



FLYING RETURNS UPGRADE REQUEST FORM

To avail a flight upgrade against Flying Returns Points on Air India, complete this upgrade request form and submit at our Air India booking office along with mandatory documents listed below.

Member Details:

Membership Number.....Title.....Name.....
 Date of birth..... (dd /mm /yy) Telephone Number.....

Country Code Area Code Telephone Number

Mobile Number..... Email Id.....

Booking Class (in which the paid ticket is booked) PNR E Ticket Number.....

(Copy of the paid ticket along with confirmed provisional PNR (optional) of the higher class to be attached)

Reservation Details:

Flight Upgrade may be redeemed against FR Points as follows. Only one name to be filled per form

Title.....Name.....

| Origin | Destination | Flight No. | Date of Travel | Booking Class of paid ticket | Provisional PNR for the upgraded class |
|--------|-------------|------------|----------------|------------------------------|--|
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Member's Signature..... Date.....

- Kindly present the following mandatory documents at the time of redemption.
 - Upgrade Award Request form duly filled and signed
 - Copy of original ticket
 - Copy of membership card
 - One Photo ID proof
 - If you are sending a representative to collect the ticket on your behalf then, along with above documents one authorization letter signed by you and Photo ID proof of the representative.
- Upgrade Award is flight specific.
- Upgrades to be booked in "I" Class for Executive and "O" Class for First on Air India and on Star Alliance Partner.
- Flying Returns FR Points earned will be based upon the class of service purchased, not the upgraded class of service.
- No upgrade permissible from Economy to First i.e. double upgrades.
- The member making the request should hold "Active", KYC verified status to redeem the FR Points.
- Business process for Cancellation and No Show is as per the current redemption procedure.
- Full FR Points will be charged for Child Award Ticket.
- In case of voluntary cancellation - penalty would be applicable.
- In case of flight cancellation / Aircraft change with a single compartment FR Points would be reinstated based on the Certificate issued by APM / RM without deduction of FR Points.
- In case of multiple sector journeys, debit of FR Points (during redemptions) would be the sum of FR Points of each sector.
- Upgrades are not permitted on flights operated under IX code and code-share flights of Air India.
- Use of these awards must be made in accordance with conditions of carriage, procedures and terms and conditions detailed on www.flyingreturns.co.in
- Upgrade not permissible on Award ticket using FR Points.