

## Terms & Conditions

### Visa x Vietnam Airlines Program

*Grab your passport and fuel x3 Lotusmiles*

1. Program Validity: 5<sup>th</sup> April 2023 – 30<sup>th</sup> September 2023 (inclusive of both dates)
2. Eligible Cards: Any valid Visa Platinum, Visa Signature, Visa Infinite and Visa Commercial (including Visa Business and Visa Corporate) cards issued in Vietnam
3. Program Details: X3 bonus Lotusmiles for any flight between Vietnam and Asia Pacific destinations directly operated by Vietnam Airlines when purchasing online with Eligible Cards, with details as follows:
  - Purchase period: 5<sup>th</sup> April 2023 – 30<sup>th</sup> September 2023
  - Flight period: 5<sup>th</sup> April 2023 – 31<sup>st</sup> December 2023
  - Channel eligibility: Online purchases on the official website [www.vietnamairlines.com](http://www.vietnamairlines.com) and mobile application of Vietnam Airlines
  - Route eligibility: Applicable for international flights between Vietnam and all destinations in Asia Pacific that Vietnam Airlines is directly operating its services to, which shall be updated from time to time on Vietnam Airlines website without any prior notice
  - Flight eligibility: VN-coded flights operated by Vietnam Airlines for Economy Classic class or higher (booking class of J, C, D, I, W, Z, U, Y, B, M, S, H, K, L, Q, N, R). Not applicable to award tickets, discounted tickets, ticket purchases by cash and miles. Not applicable in conjunction with “Ticket purchase online – x2 bonus miles” promotion.
4. Bonus Lotusmiles Claim Policy:
  - New Lotusmiles member: <https://www.vietnamairlines.com/vn/en/lotusmiles/enroll> - Registration is required for eligible bonus mile credits
  - Existing Lotusmiles member: Notification on bonus miles credit shall be available on the Account Statement, which is sent to the registered email address with Vietnam Airlines on a monthly basis, including award miles, mile deduction and mile expiration. If bonus miles have not been reflected on the designated Lotusmiles account after flight completion, a request for mileage claim can be sent to Lotusmiles:
    - Step 1: Log in to Lotusmiles account
    - Step 2: Go to Claim Missing Miles under “Lotusmiles” tab
    - Step 3: Fill in the form of Claiming Missing Miles on Vietnam Airlines
    - Step 4: Submit the form
  - Vietnam Airlines is supportive of mileage retro claim up to twelve (12) months from confirmed flying date for existing Lotusmiles members and six (06) months for newly registered Lotusmiles members.
  - For bonus miles to be automatically credited, Lotusmiles card presence is requested every time when reservation, airline ticket purchase or check-in is made.

5. Benefits of bonus Lotusmiles: Accumulated bonus miles can be redeemed into:

- Ticket purchase by cash and miles
- Award tickets
- Extra baggage allowance
- Non-airlines gifts, such as redemption to VINID points, to Mobiphone bill payment
- And a wide variety of other valuable gifts available on LotusMall

Privileges cannot be exchanged for cash or used in conjunction with other promotional programs, offers, discount cards, vouchers or VIP privileges, unless otherwise stated.

Visa & the participating Merchant reserve the right to suspend, cancel or modify the Offer and Terms & Conditions at any time without prior notice.

Offers as shown are based on information provided by the Merchant. Any claim, complaint or dispute of any nature arising out of or in relation to the procurement, or attempted procurement by the cardholder of any goods and/or services under this offer (each a “Claim”) shall be settled by the Visa Cardholder directly with the Merchant, and Visa Cardholder shall not make any Claim against Visa.

In the case of any dispute, the decision of Visa and/or Merchant shall be final.

For the avoidance of doubt, while Visa has facilitated this Offer for the benefit of Visa cardholders, the Merchant is the sole provider of all goods and/or services and/or prizes under this offer. Accordingly, the Visa Cardholder understands, acknowledges and agrees that the procurement by him/her of any goods and/or services and/or prizes under this Offer shall constitute a contract solely between the Merchant and him/her, and Visa is not, nor will become, a party thereto.

By utilizing or attempting to utilize any of the goods, prizes and services under this Offer, the Visa Cardholder understands, acknowledges and agrees that to the fullest extent permitted by law, Visa shall not be liable to any person for any loss, damage, expenses or claim (whether direct or indirect) in relation to any personal injury, death, false representation, damage or omission arising