



AEROFLOT

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Russian Airlines



- **Founded- February 9, 1923**
- **IATA Code- SU**
- **Hub- Sheremetyevo
Airport, Moscow**
- **Frequent Flyer Program- Aeroflot
Bonus**
- **Alliance- Sky Team**
- **Destinations- 131**
- **Company Slogan- Sincerely Yours.**

Frequent Flyer Program



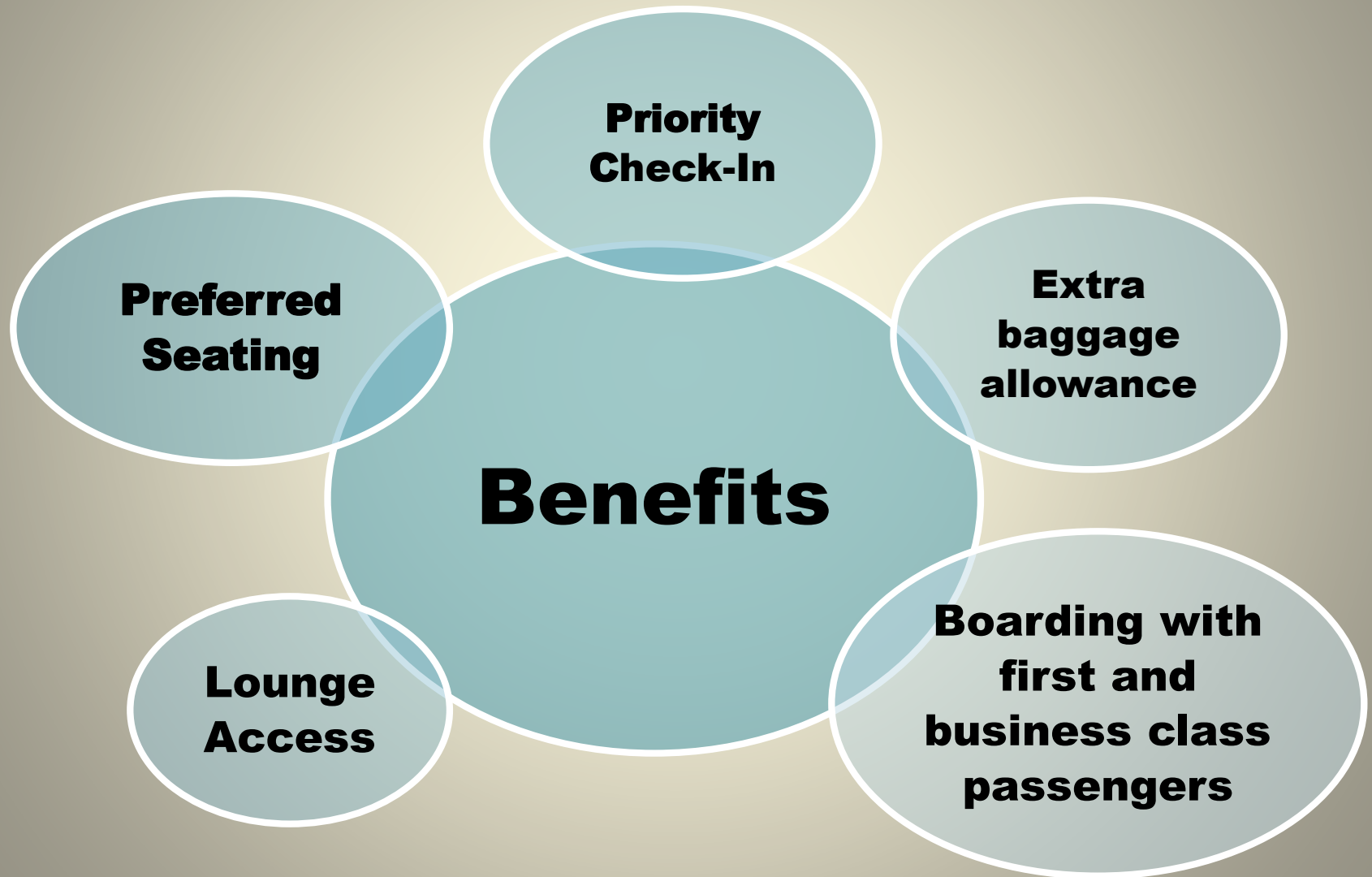
- **Aeroflot Bonus is the way to evaluate the choice and reward loyalty.**
- **It is a program implemented for its customers.**
- **According to program, Participants earn Miles, which can be used to obtain tickets and other awards in accordance with the rules of the program.**
- **Parents of Aeroflot Bonus- Banks, hotels & resorts, airlines and many more**

TIERS



Membership level	Required number of level miles	Required number of qualifying flights
Silver	25,000 Miles	25 Flight segments
Gold	50,000 Miles	50 Flight segments
Platinum	125,000 Miles	50 Business class segments

Benefits of tiers



How to earn and redeem points?

❖ Ways to earn points:-

- Paid Aeroflot flights
- Credit card spending
- Hotel stays
- Airline partners

❖ Ways to redeem points:-

- Free flights
- Hotels and other products
- Upgrade to business class on certain economy

Delta Airlines



- IATA Code : DL
- Founded : May 30, 1924
- Largest hub : Atlanta, Georgia
- Frequent Flyer Program : SkyMiles
- Alliance : Skyteam
- Destinations : 328, fleet size - 809
- Company Slogan : Keep Climbing

Frequent Flyer Program



- **SkyMiles** is the [frequent-flyer program](#) of [Delta Air Lines](#) that offers points (or "miles") to passengers traveling on most fare types, as well as to consumers who utilize Delta co-branded [credit cards](#), which accumulate towards free awards such as airline tickets, business and first class upgrades, and luxury products. Created in 1981 as the "Delta Air Lines Frequent Flyer Program"; its name was changed to SkyMiles in 1995. Delta claims that it is the only major U.S. airline without mileage expiration, so travelers can redeem awards at their leisure.
- SkyMiles allows both round-trip and one-way redemption but at full round-trip pricing, with economy awards starting at 15,000 miles.

Tiers

- Delta offers four tiers of elite status within the SkyMiles program. These are known as Medallion statuses and can be achieved by flying a certain number of Medallion Qualification Miles (MQM) or Medallion Qualification Segments (MQS) between January 1 and December 31 each year. Beginning in 2014, a certain number of Medallion Qualification Dollars (MQD) is required in addition to either the MQM or the MQS requirement.

Tier Name	MQMS required	MQS required	MQDS required	Abbreviation
Silver Medallion	25000	30	\$3000	FO
Gold Medallion	50000	60	\$6000	GM
Platinum medallion	75000	100	\$9000	PM
Diamond Medallion	125000	140	\$15000	DM

How to earn and redeem points?

❑ WAYS TO EARN POINTS

- Earn while flying with airline partners.
- Earn Miles with delta vacations.
- Earn with credit card, hotels, car rental, retail and dining partners.

❑ WAYS TO REDEEM POINTS

- Donate miles
- Upgrade with miles
- Pay with Miles
- Shop with Miles

Benefits of Higher Tiers



KLM (Royal Dutch Airline)



- ***Founded:- 7 Oct 1919, 96 years ago***
- ***IATA Code:- KL***
- ***Hubs:- Amsterdam Airport Schiphol***
- ***Frequent Flyer Program:- Flying Blue***
- ***Alliance:- Sky Team***
- ***Destinations:- 138***
- ***Company Slogan:- Journeys of Inspiration***
- ***Parental Company:- Air France-KLM***

Frequent Flyer Program

FLYINGBLUE



- The frequent flyer program of KLM is Flying Blue.
- Every loyalty programme rewards its members with a certain type of points called `Miles
- There are two types of Miles you can earn: Award Miles and Level Miles.
- Partners of Flying Blue are:-Airlines,Hotels,Cars and Taxes,Entertainment nd many more
- Kenya Airways and Tarom also using Flying Blue as their Frequent Flyer Program

Tiers

Membership level	Required number of Level Miles	Required number of qualifying flights
<i>Ivory</i>	entry level	entry level
<i>Silver (Elite)</i>	25,000 Level Miles (30,000 in France and Monaco)	15 qualifying flights
<i>Gold (Elite Plus)</i>	40,000 Level Miles (60,000 in France and Monaco)	30 qualifying flights
<i>Platinum (Elite Plus)</i>	70,000 Level Miles (90,000 in France and Monaco)	60 qualifying flights



How to earn and redeem points?

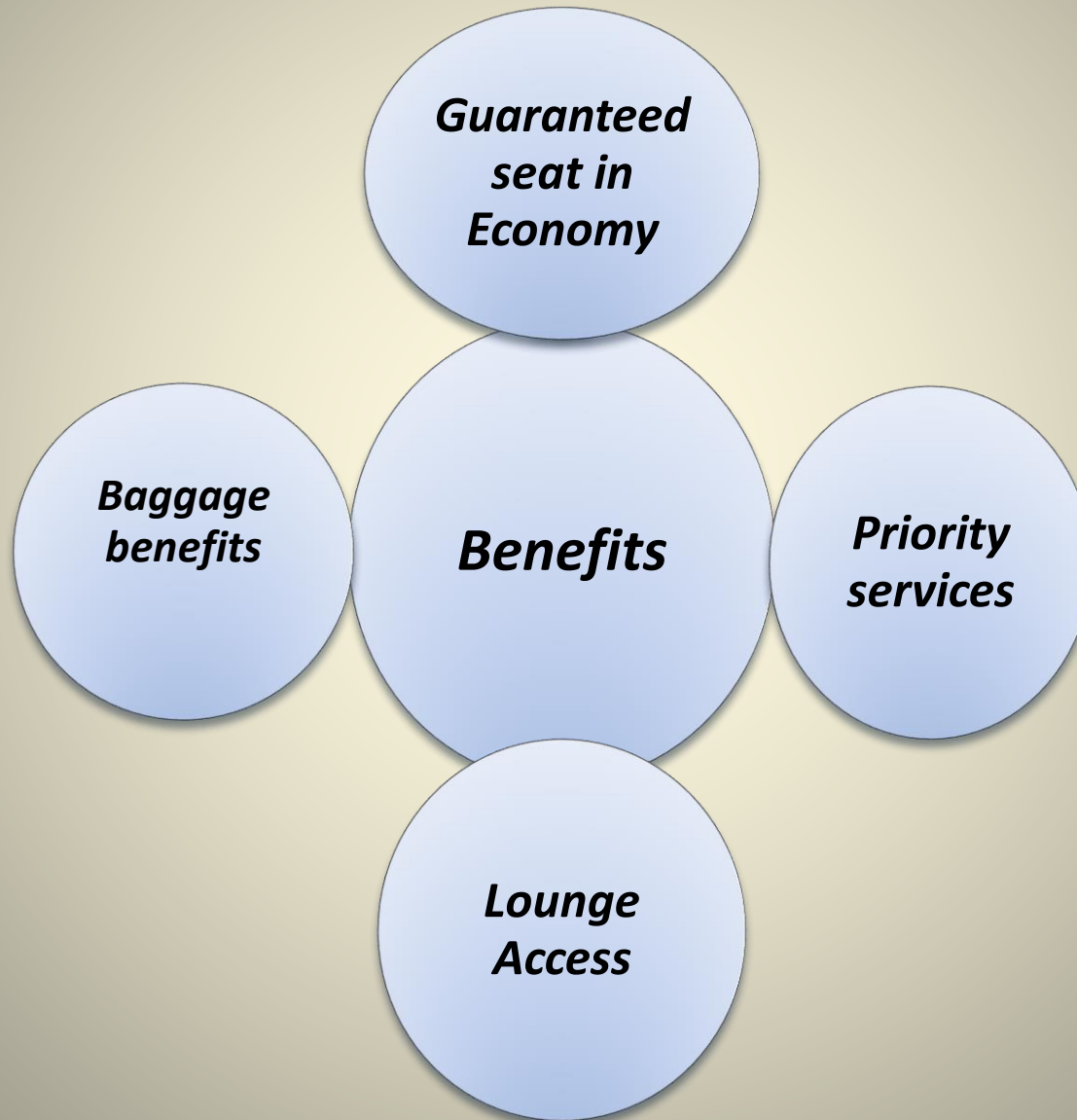
❖ **Ways to Earn Points**

- *Earn Award Miles when flying with AIR FRANCE, KLM or any of our other airline partners.*
- *Earn Miles on hotels, cars and other products*
- *Earn Miles in your favourite web shop:- AIR FRANCE Shopping Shop@KLM*

❖ **Ways to Redeem Points**

- *Spend Miles on flights*
- *Spend Miles on hotels, rental cars and other products*
- *Spend Miles on hotels, rental cars and other products*
- *Donate your Miles to charity*

Benefits of Tiers



SKY TEAM

*(Second largest Alliance
in the World)*



- **Launch date:**-22 June 2000
 - **Total Members:**-20
- **Alliance Slogan:**-Caring more about you
 - **Headquarters:**-Amsterdam Airport ,
Netherlands
 - **Founders:** Korean Air, Air
France, Aeroméxico, Delta Air Lines
- **Premium status:**-Two premium levels
 - 1.Elite
 - 2.Elite Plus

Airlines and its FFPs

- ❖ *Delta:-Sky Miles*
- ❖ *Garuda Indonesia:-Garuda Miles*
- ❖ *Kenya Airways:-Flying Blue*
- ❖ *KLM:-Flying Blue*
- ❖ *Ksrean Air:-SKYPASS*
- ❖ *MEA:-Cedar Miles*
- ❖ *Saudia:-Alfursan*
- ❖ *Tarom:-Flying Blue*
- ❖ *Vietnam Airlines:-Lotusmiles*
- ❖ *Xiamen Air:-Egret Club*

Airlines and its FFPs

- ❖ *Aeroflot:-Aeroflot Bonus*
- ❖ *Aerolineas Argentinas:-Aerolineas Plus*
- ❖ *AeroMexico:-Club Premier*
- ❖ *AirEurope:-Suma*
- ❖ *AirFrance:-Flying Blue*
- ❖ *Alitalia:-Mille Miglia*
- ❖ *China Airlines:-Dynasty Flyer Program*
- ❖ *China Southern:-SkyPearl Club*
- ❖ *China Eastern:-Eastern Miles*
- ❖ *Czech Airlines:-OK Plus*

Benefits to Airline

- Airline alliances exist largely because of practical limitations on airline mergers especially across borders**. Alliances allow airlines to get the benefits of a larger networks such as operational economies of scale and network benefits of a larger route network while remaining independent companies.

Key advantages:

Increased traffic / revenue per seat mile

Code sharing to expand route network (sell more flights as your own)

- Coordinated schedules (example, long haul flight from Bangkok on Thai landing in Frankfurt at just the right time to get lots of connections within Europe on Lufthansa makes the Bangkok-Frankfurt flight more valuable)
- Traffic from alliance fares (e.g., Round the world, regional visit fares)
- Frequent flyers from other alliance members choosing a carrier to earn miles.

Improved frequent flyer program

Earn miles across the alliance, not just the home airline

Get benefits across the network (e.g., lounge access)

Redeem across the network

Cost savings

Shared airport lounges

Shared ground handling and check-in

Shared marketing and sales efforts

Shared maintenance

Brand (especially important for smaller emerging market airlines)

Higher perceived safety

Higher perceived service

Once one airline joins an alliance, its regional competitors face strong pressure to join alliances as well or face a disadvantage in competing for high value customers.

Benefits to passengers



- **Priority Check-in**—Dedicated check-in at SkyTeam partner positions
- **Priority Boarding**—Advance boarding where available
- **Priority Reservations Waitlist**—Priority waitlist status on purchased tickets only
- **Priority Airport Standby**—Priority placement on a partner's standby list
- **Preferred Main Cabin Seating**—Subject to availability, always attempt to accommodate the seating preference
- **Guaranteed Reservation**—Assurance of a confirmed full-fare Main Cabin reservation on sold-out flights with 24 hours' advance -notice
- **Priority Baggage-Handling**—Bags expedited to baggage claim when you use your SkyTeam Priority baggage tag
- **Lounge Access**—Complimentary access to most SkyTeam lounges worldwide when traveling internationally in any class of service.

Premium status

SkyTeam has two premium levels, *Elite* and *Elite Plus*, based on a customer's tier status in a member carrier's **frequent flyer program**. Membership is based solely on the frequent-flyer programs of individual member airlines.

SkyTeam *Elite*

SkyTeam Elite status is awarded to customers who have reached a premium level of a member carrier's frequent flyer program. Benefits of SkyTeam Elite membership:

- Priority reservations waitlisting
- Priority airport standby
- Priority boarding
- Priority check-in
- Preferred seating

SkyTeam *Elite Plus*

SkyTeam Elite Plus status is awarded to customers who have reached a higher premium level of a member carrier's frequent flyer program. Benefits of SkyTeam Elite Plus membership:

- Priority reservations waitlisting
- Priority boarding
- Preferred seating
- Additional checked luggage allowance
- Guaranteed reservations on sold-out flights
- Express airport security (in some hub airports)
- Priority airport standby
- Priority airport check-in
- Priority baggage handling
- Airport lounge

Services



In-Flight Services

- SkyTeam airlines provide passengers with consistently warm and friendly in-flight service without compromising the cultural diversity that makes each member distinctive
- Passengers receive accurate and timely in-flight information.
- In addition to the language of each carrier, English is spoken on every flight.
- All SkyTeam members' in-flight video programming includes segments with convenient exercises to help passengers stay comfortable during their flights, and other healthy travel tips.

Services on Arrival

- Members of the alliance have agreements in place that allow passengers to earn miles toward elite status, as well as redeem miles, with every SkyTeam airline.
- Frequent flyers are able to obtain Multi-Carrier Awards, enabling them to use SkyTeam carriers with one single award ticket, and offering travel opportunities for fewer miles than before to many destinations.

Products of SkyTeam

❖ Business solutions

1. **Skyteam Global Meetings** :- SkyTeam takes cares of your global events.
 2. **Business travel Rewards**: It offers excellent opportunities if worldwide travel is a regular part of your business. Receive flight awards, lower your travel costs and reward your employees.
- ## ❖ Lounges
- SkyTeam opens its doors to Elite Plus, First and Business Class customers at more than 600 lounges worldwide.

❖ Frequent Flyer:-

Join One Program and Enjoy the Benefits of 20

Sign up for just one of our frequent flyer programs to start earning and redeeming miles with all SkyTeam member airlines. You also earn status miles qualifying you for SkyTeam Elite and SkyTeam Elite Plus benefits.

❖ Flying with SkyTeam

Seamless Connections

When you have a connecting flight, SkyTeam members smooth the way with seamless transfers to 1,057 destinations in 179 countries.

Earn Miles Across 20 Airlines

Join one of our member airlines' frequent flyer programs. Then all of your qualifying flights will earn you miles which you can redeem for free flights on any SkyTeam member airline.

❖ Round the World Travel:-

- **1,057 Destinations in 179 Countries**

Put together your ideal itinerary with one of the world's largest airline networks. SkyTeam serves 1,057 destinations with more than 16,000 daily flights. Enjoy the comfort of more than 636 lounges worldwide,* together with friendly service across the globe.

- **Travel at Your Own Pace**

- **Make Changes as You Go**

If you want to stay somewhere a little longer or move on a little sooner, that's perfectly fine. Just contact your nearest SkyTeam member airline office to change your schedule.

- **No Restrictions on Travel Direction**

With SkyTeam Go Round the World, you can decide to travel either east-to-west or west-to-east, or even backtrack on the same continent.

RTW Journey and Fare

- **More Stops to Explore:**-With SkyTeam Go Round the World, you can choose anywhere between 3 and 15 stops on your journey. Your itinerary must include one transatlantic flight, one transpacific flight and one flight between Area 2 and Area 3, and start and end in the same country (though not necessarily in the same city).
- **The Perfect Fare:**-There are hundreds of possibilities when planning your Round the World trip. SkyTeam offers four package levels based on the number of miles you travel, with fares depending on the cabin class and the origin of your journey, regardless of the season you're traveling in.

RTW FARES

Fares available

4 fare levels for a max. mileage up to:

26.000 miles (fare basis: RTWSKY 4)*

29.000 miles (fare basis: RTWSKY 3)

33.000 miles (fare basis: RTWSKY 2)

38.000 miles (fare basis: RTWSKY 1)

Mileage for surface sectors to be included in the maximum permitted mileage calculation.

Child fare

Infant (without seat): 10% of the fare

Infant (with a seat) : 75% of the fare

Child 2-11 years (accompanied): 75% of the fare

Unaccompanied Minor: Not Permitted

OTHER INFORMATION FOR RTW JOURNEY

Carriers: AF, AM, AR, AZ, CI, CZ, DL, GA, FM, KQ, KE, KL, MF, ME, MU, OK, RO, SU, SV, UX, VN

(Codeshares on non-SkyTeam carriers not permitted)

Number of segments

4 to 16 segments

Reservations / Ticketing

Reservations required for all flights prior to departure.

7 days for the 1st intercontinental flight only. Ticketing must be done within 72 hours after booking and at least 7 days before departure whichever is earlier.

Min/Max. stay

Between 10 days after first international departure and 1 year

Stopovers & Transfers

Min.3 required/Max.15 permitted

*(*Except for the RTWSKY4 and RTWSKY5: Min. 3 required/Max. 5 stopovers/max 15 transfers permitted)*

Class of service

Economy, Business

Pass combinability

All other SkyTeam Go Passes may be issued in connection with the Go Round the World Pass

Facts and Developments

- *SkyTeam has again been awarded 'Airline Alliance of the Year' in the latest Air Transport News Awards that took place in Salzburg, Austria on Saturday, March 26th.*
- *Korean Air became the Gold winner in Air Cargo Excellence Award held in conjunction with IATA's World Cargo Symposium at Pudong Shangri-La Shanghai hotel on March 10*
- *SkyTeam Cargo, the world's only global airline cargo alliance, is celebrating 15 years*
- *It opens its New Lounge at Dubai International Airport on 12 April 2016*
- *SkyTeam has announced the intended retirement of Chairman Leo van Wijk, on June 11th 2015, with effect from the November 2015 Governing Board meeting.*
- *China Eastern Airlines and Delta Air Lines signed an agreement on July 27th 2015, to expand their partnership . The agreement will include a \$450 million investment by Delta to acquire a 3.55 percent stake in China Eastern.*

Thanks

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