

TERMS & CONDITIONS OF AD TICKET FOR CAMPAIGN WITH SMCC

- The ticket must be issued before June 30th, 2026 and date of flight before October 30th, 2026
- Customer needs to issue the ticket at Vietnam Airlines Branch Offices in Japan and pays all taxes and fees and can only change the flight date within the validity of the ticket if there are seats available. In case the customer wants to refund/cancel the ticket, the cardholder needs to go directly to Vietnam Airlines Branch Offices to complete the ticket refund/cancellation procedures within 3 months from date of issue.
- The ticket must comply with VNA's policy as below:
 - + Itinerary: Tickets are applied on itineraries directly operated by VNA between VN and JP (for details, refer to website www.vietnamairlines.com).
 - + Reservation:
 - Booking class: Economy Class for promotion.
 - Availability of the ticket depends on the availability of the flight at the time of booking.
 - + Validity of tickets: 03 months from the date of ticket issuance.
 - + Conditions of the ticket:
 - It is not allowed to change the name, itineraries, or renew the ticket after more than 3 months after the ticket is issued.
 - Change flight date, Go-show, refund ticket: allowed during ticket validity period, tax refund and ticket issuance fee non-refundable. If there is a need to change the flight date or refund the ticket after issuing the ticket, the customer needs to contact the ticket office of VNA directly for procedures and will have to bear all the costs incurred (if any).
 - Ticket is issued randomly to 3 cardholders, and cannot be transferred to another person.
 - Ticket is not redeemable for cash.
 - Ticket is not eligible for adding miles according to the regulations of Lotusmiles program.
 - Tickets cannot be upgraded to higher booking class or higher class of service by using Lotusmiles bonus miles/ Corporate Account Program (CA) bonus points or paying an additional fee.
 - Tickets do not include taxes and other charges. Customer needs to pay all taxes and fees when issuing ticket.