

Redemption of JPMiles for JetPrivilege Award Tickets on Etihad Airways

Terms and Conditions

1. JetPrivilege Members can redeem their JPMiles online for a Classic Award Ticket on Etihad Airways flights after they have attained the BluePlus Tier, which is upon completion of one activity with the programme. It is necessary for Members to ensure that their JetPrivilege Membership account has passed through the mobile and email verification process.
2. Classic Award Tickets are available online only in Economy Class and Business Class. To redeem JPMiles for a Classic Award Ticket on Etihad Airways, members can book online through www.jetprivilege.com or flights.jetprivilege.com. Redemptions on First Class for travel on Etihad Airways will not be available online. Members who need to book a Classic Award Ticket on First Class on Etihad Airways need to email their request to jpredemptions@jetprivilege.com
3. Members can choose from flights under multiple JPMiles value buckets in Economy and Business class cabins
4. JetPrivilege Classic Award Tickets will be booked on the following classes

Cabin	Class	Booking Channel
Economy	N	Online and via email (jpredemptions@jetprivilege.com)
Business	I	Online and via email (jpredemptions@jetprivilege.com)
First	O	Only via email (jpredemptions@jetprivilege.com)

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6. Miles displayed against each JPMiles value bucket will be inclusive of taxes and all other charges & levies from JetPrivilege/airlines/airport operators/Government as applicable for the selected ticket. Certain airports/airlines/Government bodies may apply Airport Departure Tax or Upgrade Tax or other levies including without limitation, airport departure tax, customs fines, immigration fees, airport charges, customer user fees, agricultural inspection fees, security and insurance surcharge or other incidental fees or taxes charged by any person or relevant authority or body and the same will be payable by Members at the time of ticketing the booking or at the respective airport before checking-in for the flight, as the case may be.
7. With effect from 15th April 2019, convenience fee will vary basis sector, class of booking and time of flight.
8. To redeem JPMiles for JetPrivilege Awards, Members need to have a minimum balance of 1000 JPMiles and the balance amount can be paid in cash for the selected flight itinerary. Members are requested to note that issuance of Classic Award Tickets using a combination of Cash and JPMiles is only possible online. Classic Award Ticket requests sent to the Jet Privilege service center must be wholly paid in JPMiles. Other charges as applicable
9. Members can only book a One Way or a Return Journey. Multi city itineraries need to be booked on separate PNR's. JPMiles required and additional charges, as applicable, would vary basis of the Origin and Destination, Class of Booking and Time of Flight
10. JetPrivilege members booked for travel on flights operated and marketed by Etihad Airways are entitled to earn JPMiles, Tier Bonus and Tier Miles as per the class of travel. The name on the boarding pass needs to match the name on the JetPrivilege account in order for JPMiles to be credited into the JetPrivilege members account
11. Members may claim retro credit for flights taken on Etihad Airways, in the past 180 days from current date. The flight activity must have been undertaken post enrolment into the JetPrivilege Program

12. To complete the booking, Members need to login using their Jet Privilege number.
13. JPMiles requirement for the flight selection is an indicative value in the non-logged in state. Upon log-in, JPMiles requirement could get refreshed based on availability of seat at the value selected at the time of flight search, and the revised JPMiles will be applicable to complete the booking.
14. The value of JPMiles and other charges required for redemption for will be the same for an adult, child or an infant.
15. An infant or a child cannot be booked without an accompanying adult.
16. Members shall also be responsible for all other expenses, and any other charges, claims or liabilities arising in relation to the use of tickets.
17. JPMiles requirement and associated taxes/levies/surcharges are applicable to all JetPrivilege Members, irrespective of the Tier status.
18. For Members based out of India, their issuer may charge an "International Transaction Fee" if they complete the transaction through a non-Indian card.
19. JetPrivilege Awards on Etihad Airways are
 - Non Transferrable
 - Cannot be cancelled once ticketed
 - No date change or flight change permitted
 - Non-refundable; Members forfeit all JPMiles, taxes, surcharges, levies and any other additional charges paid on these tickets
20. My travel includes a stopover, will the JPMiles charged vary?
Stopover journeys can be booked only via the JetPrivilege Service Center. The JPMiles charged will vary in case of a connecting journey,
 - Example 01: If the stopover is less than 24hrs
 - i. Travel from Mumbai to New York via Abu Dhabi:
Miles calculation will be for Mumbai to New York = 75,000 JPMiles
 - Example 02: If the stopover is more than 24hrs
 - i. Travel from Mumbai to New York via Abu Dhabi:
Miles calculation will be for Mumbai to Abu Dhabi + Abu Dhabi to New York
= 22,500 + 65,000 = 87,500 JPMiles
21. All other General Conditions for Redemption as per the JetPrivilege Terms and Conditions apply. Terms and Conditions applicable specifically for JetPrivilege Awards for Select Flights supersede General Terms and Conditions of Redemptions.
22. JetPrivilege will not be responsible for any changes to flight schedules including but not limited to date change, flight number change, routing change, cancellation, re-accommodation on other airlines, by airlines on which Members have booked their travel. JetPrivilege will also not be responsible for compensations or any additional charges to be incurred by Member/passengers in such scenarios. JetPrivilege will endeavour on best effort basis to notify Members/passengers of changes. Members/passengers are requested to reconfirm their travel with their respective airlines sufficiently in advance of the commencement of their travel.
23. Travel on Etihad Airways is governed by Etihad Airways conditions of carriage
24. Only in cases of cancellation of flight/s by Etihad Airways where the Member/passenger could not be re-accommodated by Etihad Airways on other available alternates and has thus offered a full refund to the Member/passenger, in such situations Members can contact JetPrivilege by sending a mail to jpredemptions@jetprivilege.com with a copy of the ticket and PNR, and a confirmation from the airline that the travel is eligible for a complete refund. In such cases, JetPrivilege will refund the associated JPMiles and other charges levied on the ticket.

25. Members/passengers will be responsible for making arrangements for documents and fulfil other statutory requirements pertaining to their travel before the commencement of their journey. JetPrivilege will not be responsible for any inadequacies in such circumstances.