

# TERMS AND CONDITIONS

## **Lotusmiles Miles Redemption Promotion 10% Bonus Lotusmiles Miles**

### **1. Eligible Participants**

All Lotusmiles members (“Members”) who hold U-point balances and successfully redeem U-points into Lotusmiles miles.

### **2. Promotion Details**

- Members will receive an additional 10% bonus Lotusmiles miles upon successful redemption of U-points into Lotusmiles miles, provided that the total redeemed Lotusmiles miles reach at least 5,000 miles per month.
- Promotion period: From 00:00 on 20 December 2025 to 23:59 on 28 February 2026.
- Note: For December 2025, the condition of a minimum total redemption of 5,000 Lotusmiles miles applies only to transactions generated during the period from 20 December 2025 to 31 December 2025.
- Bonus Lotusmiles miles will be rounded to the nearest whole mile in accordance with standard rounding rules.

### **3. Implementation**

Within 15 days of the following month, Vietnam Airlines (“VNA”) will credit the miles to eligible Members’ accounts.

### **4. Benefits of Lotusmiles Miles**

Lotusmiles miles may be used for:

- Purchasing airline tickets (combining miles and cash).
- Redeeming flexible award tickets.
- Free baggage allowance.
- Redeeming gifts on LotusMall:  
<https://lotusmall.vietnamairlines.com>
- Other non-airline rewards:  
<https://www.vietnamairlines.com/vn/vi/lotusmile/redeem-mile/with-other-partners>

### **5. Other Conditions**

- Lotusmiles miles, once credited to the Member’s account, shall be subject to the applicable validity period specified for each type of mile in accordance with the current Lotusmiles Program regulations.
- The use of miles after being credited to the Member’s account shall comply with all prevailing terms, conditions, rules, and guidelines of the Lotusmiles Program.

- The promotion is non-cash convertible and cannot be combined with other promotions, discounts, vouchers, or offers, unless otherwise specified.
- VNA reserves the right to amend, suspend, or terminate the promotion and/or these Terms and Conditions at any time without prior notice.
- The promotion is provided based on information from VNA. Any complaints or disputes related to the purchase or use of goods/services under this promotion shall be resolved directly between the Member and VNA.
- In all cases of dispute, VNA's decision shall be final.