



NEW POLICIES FOR MILES BENEFITS

Policies effective from 1st of July 2009

In order to show how important the loyalty of your company and your executives is to us, we have established changes in the policies that regulate the operation of our miles incentives program effective from the 1st July 2009.

We invite you to familiarize yourself with these policies, apply them and watch as you and your company benefit.

We are, therefore, able to guarantee the exclusivity of everything we promise.

→ General points

To allow the executives of your company to be able to travel with the same benefit ticket to or from similar destinations- without needing to change their issued ticket and without having to pay a penalty for route changes- we unified the destinations that use the same ticket (available whenever there is room in the same reservation class when the flight departs):

- Armenia, Manizales and Pereira.
- Barranquilla, Cartagena and Santa Marta.
- Bucaramanga and Cucuta.
- Fort Lauderdale and Miami.
- Buenos Aires and Santiago de Chile.
- Barcelona and Madrid.
- Guayaquil and Quito.
- Caracas and Valencia (Venezuela)
- Aruba and Curacao.

→ The benefit tickets will be issued in the following manner:

- 72 hours (during working hours) after having made the ticket reservation and a maximum of 15 calendar days after the ticket reservation date is the period companies have to claim their ticket. (For example: If the reservation is made on the 1st of January 2009, the company can claim

their benefit ticket in any authorized sales point from the 4th of January up to the 15th of January 2009).

- When the company makes their benefit ticket reservation 15 days or less before their travel date they must claim their benefit ticket at any authorized sales point 72 hours (during working hours) after the ticket reservation and a maximum of 7 calendar days after the reservation.
- When the company makes their benefit ticket reservation 7 days or less before the travel date they must claim their benefit ticket in any authorized sales point 72 hours (work days) after the ticket reservation and a maximum of 2 calendar days before their flight.
- If the ticket is not issued in the authorized period the reservation will be automatically cancelled, and the respective enterprise account will be reimbursed with (80%) eighty percent of the debited miles for the ticket.

→ **Changes for already issued tickets**

All changes for your benefit ticket reservation must be made with 24 hours of anticipation before the programmed flight departure.

- Requested changes for a ticket that has been already been issued will be subject to a charge equal to the value of a date change for national and international routes (USD 50).
- In case the reservation is not cancelled – you have up to 24 hours before the flight departure to cancel- (100%) one hundred percent of the miles debited from the enterprise account used to issue the benefit ticket will be lost and the ticket cannot be used at a later date.
- Name changes on a benefit ticket are not now possible.
- Reimbursements of issued tickets are not now possible.

→ **Mile Usage**

- Ask for benefit tickets for your company executives.
- Acquire up to 40% of the necessary miles for the redemption of benefit tickets in international routes and up to 20% for national routes. Each mile can be purchased for a value of USD 0.017 plus IVA (sales tax). Payment of miles within the Colombian territory is due in Colombian pesos (COP) with the exchange rate of the day being applied.

The other corporate policies for miles benefit tickets are the same as the AviancaPlus policies and regulations.