

# AFRICA'S MOST AWAITED LOYALTY PROGRAM IS HERE

## CUSTOMER FAQs

### What is the Asante Rewards Program?

The Asante Rewards program is an appreciation of customer loyalty by Kenya Airways and will allow customers to get greater value from their flying experience in form of redeemable points which can be earned from flights operated by Kenya Airways or any of its partners. Through the Asante Rewards Loyalty Program, customers will be able to redeem their points for benefits such as reward ticket flights, seat upgrades, extra baggage allowance, priority services, seat selections and many more rewards.

### What is a Loyalty Program?

A Loyalty Program or a Frequent Flyer Program is a rewards program offered by airlines to their valued Customers. The program awards points based on the destination flown or amount spent with the airline or its partners. Members can redeem these points for a variety of benefits such as award flights, seat upgrades, lounge access and so much more.

### Who will be eligible for enrolment for the Asante Rewards program?

The Asante Rewards program is open to all customers from the age of 2 Years who fly on Kenya Airways and SkyTeam partners. Enroll your child today on [asante.kenya-airways.com](http://asante.kenya-airways.com)

### How can I enroll?

To become an Asante Member visit [asante.kenya-airways.com](http://asante.kenya-airways.com) or contact the Asante Customer Care center on **+254 711 02 4747** or your nearest Kenya Airways office.

### What are the different member levels?

Asante Ruby  
Asante Silver (SkyTeam Elite)  
Asante Gold (SkyTeam Elite Plus)  
Asante Platinum (SkyTeam Elite Plus)

### What are the benefits for each?

Each Asante Rewards tier offers a range of exciting benefits to make your travels more rewarding. The more you fly - the higher the level of privileges. Join today to unlock your benefits and exclusive promotions. **Click here to learn more ([asante.kenya-airways.com /benefits](http://asante.kenya-airways.com/benefits)).**

### How does a member earn points?

Asante Members earn both status points and reward points without expiry as long as you continue to fly with us. Members earn points on all qualifying fares and products on Kenya Airways. The number of points you earn depends on your destination, fare type and class of travel.

You earn more bonus points as you move to higher tier levels

- **50% bonus miles for Asante Silver members**
- **75% bonus miles for Asante Gold members**
- **100% bonus miles for Asante Platinum members**

### What can members redeem the points for?

With your Asante Reward points explore the world in style. Enjoy an award flight, seat upgrade, lounge access and SkyPriority benefits across all member airlines. Join Asante Rewards today and experience a limitless world of privileges. Discover the world - **visit [asante.kenya-airways.com](http://asante.kenya-airways.com)**

# ASANTE REWARDS

## **What is Group/Family pooling?**

In order to unlock benefits faster, Asante Rewards allows you to create a Family or Household account with up to **8 members**. (Terms and conditions apply).

## **Can children earn points?**

Yes, Children from the age of 2 years can enroll into the household account. Children cannot hold an individual account until the age of 18 years.

## **How long does it take for my points to reflect after I have travelled?**

Points will reflect in a members account within 48 hours after a flight.

An Asante Rewards Member can claim missing points within a period of 6 months from the date of the flight.

Flights that qualify are those taken after enrollment.

## **Where can a customer view their accrued points and benefits available?**

Asante Members can view their activity by logging in to their member portal.

## **Can one earn points on any destination?**

Yes, Asante Members will earn points on all Kenya Airways destinations as well as flights operated by SkyTeam carriers. Terms and conditions may apply.

## **How long are the points valid?**

Your points will not expire as long as an eligible activity is registered on your account.

## **What happens to customers who were already in other airline frequent flyer programs?**

They are welcome to enroll as an Asante Rewards member to enjoy exclusive Asante Rewards including a match of their status and benefits. Connect with us through [asante@kenya-airways.com](mailto:asante@kenya-airways.com)

## **Can I be both a member of Asante Rewards and Flying Blue?**

Yes, Kenya Airways and AF/KLM remain strong Airline partners under the SkyTeam Umbrella.

## **Will I lose my Flying Blue Points if I join Asante Rewards?**

No, by joining Asante Rewards you will not lose your Flying Blue points or privileges.

## **Are my Flying Blue points transferable to Asante Rewards?**

We will offer same status level as your Flying Blue current through our status match process.

Your current miles will remain with Flying Blue.

## **Can I earn and burn on both airlines for the same activity?**

No, you can only earn and burn in one loyalty program at a time.

## **What is Status Matching?**

This is an option we are extending to Flying Blue Members who join Asante Rewards.

If you join and status match in Asante Rewards, you will retain your current Flying Blue tier level in Asante Rewards.

## **How do I get the status match?**

After joining, simply send an email to [asante@kenya-airways.com](mailto:asante@kenya-airways.com) and attach a copy of your current Loyalty member card or a copy of a boarding pass from a flight. Customers will be status matched within 48 hour after receipt of all the required documentation.

## **Are Kenya Airways and KLM Partners?**

Yes, Kenya Airways and AF/ KLM remain strong partners under the SkyTeam umbrella and continue to collaborate and work together. You will be able to enjoy all your SkyPriority benefits on both programs based on your tier level.