

TERMS AND CONDITIONS

Lotusmiles Miles Redemption Promotion 30% Bonus Lotusmiles Miles

1. Eligible Participants

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

2. Promotion Details

- Members will receive an additional 30% bonus Lotusmiles miles upon successful redemption of UP points into Lotusmiles miles, provided that the total redeemed Lotusmiles miles reach at least 10,000 miles per month.
- Promotion period: From 00:00 on 10 Jan 2026 to 23:59 on 31 March 2026.
- Note: For Jan 2026, the condition of a minimum total redemption of 10,000 Lotusmiles miles applies only to transactions generated during the period from 10 Jan 2026 to 31 Jan 2026.
- 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.