

Drukair
Royal Bhutan Airlines

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HappinesSMiles

Member Handbook



HappinesSMiles Program Drukair, Royal Bhutan Airlines, Frequent Flyer Program

HappinesSMiles, Bhutan's first frequent flyer program was launched on 10th November 2014, in commemorating the birth anniversary of His Majesty the Fourth Druk Gyalpo Jigme Singye Wangchuck and in celebrating His Majesty's enlightened and visionary philosophy, Gross National Happiness.

The members of the program can accrue miles corresponding to the distance flown on Drukair and the class of service availed. Accrued miles may then be redeemed for Award Flights, Award Upgrades at airports and enjoy other benefits as you attend higher membership tiers.

1. ENROLEMENT

Eligible individuals may register online at www.drukair.com.bt on the corporate website of Drukair, Royal Bhutan Airlines.

2. ELIGIBILITY

To enroll in the program as a member, the individual must be:

- a) At least 12 years of age or older
- b) Holding a valid passport of any nationality

3. DOCUMENTATION

A valid Passport is mandatory while the following documents may also be accepted as a travel document:

1. Citizenship ID Card (for Bhutanese nationals only) or,
2. Voter ID (for Indian Nationals only).

4. MEMBERSHIP TIERS

HappinesSMiles Program offers 3 tiers of membership:

1. Silver (Basic tier)
2. Gold
3. Platinum (the elite tier).

5. MEMBERSHIP NUMBER

Upon enrolment, members will be assigned a permanent membership number that will be the permanent reference point of the member's relationship with the HappinesSMiles Program throughout the membership lifetime of the member.

6. MEMBERSHIP CARD

Each member will receive e-membership card upon successful enrolment, and, or when upgraded or downgraded from one membership tier to another, or when re-assigned to Gold/Platinum tier with new tier validity specified on the e-membership card.

Except when a member is tiered to Silver, a physical membership card will also be sent to members during the following events:

6.1 When a Member is upgraded, downgraded or is re-assigned to a Gold Membership Tier, a physical Gold membership card will be sent to the member.

6.2 When a Member is upgraded, downgraded or is re-assigned to a Platinum Membership Tier, a physical Platinum membership card will be sent to the member.

7. EARNING MILES

Mileage is earned based on the distance travelled (on Actual Miles / Ticketed Point Mileage) and the class of service availed.

Class of Service	RBD (Booking Class Code)	Cabin Bonus	Total Percentage of Actual Miles Earned
Business	J	25%	125% of Actual Miles
	C	10%	110% of Actual Miles
Economy	Y, Q, S	-	100% of Actual Miles

Other discounted fares or promotional fares with designated booking class codes (O,A, etc.) may be eligible for reduced mileage accrual or may not earn miles.

Award Travel in X (economy) and I (business) booking classes are not eligible for mileage accrual.

On all upgraded travels including a paid upgrade travel at the airport, mileage is earned based on the original booking class code

8. ACTUAL MILES

Actual Miles is the Ticketed Point Mileage between the origin and the destination of Drukair operated flights.

SEGMENT	Actual Miles
Paro - Bagdogra V.V	87
Paro - Bangkok V.V	1,183
Paro - Bodhgaya V.V	337
Paro - Bumthang V.V	78
Paro - Delhi V.V	762
Paro - Dhaka V.V	256
Paro - Gelephu V.V	96
Paro - Guwahati V.V	155
Paro - Kathmandu V.V	256
Paro - Kolkata V.V	335
Paro - Mumbai V.V	1,203
Paro - Singapore V.V	2,038
Paro - Yonphula V.V	129
Bagdogra - Bangkok V.V	1,198
Bodhgaya - Bangkok V.V	1,273
Dhaka - Bangkok V.V	963
Guwahati - Bangkok V.V	1,036
Kathmandu - Delhi V.V	506
Kolkata - Bangkok V.V	1,009
Guwahati - Singapore V.V	1,804

9. BASE MILES (MILEAGE CHART)

SEGMENT	Actual Miles	Base Miles (Miles earned based on RBD)			
		S	Y	C	J
Paro - Bagdogra V.V	87	87	87	96	109
Paro - Bangkok V.V	1,183	1,183	1,183	1,301	1,479
Paro - Bodhgaya V.V	337	337	337	371	421
Paro - Bumthang V.V	78	78	78	86	98
Paro - Delhi V.V	762	762	762	838	953
Paro - Dhaka V.V	256	256	256	282	320
Paro - Gelephu V.V	96	96	96	106	120
Paro - Guwahati V.V	155	155	155	171	194
Paro - Kathmandu V.V	256	256	256	282	320
Paro - Kolkata V.V	335	335	335	369	419

Paro - Mumbai V.V	1,203	1,203	1,203	1,323	1,504
Paro - Singapore V.V	2,038	2,038	2,038	2,242	2,548
Paro - Yonphula V.V	129	129	129	142	161
Bagdogra - Bangkok V.V	1,198	1,198	1,198	1,318	1,498
Bodhgaya - Bangkok V.V	1,273	1,273	1,273	1,400	1,591
Dhaka - Bangkok V.V	963	963	963	1,059	1,204
Guwahati - Bangkok V.V	1,036	1,036	1,036	1,140	1,295
Kathmandu - Delhi V.V	506	506	506	557	633
Kolkata - Bangkok V.V	1,009	1,009	1,009	1,110	1,261
Guwahati – Singapore V.V	1,804	1,804	1,804	1,984	2,255

Note: Base Miles will also be counted separately towards Tiers for tier evaluation on every new accrual activity for exactly 365 days, called as Tier Miles.

10. BASE MILES VALIDITY

Base Miles accrued remain valid for a full 2 (two) years from the date of credit (load date). Base Miles not redeemed within the 2 years validity expire on a monthly basis. For example, Base Miles earned within January 2018 (1st - 31st) and not redeemed will expire on 31st January 2020. Within each calendar year, there are 12 dates on which Base Miles may expire (last day of each month). Expiring Base Miles, if any, can always be viewed online by accessing individual's member account.

11. MEMBERSHIP BENEFITS

TIER	BENEFITS
Silver (Basic tier)	Mileage accrual and redemption on Happiness Reward Tickets and Happiness Class Upgrade.
Gold	Mileage accrual and redemption on Happiness Reward Tickets and Happiness Class Upgrade. <ol style="list-style-type: none"> 10 KG Additional Baggage Allowance Complimentary Lounge Access at Paro Airport
Platinum (Elite tier)	Mileage accrual and redemption on Happiness Reward Tickets and Happiness Class Upgrade. <ol style="list-style-type: none"> 20 KG additional Baggage Allowance Complimentary access to all Drukair lounges plus one guest No show charge exempted Complimentary class upgrade subject to seat availability at the airport

12. MEMBERSHIP TIER UPGRADE

Attaining or retaining a membership tier is based on Tier Miles (Base Miles accrued in the preceding 365 days). A member’s account is reviewed on every new accrual activity with preceding accrual activities up to 365 days. When the required Tier Miles is met, the membership tier is upgraded and a new membership card is sent to the member.

	SILVER (Basic tier)	GOLD	PLATINUM
Required Miles flown in a year to attain/retain	Not Applicable	15,000 Tier Miles	30,000 Tier Miles
Membership validity	No Validity	1 year	1 year

13. GOLD / PLATINUM MEMBERSHIP TIER VALIDITY

Gold and Platinum membership tier remain valid for full 1 (one) year. For example, if a member is upgraded in January of 2018 (1st – 31st), the validity of the new membership tier will expire on 31st January 2019 (the expiry date will be rounded off to month end date).

14. AWARD TRAVEL REDEMPTION

Members can redeem Award Travel on any scheduled Drukair flight from any Drukair Sales Outlet by spending accrued miles as per Award Flight Redemption Chart below:

SECTOR	ECONOMY (X Class)		BUSINESS (I Class)	
	ONE WAY	ROUND TRIP	ONE WAY	ROUND TRIP
Paro – Bumthang or v.v.	5,000Miles	10,000Miles	6,250 Miles	12,500Miles
Paro – Gelephu or v.v.				
Paro – yonphula or v.v.				
Paro – Dhaka or v.v.				
Paro – Kathmandu or v.v.				
Paro – Bagdogra or v.v.				
Paro – Bodhgaya or v.v.				
Paro – Guwahati or v.v.				
Paro – Kolkata or v.v.				
Kathmandu – Delhi or v.v.	10,000Miles	20,000Miles	12,500Miles	25,000Miles
Paro – Delhi or v.v.				
Kolkata – Bangkok or v.v.				
Guwahati – Bangkok or v.v.	12,000Miles	24,000Miles	15,000Miles	30,000 Miles
Paro – Bangkok or v.v.				

Bagdogra – Bangkok or v.v.				
Bodhgaya – Bangkok or v.v.				
Paro – Singapore or v.v.	20,000Miles	40,000Miles	25,000Miles	50,000Miles
Guwahati – Singapore or v.v.				

AWARD TRAVEL TERMS

1. Applicable Taxes will be collected additionally.
2. Valid for 1 year from the first date of travel.
3. Stop-overs will not be permitted.
4. Date change will be permitted as per Term & Fare Sheet within the validity.
5. Miles will not be accrued on Award Flights.
6. Refund will be permitted based on tier level, provided Award Flight has been cancelled 3 (three) day prior to departure as follows:
 - I. Silver - 75% refunded
 - II. Gold - 90% refunded
 - III. Platinum - 100% refunded

15. AWARD UPGRADE (AT AIRPORT)

Members can redeem Award upgrade on any Drukair operated flight at the airport check-in subject to seat availability by spending accrued miles as per Award Upgrade Redemption Chart below:

SECTOR	Miles
Paro – Dhaka or v.v.	1,500 Miles
Paro – Kathmandu or v.v.	
Paro – Bagdogra or v.v.	
Paro – Bodhgaya or v.v.	
Paro – Guwahati or v.v.	
Paro – Kolkata or v.v.	
Kathmandu – Delhi or v.v.	3,000 Miles
Paro – Delhi or v.v.	
Kolkata – Bangkok or v.v.	
Guwahati – Bangkok or v.v.	3,600 Miles
Paro – Bangkok or v.v.	
Bagdogra – Bangkok or v.v.	
Bodhgaya – Bangkok or v.v.	6,000 Miles
Paro – Singapore or v.v.	
Guwahati – Singapore or v.v.	

AWARD UPGRADE TERMS

1. Award Upgrade will only be redeemable during check-in, at the airport check-in counter.
2. Redemption is subject to seat availability.
3. Entitled to use business class lounge.
4. Entitled to business class baggage allowance

16. ONLINE MEMBERSHIP ACCOUNT

Members can access the online HappinesSMiles account at www.drukair.com.bt with the Membership Number and password to:

- a) Check available miles.
- b) Check mileage expiry details.
- c) View membership status.
- d) View statements.
- e) Retro-claim facility on unrecorded flights undertaken in the past 6 months.
- f) Update personal profile, travel document details and addresses.
- g) Update communication preferences (subscribe/unsubscribe for updates on special promotions and offers).

17. PROGRAM TERMS AND CONDITIONS

The terms and conditions of the program which explains the nature and scope of the relationship between HappinesSMiles Program, the frequent flyer program of Drukair, Royal Bhutan Airlines, and a member of the program are detailed hereunder. The terms and conditions are subject to change from time to time.

1. To participate in the Program, the applicant must be at least 12 years of age or older holding a valid passport of any nationality.
2. Only an individual can be enrolled as a member per account.
3. Miles can be earned on all scheduled Drukair flights except on unused, forfeited, refunded, discounted, free, no value, denied boarding, barter, infant fares, and on all non-revenue tickets.
4. Miles accumulated on Drukair is determined by the distance travelled and the class of service availed.
5. Members receive mileage credit based on distance between origin and destination of Drukair operated flights as determined by Drukair.
6. All travel documentation, including tickets, boarding passes, electronic ticket payment and other payment receipts should be retained until miles has been credited to your account.
7. It is the responsibility of each Member to present their membership card / quote their membership number during ticketing or at the airport check-in counter in order to help ensure that all miles have been credited.
8. Miles can be accumulated solely by the enrolled member who travels, regardless of who pays for the ticket, and cannot be combined with or transferred to the accounts of other members.
9. Membership and accrued Miles are non-transferable from one member to another under any circumstances. However, a member can redeem Miles for an award travel and award upgrade to the member's beneficiaries (Family members and Friends).

- Any redemptions for beneficiaries have to be submitted with a duly signed authorization letter or an email authorization from the member's registered email to use miles from the member's account.
 - Any redemption done by a representative should have an authorization letter from the member or an email authorization from the member's registered email to use miles from the member's account for the member themselves/for their beneficiaries.
10. The selling, purchasing, bartering, auctioning or exchanging of all HappinesSMiles Awards for compensation is strictly prohibited. Drukair reserves the right to withhold or confiscate the HappinesSMiles Award Documents, void all available Miles, close accounts, terminate membership, with or without notice, and take legal action in the event of any member found to be conducting a commercial transaction with third parties involving HappinesSMiles Award Documents.
 11. Drukair may change the HappinesSMiles Program rules, regulations, and benefits, conditions of membership, in whole or in part at any time with or without notice even though change may affect the value of the mileage or Awards already issued.
 12. Drukair reserves the right to terminate the HappinesSMiles Program at any time.
 13. Any disagreement with regard to the HappinesSMiles program shall be subject to the Laws of the Kingdom of Bhutan and referred to the Royal Court of Justice in Paro as the court of first instance.

Tashi Delek and we wish you a pleasant flight with Drukair, Royal Bhutan Airlines



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