

## **LOYALTY PROGRAM – AL TRUST CLUB**

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### **1. Introduction**

**AL Trust Club** is the official frequent flyer and loyalty program of AL Airways. The program is designed to reward passengers for their continued trust and travel with AL Airways by offering miles, exclusive benefits, and tier-based privileges.

Membership is open to all eligible passengers subject to program terms and conditions.

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### **2. Membership Tiers**

AL Trust Club offers the following membership levels:

#### **2.1 Classic Member**

- Entry-level tier
  - Automatic enrollment upon first registration
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#### **2.2 Silver Member**

- Achieved after reaching a defined mileage or flight threshold within a membership year
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#### **2.3 Gold Member**

- Premium tier for frequent travelers
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#### **2.4 Platinum Member**

- Highest loyalty tier with exclusive privileges

Tier qualification criteria are published on the AL Airways website.

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### **3. Miles Earning**

#### **3.1 Eligible Flights**

Miles are earned on:

- AL Airways-operated flights

- Eligible fare types
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### **3.2 Earning Structure**

- Miles earned based on distance flown, fare class, and membership tier
  - Bonus miles awarded to higher-tier members
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### **3.3 Non-Eligible Earning**

Miles are not earned on:

- Complimentary or free tickets
  - Certain discounted promotional fares
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## **4. Redemption Rules**

### **4.1 Redemption Options**

Miles can be redeemed for:

- Award flights
  - Seat upgrades
  - Excess baggage vouchers
  - In-flight services (where applicable)
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### **4.2 Redemption Conditions**

- Redemption is subject to seat availability
  - Miles cannot be exchanged for cash
  - Partial redemptions may be permitted
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## **5. Benefits & Upgrades**

### **5.1 Tier-Based Benefits**

#### **Silver Members**

- Priority check-in

- Bonus miles

### **Gold Members**

- Lounge access
- Priority boarding
- Additional baggage allowance

### **Platinum Members**

- Guaranteed seat availability (subject to policy)
  - Complimentary upgrades (subject to availability)
  - Dedicated customer support
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## **6. Validity Rules**

### **6.1 Miles Validity**

- Earned miles are valid for **36 months** from the date of accrual
  - Unused miles expire automatically after validity period
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### **6.2 Tier Validity**

- Membership tier is valid for **12 months**
  - Tier renewal depends on meeting qualification criteria
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## **7. Program Terms**

- AL Airways reserves the right to modify program rules
  - Benefits are non-transferable
  - Abuse of the program may result in account suspension
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### **End of Document**