at check-in?

A: At some airports check-in is handled by a separate handling agent and/or CemAir staff may not have internet access. Please advise Members to arrive at the airport in sufficient time to visit the CemAir office and ask them to enter the SKYREWARDS number before check-in.