

Media release

Zurich Airport, 12 November 2019

Frequent flyer programme

SWISS customers to enjoy the simplest-ever frequent flyer programme

The Lufthansa Group is to adopt an easy-to-understand and more transparent points system for its frequent flyer programme. Long-term regular customers will also earn Frequent Traveller or Senator status for life. All the changes will apply to flights from 1 January 2021. The Miles & More award miles programme will remain unchanged.

The Lufthansa Group is simplifying its status program and offering its customers an even easier and more transparent collection system for achieving and maintaining Frequent Traveller, Senator and HON Circle levels. Loyalty towards Lufthansa Group airlines will be rewarded to a greater extent than ever before. In the future, the airlines will also be appointing their guests Frequent Traveller and Senator for life in recognition of their long-standing loyalty. All changes to the status programme will apply to flights from 1 January 2021 and onwards.

Points system replaces status miles

Today's diversity of variously defined so-called miles will be significantly reduced. In addition to the award miles for their flight, guests will receive points instead of the current status and HON Circle miles. The amount of points that can be earned on a flight will only depend on two criteria: the travel class and whether the flight is continental or intercontinental.

Frequent flyer status for loyal customers

As before, points can be earned on all Star Alliance airlines, including status miles. In order to reach the frequent flyer level as a Frequent Traveller or Senator, a share of flights with Austrian Airlines, Lufthansa and SWISS or the Miles & More partner air-lines Brussels Airlines, Eurowings, Air Dolomiti, Adria Airways, Croatia Airlines, LOT Polish Airlines or Luxair will be required in future. This means that half of the required points must be flown with these airlines. As before, frequent flyers qualify to become HON Circle Members exclusively by flying with the above-mentioned airlines. Unlike in the past, it is also possible to collect points for qualifying as a HON Circle Member with Economy Class and Premium Economy Class flights.

Frequent traveller and senator for life

In the future, long-time frequent flyers will be appointed Frequent Traveller and Senator for life. The basis for this is the sum of all points collected on flights operated by Austrian Airlines,

Lufthansa, SWISS and Miles & More airline partners. The lifetime Senator status also requires the guest to have been a Senator or HON Circle Member for ten calendar years.

Collection period and term

In the future, the status duration will be valid for at least one year up to a maximum of 26 months. The time period to collect the required points for all frequent flyer levels is one calendar year.

Miles & More bonus programme remains unchanged

The Miles & More bonus programme remains unchanged. Award miles are miles that can be earned in everyday life or on journeys for flights, rental cars, hotel stays and much more and then redeemed for non-cash awards or services.

Further information, a detailed overview of the new points system and a point calculator can be found at www.miles-and-more.com/vielflieger.

Swiss International Air Lines (SWISS) is The Airline of Switzerland, serving over 100 destinations in 44 countries worldwide from Zurich and Geneva and carrying some 18 million passengers a year with its fleet of around 90 aircraft. The company's Swiss WorldCargo division provides a comprehensive range of airport-to-airport airfreight services for high-value and care-intensive consignments to around 175 destinations in more than 80 countries. As The Airline of Switzerland, SWISS embodies its home country's traditional values, and is committed to delivering the highest product and service quality. With its workforce of some 9,000 personnel, SWISS generated total revenues of over CHF 5 billion in 2018. SWISS is part of the Lufthansa Group, and is also a member of Star Alliance, the world's biggest airline network.

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