

Frequently Asked Questions (FAQs) for use of digital Jet Airways Upgrade Vouchers

- 1. I have received my Elite Tier Welcome Kit but I did not find any physical Upgrade Vouchers enclosed.**
 - Effective 12th October 2018, all physical Upgrade Vouchers have been replaced with unique 16-digit numeric code/s. Based on your eligibility, your digital upgrade vouchers have been credited to your JetPrivilege account and you can find them in 'My JP Wallet' section in your online JetPrivilege account.
- 2. Do I need to complete the mobile and email verification process of Membership Account before using Upgrade Vouchers?**
 - Yes, to utilize the Upgrade Vouchers, you must complete mobile and email verification process of your Membership Account.
- 3. What will happen to the current physical vouchers that I have?**
 - Effective 12th October 2018 Upgrade Vouchers will cease to exist as physical documents. All your unutilized physical Upgrade Voucher/s will be replaced with 16-digit unique numeric code/s and credited in 'My JP Wallet' section of your JetPrivilege Account.
- 4. What will happen to the current unutilized physical Upgrade Voucher/s that have been transferred?**
 - Effective 12th October 2018, current unutilized physical Upgrade Voucher/s that have been transferred by you to another beneficiary will be credited to your JetPrivilege account. You will have to again transfer these Upgrade Voucher/s to the Jet Privilege member or non-member through 'My JP Wallet' section at www.jetprivilege.com, www.jetairways.com, Jet Airways mobile app. For more details please click on the following link - (link to the Voucher Upgrade page)
- 5. I have updated my booking for travel on or after 12th October 2018 with paper vouchers in my possession. Do I need to present these Upgrade Voucher at the time of check-in for my flight?**
 - No, effective 12th October 2018 all utilized physical Upgrade Voucher/s will be replaced with 16-digit unique numeric code/s. Your future booking has been updated by us with the new 16-digit unique numeric codes and we have marked these vouchers as utilized. You can view the utilization under 'Voucher History' tab in 'My JP Wallet' section of Member's JetPrivilege Account on www.jetprivilege.com, www.jetairways.com and Jet Airways mobile app
- 6. How do I use/claim the digitized upgrade vouchers?**
 - One-cabin upgrade using the upgrade vouchers can be done through My JP Wallet section at www.jetprivilege.com, www.jetairways.com, Jet Airways mobile app, at the airport during check-in or by calling Jet Privilege Service Centre on 3989333. For more details please click on the following link – (link to the Voucher Upgrade page)
- 7. Can I use my upgrade vouchers to upgrade someone else to higher cabin?**
 - Yes, you can use your upgrade vouchers to upgrade your family/friend My JP Wallet section at www.jetprivilege.com, www.jetairways.com, Jet Airways mobile app, at the airport during check-in or by calling Jet Privilege Service Centre on 3989333
- 8. How do I check the status of my Upgrade Voucher/s?**
 - You can check the status of your upgrade vouchers through 'Voucher History' tab of My JP Wallet section at www.jetprivilege.com, www.jetairways.com or Jet Airways mobile app or by calling Jet Privilege Service Centre on 3989333
- 9. My Upgrade Voucher/s are about to lapse or have lapsed. Can I get the lapse date extended?**
 - No, Upgrade Voucher lapse date cannot be extended in any circumstances.
- 10. Can an Upgrade Voucher be transferred/authorized to another JetPrivilege member?**
 - Yes, you can transfer upgrade vouchers through My JP Wallet section at www.jetprivilege.com, www.jetairways.com or Jet Airways mobile app.

Please note; in case of Upgrade Voucher being transferred to a member, eligibility for usage of the Upgrade Voucher is determined based on the Fare choices booked and on tier of the member travelling and not the tier of the member transferring the voucher. Also upgrade voucher can be transferred only once.

11. Can an Upgrade Voucher be transferred/authorized to a JetPrivilege non-member?

- Yes, you have the option of transferring the voucher to non-member through My JP Wallet section at www.jetprivilege.com, www.jetairways.com or Jet Airways mobile app. Guest's name, email address and mobile number which was used for transfer should exactly match to the details mentioned in the PNR. Also, the email address and the mobile number should not be registered to a Jet Privilege account. In case of Upgrade Voucher being transferred to a non-member, eligibility for usage of the cabin Upgrade Voucher is determined based on the Fare choices booked and as per BluePlus tier eligibility and not the tier of the member transferring the voucher.

12. How many times can an Upgrade Voucher be transferred?

- An Upgrade Voucher can be transferred only once. Recipient of the transferred Upgrade Voucher cannot transfer the Upgrade Voucher back to the transferee or anyone else.

13. Can I use Upgrade Voucher for a waitlisted ticket or an award ticket?

- Upgrade Voucher/s can only be used with a confirmed revenue Economy OR Première ticket and not with an Award ticket or wait-listed ticket.

14. If I am booked on a flight with stops en-route, will I be upgraded for the entire journey?

- No, Upgrade Voucher is valid on a single, one-way, direct, non-stop Jet Airways marketed and operated flights only. In case of through-flight with en-route stops, the upgrade will only be offered if the next class of service seating can be confirmed for all segments of the flight & Upgrade Voucher availability, at the time of offering the upgrade.

15. Can I use the Upgrade Voucher when travelling on Programme Airline Partners?

- No. Upgrade Voucher/s can be used only on Jet Airways marketed & operated flights.

16. Should there be no seats available in First Class / Première (as the case may be) at the time of requesting an upgrade against the voucher; can I still list myself for an upgrade?

- No, you cannot list for an upgrade against the voucher if eligible seat is not available.

17. I have a ticket with wait-listed cabin upgrade done by utilizing my Upgrade Voucher/s. What will happen to them?

- All your wait-listed cabin upgrades with travel date on or after 12th October 2018 will be dropped and the Upgrade Voucher/s will be credited to your membership account in My JP Wallet section.

18. If I use my Upgrade Voucher/s for an upgrade or if I am offered a complimentary upgrade at the airport, will I earn JPMiles as per Première / First Class?

- No, JPMiles credited will be based on the class of travel as per your revenue booking and not on the class flown using Upgrade Voucher/s.

19. How do I calculate the number of Upgrade Voucher/s required for an upgrade on a particular sector?

- The number of Voucher/s required for an upgrade will be in proportion to the distance of the flight and class of upgrade Detailed voucher requirement chart in miles mentioned below for your reference:

Economy to Première		Première to First Class	
Distance	No. of Voucher/s	Distance	No. of Voucher/s
Less than 1500 Miles	1	Less than 1500 Miles	3
Between 1501 and 3000 Miles	2	Between 1501 and 3000 Miles	4
Between 3001 and 4750 Miles	3	Between 3001 and 4750 Miles	5
Between 4751 and 6500 Miles	4	Between 4751 and 6500 Miles	6
Between 6501 and 8500 Miles	5	Between 6501 and 8500 Miles	7
Between 8501 and 10500 Miles	6	Between 8501 and 10500 Miles	8
Over 10501 Miles	7	Over 10501 Miles	9

20. Are there any Fare Choices restriction while using upgrade voucher?

- Yes, below mentioned fare choices restrictions will be applicable while utilizing this programme feature

Fare Choices	Indian Subcontinent Network					International Network							
	Economy					Economy					Première		
	Light	Deal	Saver	Classic	Flex	Light	Deal	Saver	Classic	Flex	Saver	Classic	Flex
RBDs	B	WO	VH	KSQ	LNUTMY	B	WO	VH	KSQ	LNUTMY	P	I	ZJC
Platinum Members	x	✓	✓	✓	✓	x	x	✓	✓	✓	✓	✓	✓
Gold/Silver/BluePlus/Blue	x	x	x	✓	✓	x	x	x	✓	✓	✓	✓	✓

Please Note: Eligibility of fare choice depends on the tier of the guest travelling and not on the members tier who has initiated the upgrade using upgrade voucher

21. Will there be any additional taxes payable by me towards the upgrade to the higher cabin?

- Yes, you will have to pay the statutory taxes and applicable charges in force from time to time. Additionally, at certain airports, the differential tax amount (due to cabin change etc), if any, will have to be paid by you at any Jet Airways Airport or City Office Ticketing Desk. For departure ex-London and ex-Paris, you will have to pay a differential departure tax amount of GBP 78 & EUR 40.56 at the Jet Airways ticketing counter at the airport before proceeding for the flight. Failure to pay would result in cancellation of your travel. Airport departure tax and rules governing the same are subject to change and members need to contact Jet Airways ticketing desk at London or Paris for more details.

22. If I cancel my flight ticket in which I have used my voucher upgrades, will I get the voucher back?

- Yes, you can request for the voucher reversal for your own travel or for a guest where the upgrade has been carried out by you directly without a transfer of Voucher/s and where it involves a cancellation of your travel or guest's travel or because of change in flight number or date of travel and an upgrade is not available in these scenarios for either you or the guest/s

Voucher Upgrade reversals can be requested online or by calling Jet Privilege Service Centre on 39893333.

Prior to initiating the request for reversal of JPMiles, you need to contact the Jet Airways reservation desk on 39893333 or contact your travel agent to cancel or change the flight number or date of travel within the permissible cancellation/modification time limits beyond which the booking would be treated as a 'No-show' by Jet Airways

Only after the cancellation of the booking or modification to the travel and after paying the necessary charges/penalties you will be able to initiate the request for reversal of JPMiles

23. I am not a JetPrivilege member and I cancel my flight ticket in which I have used my voucher upgrades, will I get the voucher back?

- Yes, you can request for the voucher reversal for your own travel where it involves a cancellation of travel or because of change in flight number or date of travel and an upgrade is not available in these scenarios by calling Jet Privilege Service Centre on 39893333 through your registered mobile number
- Prior to initiating the request for reversal of JPMiles, you will need to contact the Jet Airways reservation desk on 39893333 or contact your travel agent to cancel or change the flight number or date of travel within the permissible cancellation/modification time limits beyond which the booking would be treated as a 'No-show' by Jet Airways
- Only after the cancellation of the booking or modification to the travel and after paying the necessary charges/penalties you will be able to initiate the request for reversal of JPMiles

24. Can I choose between the Upgrade Voucher/s while claiming them?

- No, the Upgrade Voucher/s are selected basis their expiry dates. Upgrade Voucher with the earliest expiry date will be selected first

25. Can I choose between the Upgrade Voucher/s while transferring them?

- By default, Upgrade Voucher/s will be automatically selected by the system basis the expiry date and number of Upgrade Voucher/s mentioned for transfer. However, you can select the Upgrade Voucher/s that he/she wants to transfer

26. I am travelling with an infant. Can I use my Upgrade Voucher/s via online?

- No, Cabin Upgrade using Upgrade Voucher/s for passenger travelling with Infant can only be done through Call center or at the Airport.

27. Can I use an Upgrade Voucher for a revenue ticket with flight date after the Upgrade Voucher's expiry date?

- No, Upgrade Voucher/s can only be used on tickets with travel date on or before Upgrade Voucher's expiry date. E.g. For a revenue ticket with a flight date of 18th Nov 2018, you can only use Upgrade Voucher/s with expiry date of 18th Nov 2018 or later.

28. If I do not have enough Upgrade Voucher/s for cabin upgrade, can I use JPMiles as a substitute for the remaining Voucher/s?

- No, combination of Upgrade Voucher and JPMiles Upgrade cannot be used in one single transaction or one single sector. E.g. For BOMLHR, to upgrade from Economy to Premiere a member needs 3 Upgrade Voucher/s, but member cannot use 1 Upgrade Voucher and substitute JPMiles for the remaining 2 Upgrade Voucher/s.

29. Can I use Upgrade Voucher for cabin upgrade from Economy to Premiere and then use JPMiles for cabin upgrade from Premiere to First or vice-versa?

- No, Only one cabin upgrade is permitted for one booking whether it is against JPMiles or Upgrade Voucher/s.

30. Where can I request for Cabin Upgrade using Upgrade Voucher/s at the airport?

- For Cabin Upgrade using Upgrade Voucher/s at airport you will need to be checked in against economy booking (on the website or at the kiosk) if choosing to upgrade to Premiere or checked in against Premiere booking (on the website or at the kiosk) if choosing to upgrade to First before exercising the option to upgrade at the airport.
- Post check-in you will have to go to baggage drop counter and request for a Cabin Upgrade using voucher. Baggage Drop Counter agent will assist you with the Cabin Upgrade.

Frequently Asked Questions (FAQ's) for JPMiles Upgrade

- 1. Can I use JPMiles to upgrade my Ticket to a higher Cabin online?**
 - Yes. Effective 12th October 2018, you will be able to utilize JPMiles for Cabin Upgrade online through www.jetprivilege.com, www.jetairways.com, Jet Airways mobile app in addition to the JetPrivilege Service Centre and at airports
- 2. If I make use of the JPMiles upgrade feature, will I earn JPMiles based on Premiere?**
 - No. JPMiles are always credited based on the class of your revenue ticket booking and not on the class flown using JPMiles Upgrade.
- 3. Can I use my JPMiles to upgrade my family member/ friend to a higher Cabin?**
 - Yes, you will be able to utilize JPMiles for Cabin Upgrades for others through www.jetprivilege.com, www.jetairways.com, Jet Airways mobile app in addition to the JetPrivilege Service Centre and at airports
- 4. Can I use JPMiles for upgrade when travelling on Programme Airline Partners?**
 - No, JPMiles can be used only on Jet Airways marketed & operated flights.
- 5. How do I calculate the number of JPMiles required for an upgrade on a particular sector?**
 - As per the 'Travelled Distance & Fare Choices' concept, the number of miles required for an upgrade is calculated. For more details please click here <https://www.jetprivilege.com/use-jpmiles/mileage-calculator-use-jpmiles>
- 6. Are there any Fare Choices restriction while using JPMiles for cabin upgrade?**
 - Yes, below mentioned fare choices restrictions will be applicable while using this programme feature

Fare Choices	Indian Subcontinent Network					International Network									
	Economy					Economy					Première				
	Light	Deal	Saver	Classic	Flex	Light	Deal	Saver	Classic	Flex	Saver	Classic	Flex		
RBDs	B	WO	VH	KSQ	LNUTMY	B	WO	VH	KSQ	LNUTMY	P	I	ZJC		
Platinum	x	✓	✓	✓	✓	x	x	✓	✓	✓	✓	✓	✓		
Gold	x	x	✓	✓	✓	x	x	✓	✓	✓	✓	✓	✓		
Silver	x	x	✓	✓	✓	x	x	✓	✓	✓	✓	✓	✓		
Base	x	x	✓	✓	✓	x	x	✓	✓	✓	✓	✓	✓		
Non Members	x	x	✓	✓	✓	x	x	✓	✓	✓	✓	✓	✓		

Eligibility of fare choice depends on the tier of the guest travelling and not on the members tier who has initiated the upgrade using JPMiles

- 7. Will there be any additional taxes payable by the member towards the upgrade to the higher cabin?**
 - Yes, you will have to pay the statutory taxes and applicable charges in force from time to time. Additionally, at certain airports, the differential tax amount (due to cabin change etc), if any, will have to be paid by you at any Jet Airways Airport or City Office Ticketing Desk. For departure ex-London and ex-Paris, you will have to pay a differential departure tax amount of GBP 78 & EUR 40.56 at the Jet Airways ticketing counter at the airport before proceeding for the flight. Failure to pay would result in cancellation of your travel. Airport departure tax and rules governing the same are subject to change and members need to contact Jet Airways ticketing desk at London or Paris for more details.
- 8. If I cancel my flight ticket in which I have upgraded using JPMiles, can I get the JPMiles back?**

- Yes, you can request for JPMiles reversal for your own travel or for the guest where the upgrade has been carried out by you and where it involves a cancellation of travel or guest's travel or because of changes in flight number or date of travel and an upgrade is not available in these scenarios online through www.jetprivilege.com, www.jetairways.com, Jet Airways mobile app in addition through the JetPrivilege Service Centre and airports
You will be charged cancellation fee in terms of JPMiles for each segment requested for reversal
Prior to initiating the request for reversal of JPMiles, you will need to contact the Jet Airways reservation desk on 39893333 or contact your travel agent to cancel or change the flight number or date of travel within the permissible cancellation/modification time limits beyond which the booking would be treated as a 'No-show' by Jet Airways
Only after the cancellation of the booking or modification to the travel and after paying the necessary charges/penalties you will be able to initiate the request for reversal of JPMiles

9. I am travelling with an infant. Can I use my JPMiles for an upgrade via online?

- Cabin Upgrade through JPMiles for passenger travelling with Infant can only be done through Call center or at the Airport.

10. Where can I request for Cabin Upgrade using JPMiles at the airport?

- For Cabin Upgrade using JPMiles at airport you will need to be checked in against economy booking (on the website or at the kiosk) if choosing to upgrade to Premiere or checked in against Premiere booking (on the website or at the kiosk) if choosing to upgrade to First before exercising the option to upgrade at the airport.
- Post check-in you will have to go to baggage drop counter and request for a Cabin Upgrade using JPMiles. Baggage Drop counter agent will assist you with the Cabin Upgrade.