

# HappinesSMiles

## Member Handbook



## HappinesSMiles Program

### Drukair, Royal Bhutan Airlines, Frequent Flyer Program

HappinesSMiles, Bhutan's first frequent flyer program was launched on 10th November 2014, in commemorating the birth anniversary of His Majesty the Fourth Druk Gyalpo Jigme Singye Wangchuck and in celebrating His Majesty's enlightened and visionary philosophy, Gross National Happiness.

The members of the program can accrue miles corresponding to the distance flown on Drukair and the class of service availed. Accrued miles may then be redeemed for Award Flights, Award Upgrades at airports and enjoy other benefits as you attend higher membership tiers.

#### **1. ENROLEMENT**

Eligible individuals may register online at [www.drukair.com.bt](http://www.drukair.com.bt) on the corporate website of Drukair, Royal Bhutan Airlines.

#### **2. ELIGIBILITY**

To enroll in the program as a member, the individual must be:

- a) At least 12 years of age or older
- b) Holding a valid passport of any nationality

#### **3. DOCUMENTATION**

A valid Passport is mandatory while the following documents may also be accepted as a travel document:

1. Citizenship ID Card (for Bhutanese nationals only) or,
2. Voter ID (for Indian Nationals only).

## 4. MEMBERSHIP TIERS

HappinesSMiles Program offers 3 tiers of membership:

1. Silver (Basic tier)
2. Gold
3. Platinum (the elite tier).

## 5. MEMBERSHIP NUMBER

Upon enrolment, members will be assigned a permanent membership number that will be the permanent reference point of the member’s relationship with the HappinesSMiles Program throughout the membership lifetime of the member.

## 6. MEMBERSHIP CARD

Each member will be assigned an e-membership card upon successful enrolment, and, or when upgraded or downgraded from one membership tier to another, or when re-assigned to Gold/Platinum tier with new tier validity specified on the e-membership card.

6.1 When a Member is upgraded, downgraded or is re-assigned to a Gold Membership Tier, an e-membership Gold card will be issued to the member.

6.2 When a Member is upgraded, downgraded or is re-assigned to a Platinum Membership Tier, an e-membership Platinum card will be issued to the member.

## 7. EARNING MILES

Mileage is earned based on the distance travelled (on Actual Miles / Ticketed Point Mileage) and the class of service availed.

Class of Service	RBD (Booking Class Code)	Cabin Bonus	Total Percentage of Actual Miles Earned
Business	J	25%	125% of Actual Miles
	C & D	10%	110% of Actual Miles
Economy	Y, Q & S	-	100% of Actual Miles

Discounted fares or promotional fares with designated booking class codes (O,A, etc.) will not earn miles.

Award Travel in X (economy) and I (business) booking classes are not eligible for mileage accrual.

On all upgraded travels including a paid upgrade travel at the airport, mileage is earned based on the original booking class code.

## 8. ACTUAL MILES

Actual Miles is the Ticketed Point Mileage between the origin and the destination of Drukair operated flights.

SEGMENT	Actual Miles
Paro - Bagdogra V.V.	87
Paro - Bangkok V.V.	1,183
Paro - Bodhgaya V.V.	337
Paro - Bumthang V.V.	78
Paro - Delhi V.V.	762
Paro - Dhaka V.V.	256
Paro - Gelephu V.V.	96
Paro - Guwahati V.V.	155
Paro - Kathmandu V.V.	256
Gelephu - Kolkata V.V.	256
Paro - Kolkata V.V.	335
Paro - Singapore V.V.	2,038
Paro - Yonphula V.V.	129
Bagdogra - Bangkok V.V.	1,198
Bodhgaya - Bangkok V.V.	1,273
Guwahati - Singapore V.V.	1,804
Paro - Dubai V.V.	2,108

## 9. BASE MILES (MILEAGE CHART)

SEGMENT	Actual Miles	Base Miles (Miles earned based on RBD)		
		S, Y & Q	C & D	J
Paro - Bagdogra V.V.	87	87	96	109
Paro - Bangkok V.V.	1,183	1,183	1,301	1,479
Paro - Bodhgaya V.V.	337	337	371	421
Paro - Bumthang V.V.	78	78	86	98
Paro - Delhi V.V.	762	762	838	953
Paro - Dhaka V.V.	256	256	282	320
Paro - Gelephu V.V.	96	96	106	120
Paro - Guwahati V.V.	155	155	171	194
Paro - Kathmandu V.V.	256	256	282	320
Gelephu - Kolkata V.V.	256	256	282	320
Paro - Kolkata V.V.	335	335	369	419
Paro - Singapore V.V.	2,038	2,038	2,242	2,548
Paro - Yonphula V.V.	129	129	142	161
Bagdogra - Bangkok V.V.	1,198	1,198	1,318	1,498
Bodhgaya - Bangkok V.V.	1,273	1,273	1,400	1,591
Guwahati - Singapore V.V.	1,804	1,804	1,984	2,255
Paro - Dubai V.V.	2,108	2,108	2,319	2,635

**Note:** Base Miles will also be counted separately towards Tiers for tier evaluation on every new accrual activity for exactly 365 days, called as Tier Miles.

## 10. BASE MILES VALIDITY

Base Miles accrued remain valid for a full 2 (two) years from the date of credit (load date). Base Miles not redeemed within the 2 years validity expire on a monthly basis. For example, Base Miles earned within January 2024 (1st - 31st) and not redeemed will expire on 31st January 2026. Within each calendar year, there are 12 dates on which Base Miles may expire (last day of each month). Expiring Base Miles, if any, can always be viewed online by accessing individual's member account.

## 11. MEMBERSHIP BENEFITS

TIER	BENEFITS
Silver (Basic tier)	Mileage accrual and redemption on Happiness Reward Tickets and Happiness Class Upgrade.
Gold	Mileage accrual and redemption on Happiness Reward Tickets and Happiness Class Upgrade. <ol style="list-style-type: none"> <li>10 KG Additional Baggage Allowance</li> <li>Complimentary Lounge Access at Paro Airport</li> </ol>
Platinum (Elite tier)	Mileage accrual and redemption on Happiness Reward Tickets and Happiness Class Upgrade. <ol style="list-style-type: none"> <li>20 KG additional Baggage Allowance</li> <li>Complimentary access to all Drukair lounges plus one guest</li> <li>No show charge exempted</li> <li>Complimentary class upgrade subject to seat availability at the airport</li> </ol>

## 12. MEMBERSHIP TIER UPGRADE

Attaining or retaining a membership tier is based on Tier Miles (Base Miles accrued in the preceding 365 days). A member's account is reviewed on every new accrual activity with preceding accrual activities up to 365 days. When the required Tier Miles is met, the membership tier is upgraded and a new membership card is assigned to the member.

	SILVER (Basic tier)	GOLD	PLATINUM
<b>Required Miles flown in a year to attain/retain</b>	Not Applicable	15,000 Tier Miles	30,000 Tier Miles
<b>Membership validity</b>	No Validity	1 year	1 year

**13. GOLD / PLATINUM MEMBERSHIP TIER VALIDITY**

Gold and Platinum membership tier remain valid for full 1 (one) year. For example, if a member is upgraded in January of 2024 (1st – 31st), the validity of the new membership tier will expire on 31st January 2025 (the expiry date will be rounded off to month end date).

**14. AWARD TRAVEL REDEMPTION**

Members can redeem Award Travel on any scheduled Drukair flight from any Drukair Sales Outlet by spending accrued miles as per Award Flight Redemption Chart below:

SECTOR	Economy (X Class)		Business (I Class)	
	One-way	Roundtrip	One-way	Roundtrip
Paro – Bumthang V.V.	7,000	14,000	14,000	28,000
Paro – Gelephu V.V.				
Paro – Yonphula V.V.				
Paro – Dhaka V.V.				
Paro – Kathmandu V.V.				
Gelephu – Kolkata V.V.				
Paro – Bagdogra V.V.				
Paro – Bodhgaya V.V.				
Paro – Guwahati V.V.				
Paro – Kolkata V.V.				
Paro – Delhi V.V.	15,000	30,000	30,000	60,000
Paro – Bangkok V.V.	25,000	50,000	50,000	100,000
Bagdogra – Bangkok V.V.				
Bodhgaya – Bangkok V.V.				
Paro – Singapore V.V.	40,000	80,000	80,000	160,000
Guwahati – Singapore V.V.				
Paro – Dubai V.V.				

**AWARD TRAVEL TERMS**

1. Applicable Taxes will be collected additionally.
2. Valid for 1 year from the first date of travel.
3. Stop-overs will not be permitted.
4. Date change will be permitted as per Term & Fare Sheet within the validity.
5. Miles will not be accrued on Award Flights.
6. Refund will be permitted, provided Award Flight has been cancelled 3 (three) day prior to departure as follows:
  - I. All tiers (voluntary) - 75% refunded
  - II. All tiers (involuntary) - 100% refunded

**15. AWARD UPGRADE (AT AIRPORT)**

Members can redeem Award upgrade on any Drukair operated flight at the airport check-in subject to seat availability by spending accrued miles as per Award Upgrade Redemption Chart below:

Sector	Miles
Paro – Bumthang V.V.	5,600
Paro – Gelephu V.V.	
Paro – Yonphula V.V.	
Paro – Dhaka V.V.	
Paro – Kathmandu V.V.	
Gelephu – Kolkata V.V.	
Paro – Bagdogra V.V.	
Paro – Bodhgaya V.V.	
Paro – Guwahati V.V.	
Paro – Kolkata V.V.	
Paro – Delhi V.V.	12,000
Paro – Bangkok V.V.	20,000
Bagdogra – Bangkok V.V.	
Bodhgaya – Bangkok V.V.	
Paro – Singapore V.V.	32,000
Guwahati – Singapore V.V.	
Paro – Dubai V.V.	

## AWARD UPGRADE TERMS

1. Award Upgrade will only be redeemable during check-in, at the airport check-in counter.
2. Redemption is subject to seat availability.
3. Entitled to use business class lounge.
4. Entitled to business class baggage allowance

## 16. ONLINE MEMBERSHIP ACCOUNT

Members can access the online HappinesSMiles account at [www.drukair.com.bt](http://www.drukair.com.bt) with the Membership Number and password to:

- c) Check available miles.
- d) Check mileage expiry details.
- e) View membership status.
- f) View statements.
- g) Retro-claim miles on unrecorded flights
- h) Update personal profile, travel document details and addresses.
- i) Update communication preferences (subscribe/unsubscribe for updates on special promotions and offers).
- j) Redeem Award Flights

## 17. PROGRAM TERMS AND CONDITIONS

The terms and conditions of the program which explains the nature and scope of the relationship between HappinesSMiles Program, the frequent flyer program of Drukair, Royal Bhutan Airlines, and a member of the program are detailed hereunder. The terms and conditions are subject to change from time to time.

1. To participate in the Program, the applicant must be at least 12 years of age or older holding a valid passport of any nationality.
2. Only an individual can be enrolled as a member per account.
3. Miles can be earned on all scheduled Drukair flights except on unused, forfeited, refunded, discounted, free, no value, denied boarding, barter, infant fares, and on all non-revenue tickets.
4. Miles accumulated on Drukair is determined by the distance travelled and the class of service availed.

5. Members receive mileage credit based on distance between origin and destination of Drukair operated flights as determined by Drukair.
6. All travel documentation, including tickets, boarding passes, electronic ticket payment and other payment receipts should be retained until miles has been credited to your account.
7. It is the responsibility of the Member to quote their membership number during reservation or at the airport check-in counter in order to help ensure that all miles have been credited.
8. Miles can be accumulated solely by the enrolled member who travels, regardless of who pays for the ticket, and cannot be combined with or transferred to the accounts of other members.
9. Membership and accrued Miles are non-transferable from one member to another under any circumstances. However, a member can redeem Miles for an award travel and award upgrade to the member's nominees (Family members and Friends). The respective nominees can be added by the member from the member portal and once added the nominees cannot be changed.
10. The selling, purchasing, bartering, auctioning or exchanging of all HappinesSMiles Awards for compensation is strictly prohibited. Drukair reserves the right to withhold or confiscate the HappinesSMiles Award Documents, void all available Miles, close accounts, terminate membership, with or without notice, and take legal action in the event of any member found to be conducting a commercial transaction with third parties involving HappinesSMiles Award Documents.
11. Drukair may change the HappinesSMiles Program rules, regulations, and benefits, conditions of membership, in whole or in part at any time with or without notice even though change may affect the value of the mileage or Awards already issued.
12. Drukair reserves the right to terminate the HappinesSMiles Program at any time.
13. Any disagreement with regard to the HappinesSMiles program shall be subject to the Laws of the Kingdom of Bhutan and referred to the Royal Court of Justice in Paro as the court of first instance.

***Tashi Delek and we wish you a pleasant flight with Drukair, Royal Bhutan Airlines***



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