

GENERAL OVERVIEW OF THE FLYING BLUE - AELIA DUTY FREE PARTNERSHIP

The AELIA DUTY FREE and FLYING BLUE partnership allows FLYING BLUE Members (the "**Member(s)**") to earn and/or spend Miles at AELIA DUTY FREE sales outlets eligible for the partnership (the "**Sales Outlets**") under the terms and conditions set out below.

To access their benefits, FLYING BLUE Members must present their QR code directly on their AIR FRANCE or KLM app or in the Google Pay or Apple Pay wallet. Screen captures or printouts are not accepted by cashiers.

1. TERMS AND CONDITIONS FOR EARNING MILES AT AELIA DUTY FREE SALES OUTLETS

On presentation of the FLYING BLUE card and its QR code, Members earn 3 Miles for each euro paid with a payment method other than Miles, for purchases made in AELIA DUTY FREE Sales Outlets, excluding tobacco products.

2. TERMS OF PAYMENT APPLICABLE IN AELIA DUTY FREE SALES OUTLETS

Members can use their Miles to pay for all or part of their purchases (excluding tobacco products) at Sales Outlets, on presentation of the FLYING BLUE QR code, subject to a minimum purchase of €12, i.e. 3 000 Miles.

To do this, they should: tell the person at checkout the amount of Miles they wish to use to make their purchases, subject to a sufficient balance of Miles, and then, if necessary, complete the payment with another payment method, it being specified that the minimum amount of Miles that can be used for payment is 3 000 MILES, i.e. €12, and the maximum amount of Miles that can be used for payment is 50 000 Miles, i.e. €200.

A Mile is not divisible and payment in Miles cannot result in any change being given.

Example with a basket of €300:

(i) Full "cash" payment

The FLYING BLUE Member presents their QR code to the cashier for authentication (scan). The cashier checks that the first name and surname displayed in their system match the information on the boarding pass (for security reasons). The Member informs the cashier that they wish to pay for their purchases using a payment method other than Miles.

The cashier processes the payment. The FLYING BLUE Member will be credited with 900 Miles (3 x €300).

(ii) Mixed payment

The FLYING BLUE Member presents their QR code to the cashier for authentication (scan). The cashier checks that the first name and surname displayed in their system match the information on the boarding pass (for security reasons). The FLYING BLUE Member decides to pay €150 in Miles.

The cashier checks that the Member has enough Miles. If this is not the case, the cashier tells the Member what the maximum payment in Miles is that they can make with their current balance. The Member then indicates how many Miles they wish to use for the transaction. The corresponding Miles are immediately debited from their FLYING BLUE account.

The remaining €150 is paid by the payment method chosen by the Member.

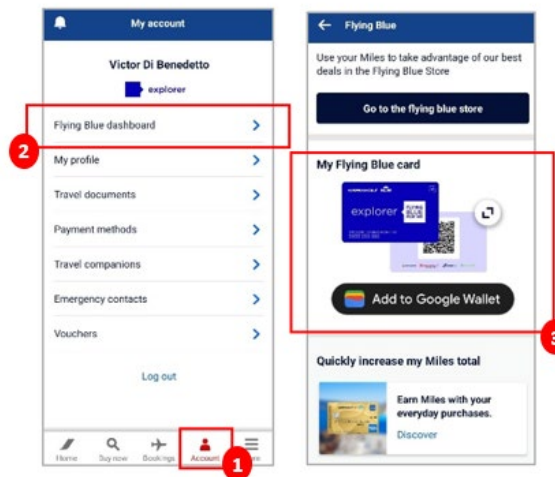
The FLYING BLUE Member will earn 450 Miles (3 x €150).



Note: a full payment in Miles is not possible in our example because the maximum payment in Miles is set at €200 (50 000 Miles).

3. VIEWING MILES BALANCE

Members can easily find their digital card when they are connected to their Air France or KLM app by clicking on "Account" and then on "FLYING BLUE dashboard":



The Member card can then be added to Google Wallet or Apple Pay and easily retrieved, even offline.

The Member's Miles balance is displayed in the cashier system in Miles and can therefore be provided by the cashier to the Member.

The Member's FLYING BLUE information will never be stored at the cash desk and will be deleted as soon as the transaction is completed.

One Mile corresponds to €0.0040 (so 1 000 Miles are worth €4 and 3 000 Miles are worth €12).

4. WHEN WILL THE MEMBER RECEIVE THE MILES THEY HAVE EARNED?

Within a maximum of two days following their purchase, the Member will see the "Miles pending" appear on their FLYING BLUE account. The Miles will be definitively credited to the Member's FLYING BLUE account 45 days after the purchase.

If the Member does not see the Miles credited to their account after 45 days, they may lodge a complaint to: <https://www.flyingblue.fr/en/Mileshub/claim/partners>

If payment is made with Miles, Miles will be instantly debited from the Member's balance after payment.

5. SALES OUTLETS ELIGIBLE FOR PARTNERSHIP (SALES OUTLETS)

Only AELIA DUTY FREE Sales Outlets located after security checks are eligible, within the airports listed below.

Paris-Beauvais airport

Bordeaux Airport
Chambéry Savoie Mont Blanc Airport
Grenoble Alpes Isère Airport
Lille Airport
Lyon Saint-Exupery Airport
Marseille Provence Airport
Nantes Atlantique Airport
Nice Côte d'Azur Airport
Réunion - Roland Garros Airport
Strasbourg Airport
Tarbes Lourdes Pyrénées Airport
Toulon Hyères airport

The Click&Collect Aelia Duty free website (www.aeliadutyfree.fr) is excluded from this partnership.

The list of Sales Outlets may change from time to time, and Members accept this.

6. TERMS AND CONDITIONS: EXCLUDED PRODUCTS AND DUTY-FREE ALLOWANCE

(i) Excluded Products

It is not possible to earn or spend Miles on products in TOBACCO, CIGAR and similar categories.

(ii) Duty-free allowance

Members are asked to check duty-free allowances in terms of value, type of product and quantity, depending on their destination.

The companies operating the Sales Outlets may under no circumstances be held liable in the event of any dispute, including in the event of any confiscation of products by customs authorities in countries of departure and/or destination.

7. Complaints

Like all Customers, Flying Blue Members have the option of requesting a refund if they are not satisfied with the products purchased, within a maximum period of 30 days following the date of purchase, provided that the products purchased are intact and in their original, unopened packaging.

If purchases of products for which reimbursement is requested by Members have been paid for in whole or in part with Miles, any request for reimbursement must relate to all purchases listed on the same receipt, as partial reimbursement is not permitted.

All requests for reimbursement must be made by completing the form available at this address: <https://www.aeliadutyfree.com/contact/>

The general terms and conditions of reimbursement are available [on this link](#)