



THE HANDBOOK OF LITTLE VICTORIES

Emirates

AIA Vitality

AIAVitality.com.sg



THE REAL LIFE
COMPANY

Overview

AIA Vitality members can enjoy cashback under this Benefit when booking Economy Class seats on any Emirates flights **originating from and returning to Singapore**, subject to the further terms and conditions described below.

Who may use this Benefit?

All AIA Vitality Members may enjoy the cashback on 2 trips per Membership Year under this Benefit. Please note the AIA Vitality status-based cashback is subject to a limit of two trips each Membership Year across all AIA Vitality airlines and cruise partners. This restriction applies at the time of booking.

Up to 8 passengers travelling with an AIA Vitality Member, may enjoy the Bronze AIA Vitality Status discount, regardless of their AIA Vitality Status. These passengers must be included at point of booking.

How does the Benefit work?

- This Benefit is only applicable to Economy Class flights, booked on Emirates via www.emirates.com

- You will receive the cashback, mailed to you in the form of a cheque, based on your AIA Vitality Status at the time of booking:

| AIA Vitality Status | Cashback |
|---------------------|----------|
| Bronze | 10% |
| Silver | 25% |
| Gold | 35% |
| Platinum | 50% |

The cashback does not apply to airport taxes, fuel surcharges or any other incidental/administrative fees. It only applies to the base rate that is publicly available, including discounted rates or promotions.

To make a flight booking

- To enjoy cashback, you may only book your flights at www.emirates.com
- You may enjoy the benefit when booking Economy Class seats on any Emirates flights originating from and returning to Singapore only, subject to the Emirates' usual terms and conditions and Terms of Carriage. Flights that are one-way, around the world and multi-city stopovers are excluded.
- Up to 8 passengers travelling with you may enjoy the Bronze AIA Vitality Status discount, regardless of their AIA Vitality Status. These passengers must be included in your booking. They need not be AIA Vitality members.
- You must book your trip **at least 10 days prior to your departure date**.

To redeem your AIA Vitality cashback

- Once your flight is successfully booked, and payment is made, please email a copy of your flight booking and your mailing address to support@aiavitality.com.sg within 5 working days of your flight booking.
- You will receive your AIA Vitality cashback in the form of a cheque. We will send the cheque to you within 3 weeks of receipt of your flight booking details and your mailing address.
- The discount does not apply to airport taxes, fuel surcharges or any other incidental/administrative fees.
- The discount does not apply to the fees and extra costs incurred when you make changes to your booking.

Making changes to your booking

- You may be able to make changes to your booking through www.emirates.com via the “Manage Existing Booking” section or by calling your local Emirates Contact Center on +65 6622 1770, subject to the terms of the ticket and the airline’s prevailing terms and conditions.
- The AIA Vitality cashback does not apply to the fees and extra costs incurred when you make changes to your booking.
- Any changes you make to your booking will apply to all passengers on the same booking. Bookings are non-transferable, i.e. you are not allowed to change the name of passengers or transfer the ticket to another passenger.

Cancelling your ticket

Tickets purchased with the AIA Vitality discount are non-refundable. A 100% cancellation fee applies if a ticket is cancelled for any reason. Cancellations will not be allowed through the AIA Vitality member portal and will need to be made through the Emirates contact centre on +65 6622 1770 or via www.emirates.com

Other Terms & Conditions

Emirates may change flight rates without notice. AIA Vitality and Emirates are not responsible for any losses that may be experienced because of these changes.

All bookings are subject to Emirates’ usual terms and conditions and Terms of Carriage.

Your entitlement to, and enjoyment of, this Benefit is subject to the rules herein and the AIA Vitality Terms and Conditions (see www.aiavitality.com.sg/memberportal/terms_and_conditions). In the event of any conflict between this Benefit Guide and the AIA Vitality Terms and Conditions, the AIA Vitality Terms and Conditions shall prevail.

By purchasing discounted flight tickets under this Benefit, you acknowledge that you have read these rules, the AIA Vitality Terms and Conditions (see http://www.aiavitality.com.sg/memberportal/terms_and_conditions), including the disclaimers below, and that you accept and will be bound by the terms hereof.

In the event of dispute, the decision of AIA Singapore and Emirates shall be final.

Disclaimers and Governing Law

We make no representations or warranties, express or implied, of any kind with respect to this Benefit, nor do we assume any legal liability or responsibility for the completeness, accuracy, adequacy or currency of the contents of this Benefit Guide. Any dispute about Emirates’ services must be resolved directly with the merchant. We shall not be liable for any loss, injury, claim or damage suffered or incurred as a result of Emirates’ services.

AIA Singapore is not an agent of the merchant or vice versa.

This Benefit Guide shall be governed by and interpreted in accordance with the laws of Singapore

If you have any questions or need more information about this Benefit, please visit AIAVitality.com.sg; email us at support@aiavitality.com.sg; or call 1800 248 8000.

Information and prices (if any) are correct as at 20 March 2018 and are subject to change.