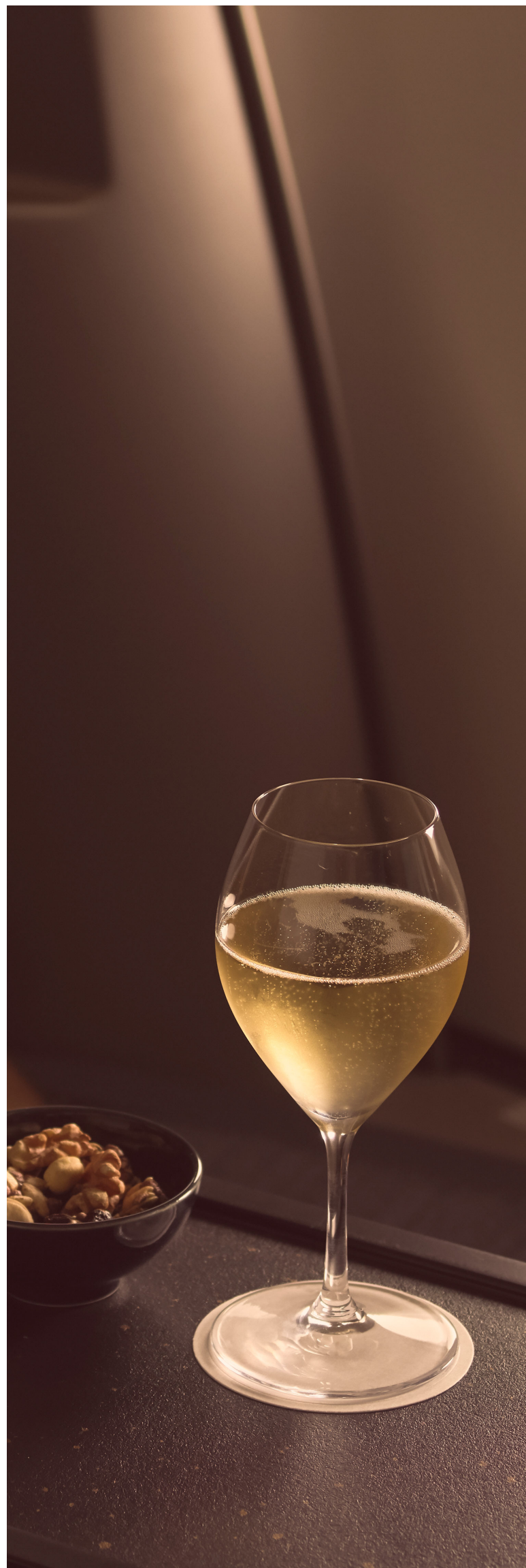




COSMILE Manual



Paragraph	Description	Page
Chapter I	General Terms and Conditions for Membership Enrollment	2
Chapter II	COSMILE Membership	7



Chapter I. General Terms and Conditions for Membership Enrollment

1.1. Enrollment in COSMILE is available to anyone two years old or older. Applicants from the age of 2 until they turn 18 will be registered under a family account, in which his or her guardian should be designated as a primary member when enrolling. Primary member must log in to COSMILE and apply for sub-member addition with supporting documents, and ensure that each member registers with a unique and valid email address. Email addresses may not be shared between members. Please visit "Family Account" for more information. Applicants who are 18 years of age or older may enroll directly via STARLUX website or App on a computer or mobile device.

1.2. Each member may enroll under his or her personal name only and have only one member ID; therefore, please DO NOT attempt to establish more than one account. Memberships and member ID are non-transferrable. In order to fulfill its corporate responsibility to the protection of the environment, STARLUX has adopted an e-card system. News regarding card tiers, benefits and mileage requirements will be announced on STARLUX website and App. STARLUX reserves the right to accept or decline any and all applications for membership in the program.





- 1.3. The card tier and member ID become effective upon issuance. Mileage accrual will begin when taking an eligible flight for award mileage once the member ID has been granted. Retroactive mileage registration is only accepted within 365 days upon expiration of 3 days after the member takes a flight. Please file the application online by visiting STARLUX website or App. In order to deposit mileage into the account automatically, the member shall ensure that the English name (particularly the English name on the ticket) and member ID used by the member in the transaction shall be identical with those registered by the member in the STARLUX COSMILE program.
- 1.4. Please take care to keep your own member ID, email account and password safe and private. Access to various services or inquiries on STARLUX website or App require the member's member ID, email account and password. Please DO NOT share your member ID, email account or password with others. STARLUX will not be liable for damage to the member's benefits caused by any unauthorized access using a member ID, email account or password not attributed to STARLUX.
- 1.5. Inquiry of personal information and modification (other than name spelling and date of birth) may be accessed through "My Account" on STARLUX Airlines Website or App. Or you may also contact STARLUX Customer Service Center for assistance. Members who wish to modify their name spelling or date of birth should apply through "COSMILE Profile Update". Our Customer Service Agent will contact you after receiving your application.





- 1.6. STARLUX may take legal actions and, without any prior notice, terminate the membership status under any of the following circumstances. STARLUX may cancel the membership and accumulated mileage of any member who:
- a. seeks profit through illegal means (including but not limited to, earning miles under a false name, or selling the mileage or award). The member shall also be responsible for compensation of the equivalent cash amount for the mileage already redeemed for the award.
 - b. demands any undue membership benefits not applicable to his/her card tier, or fail to abide by flight cabin or airport lounge regulations, thereby affecting the other passengers' benefits or causing trouble for STARLUX's staff.
 - c. endanger STARLUX's flight safety or infringe upon the other passengers' benefits, whether by word, deed, or conduct.
 - d. make any false or improper representation that injures STARLUX's goodwill.
 - e. violate STARLUX's terms and conditions for carriage of baggage.
 - f. engage in any acts that involve improper use or abuse of membership benefits.





- 1.7. Any expenses or charges imposed on the award under related laws and regulations, such as taxes, government fees and fuel expenses, if any, shall be borne solely by the member.
- 1.8. When asked, please be prepared to show your e-membership card or the member ID when using an airport VIP lounge or accessing any special benefits. Should you fail to show the same or provide your ID documents, STARLUX's staff reserves the right to decide whether or not the requested service should be provided at their sole discretion.
- 1.9. Personal information provided by a member is protected under STARLUX's privacy policy and used pursuant to all relevant regulations. For related terms and conditions, please visit STARLUX website. Member email accounts retained by STARLUX are intended only for delivery of information related to transactions, services, membership benefits, special benefits, and premium policy. STARLUX will send said information to the member via the email and also identify itself as the sender in the email. STARLUX will not be liable for any failure to accumulate or redeem mileage to the member's account or any potential damage to the member's benefits due to the failure to send said information resulting from the circumstances not attributed to STARLUX, such as the member's email account is in error, failure in the email system, or member's request for STARLUX to stop sending such emails.





1.10. STARLUX reserves the right to correct or pursue any inconsistency with regard to the member's mileage accumulation or benefits.

1.11. A member who wishes to terminate his or her membership shall file the application in the "Support" section on STARLUX website. The Customer Service Center will contact the applicant with instructions to complete the application process. The application can then be completed in person at STARLUX Customer Service Center by submitting the completed "Application Form for Consolidation/Deletion of COSMILE Account" with copies of the applicant's ID documents. Once the membership account is terminated, the benefits and benefits related to any mileage accumulated will become invalid, no matter whether they are redeemed for an award or not.

1.12. The ownership of a member's e-membership card remains vested in STARLUX. STARLUX reserves the right to recall the same, if necessary.

1.13. STARLUX reserves the right to interpret and apply these terms and conditions. In the case of any alteration hereof, the latest terms and conditions posed on STARLUX website shall apply. STARLUX will not be liable for any loss caused by update of, amendment to, or termination of the terms and conditions. The decision made by STARLUX in each individual case shall constitute its final and irrevocable resolution.

1.14. Even if any provision herein is held to be invalid, revocable, illegal or enforceable, the other provisions herein shall remain unaffected and effective.





Chapter II. COSMILE

2.1. Definitions

2.1.1. Award Mileage

The mileage earned by taking an eligible flight for award mileage or by mileage purchase and through various inter-organizational/horizontal mileage collaboration projects, which may be applied to the redeem of various awards, e.g., cabin class upgrade or award ticket, etc.

2.1.2. Eligible Flight for Award Mileage

- STARLUX Airlines flight numbers
- Alaska Airlines flight numbers operated by Alaska Airlines, SkyWest Airlines (OO), or Horizon Air (QX)

2.1.3. Tier Mileage

The mileage earned by taking an eligible flight for tier mileage that may be applied to the accrual of mileage required for upgrade and renewal of the membership.

2.1.4. Eligible Flight for Tier Mileage

- STARLUX Airlines flight numbers

2.1.5. Valid Sector

Valid sectors are used for upgrade and renewal of the membership. Only flights with STARLUX Airlines flight numbers operated by STARLUX Airlines are considered valid sectors.



2.1.6. Turnaround Point

The farthest distance from departure point in the itinerary is regarded as the turnaround point, and the following itinerary departing from the turnaround point is regarded as inbound.

2.1.7. Intermediate Point

Intermediate point is between the departure point and the destination or the turnaround point. It may be classified as a transfer point or a stopover, depending on the duration of stay.

2.1.8. Transfer Point

Transfer point is between the departure point and the destination or the turnaround point which passengers stay for less than 24 hours. However, the farthest destination from the departure point cannot be regarded as a transfer point.

2.1.9. Stopover

Any transfer point which passengers stay for more than 24 hours is regarded as a stopover.

2.2.0. Open Jaw

The itinerary that the departure point and destination are different. The turnaround points are different which is also regarded as open jaw.





2.2. Personal Member vs. Family Account

2.2.1. Personal Member:

The tier mileage, valid sectors and award mileage earned by any member who is 18 years of age or older for each of his or her travels by taking flights operated by STARLUX will be automatically deposited into his or her personal account.

2.2.2. Family Account:

The tier mileage and valid sectors earned by any member from the age of 2 years old but less than 18 years old for each of his or her travels by taking flights marketed and operated by STARLUX will be automatically deposited into his or her personal account. Notwithstanding, the award mileage earned by him or her for each travel will be automatically deposited into the account of his or her guardian (primary member's account), and the award mileage registered under said account shall be managed by the primary member.





2.3. Qualifications for Card Tier Upgrade and Renewal

Tier mileage and valid sectors earned from eligible flights can be used for card tier upgrades or renewal.

TRAVELER

Enrollment

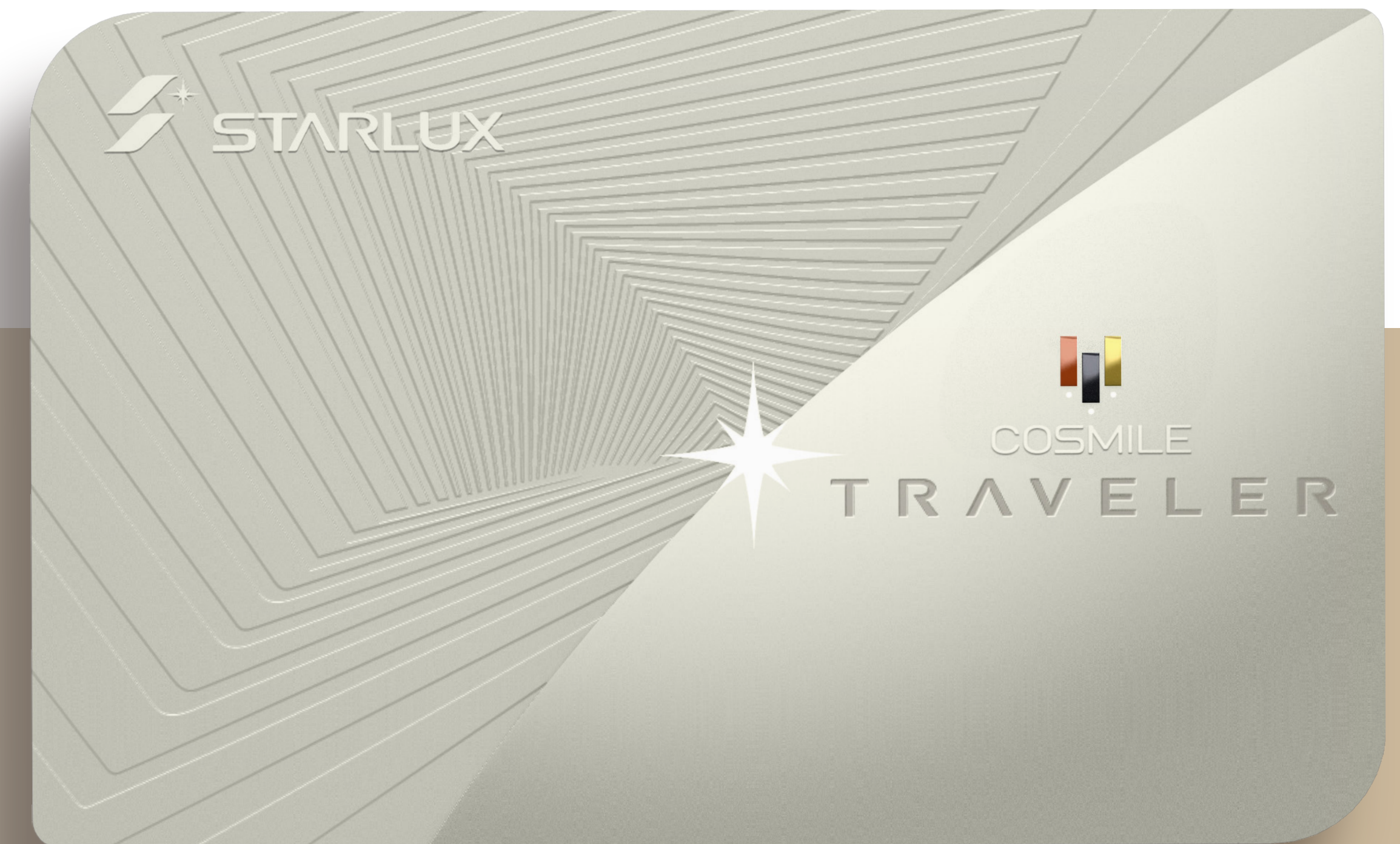
Enrollment in COSMILE is available to anyone two years old or older. Applicants from the age of 2 until they turn 18 will be registered under a family account, in which his or her guardian should be designated as a primary member when enrolling. Primary member must log in to COSMILE and apply for sub-member addition with supporting documents. Please visit 2.7. "Family Account" for more information. Applicants who are 18 years of age or older may enroll directly via STARLUX Website or APP on a computer or mobile device.

Upgrade Qualifications

-

Valid

Permanent



Notes:

1. Tier Mileage earned from flights eligible for tier mileage will be used for upgrade and renewal of the membership.
2. Valid sectors are only earned from flights with STARLUX Airlines flight numbers operated by STARLUX Airlines.
3. The new validity after upgrade shall be effective for 24 months once the upgrade threshold is met.
4. The valid term will be extended for another 24 months as of the day following expiration of the old card once the tier mileage / valid sectors accumulated within 24 months before the card tier expiry date satisfy the renewal threshold.
5. The card tier will be demoted to the previous tier if the tier mileage / valid sectors fail to satisfy the renewal threshold. The new card tier shall be effective for 24 months as of the day following expiration of the old card.



ADVENTURER

Upgrade Qualifications

Upgrade from TRAVELER to ADVENTURER is applicable if any of the following circumstances is satisfied within consecutive 12 months:

- (1) Accumulate 30,000 tier mileage, or
- (2) Accumulate 25 valid sectors

Renewal Qualifications

Renewal is applicable if any of the following circumstances is satisfied within 24 months before the card tier expiry date:

- (1) Accumulate 40,000 tier mileage, or
- (2) Accumulate 40 valid sectors

Valid

24 months



Notes:

1. Tier Mileage earned from flights eligible for tier mileage will be used for upgrade and renewal of the membership.
2. Valid sectors are only earned from flights with STARLUX Airlines flight numbers operated by STARLUX Airlines.
3. The new validity after upgrade shall be effective for 24 months once the upgrade threshold is met.
4. The valid term will be extended for another 24 months as of the day following expiration of the old card once the tier mileage / valid sectors accumulated within 24 months before the card tier expiry date satisfy the renewal threshold.
5. The card tier will be demoted to the previous tier if the tier mileage / valid sectors fail to satisfy the renewal threshold. The new card tier shall be effective for 24 months as of the day following expiration of the old card.



EXPLORER

Upgrade Qualifications

Upgrade from ADVENTURER to EXPLORER is applicable if any of the following circumstances is satisfied within consecutive 12 months:

- (1) Accumulate 50,000 tier mileage, or
- (2) Accumulate 50 valid sectors

Renewal Qualifications

Renewal is applicable if any of the following circumstances is satisfied within 24 months before the card tier expiry date:

- (1) Accumulate 80,000 tier mileage, or
- (2) Accumulate 80 valid sectors

Valid

24 months



Notes:

1. Tier Mileage earned from flights eligible for tier mileage will be used for upgrade and renewal of the membership.
2. Valid sectors are only earned from flights with STARLUX Airlines flight numbers operated by STARLUX Airlines.
3. The new validity after upgrade shall be effective for 24 months once the upgrade threshold is met.
4. The valid term will be extended for another 24 months as of the day following expiration of the old card once the tier mileage / valid sectors accumulated within 24 months before the card tier expiry date satisfy the renewal threshold.
5. The card tier will be demoted to the previous tier if the tier mileage / valid sectors fail to satisfy the renewal threshold. The new card tier shall be effective for 24 months as of the day following expiration of the old card.



INSIGHTER

Upgrade Qualifications

Upgrade from EXPLORER to INSIGHTER is applicable if any of the following circumstances is satisfied within consecutive 12 months:

- (1) Accumulate 120,000 tier mileage, or
- (2) Accumulate 100 valid sectors

Renewal Qualifications

Renewal is applicable if any of the following circumstances is satisfied within 24 months before the card tier expiry date:

- (1) Accumulate 200,000 tier mileage, or
- (2) Accumulate 140 valid sectors

Valid

24 months



Notes:

1. Tier Mileage earned from flights eligible for tier mileage will be used for upgrade and renewal of the membership.
2. Valid sectors are only earned from flights with STARLUX Airlines flight numbers operated by STARLUX Airlines.
3. The new validity after upgrade shall be effective for 24 months once the upgrade threshold is met.
4. The valid term will be extended for another 24 months as of the day following expiration of the old card once the tier mileage / valid sectors accumulated within 24 months before the card tier expiry date satisfy the renewal threshold.
5. The card tier will be demoted to the previous tier if the tier mileage / valid sectors fail to satisfy the renewal threshold. The new card tier shall be effective for 24 months as of the day following expiration of the old card.



2.4. Mileage Accumulation for STARLUX Airlines

COSMILE members may accrue award and tier mileage at different rates as specified in the table below when traveling on STARLUX Airlines flight numbers operated by either STARLUX Airlines or mileage partner airlines. Valid sectors can only be accrued on flights with STARLUX Airlines flight numbers operated by STARLUX Airlines. For example, traveling on a STARLUX Airlines flight number operated by Alaska Airlines allows for the accrual of award and tier mileage, but the valid sector will not be eligible for accrual.

	Economy Class				Premium Economy Class			Business Class			First Class
Fare Product	Limited	Saving	Basic	Full	Saving	Basic	Full	Saving	Basic	Full	Full
Booking Class	Q	NSV	LMK	HBX	E	R	W	D	C	J	AF
Mileage accrual ratio	0%	60%	80%	100%	105%	115%	125%	130%	150%	175%	200%
Valid sector accrual	0	1			1			1			1

Notes:

1. In order to accrue the mileage successfully, please provide your member ID while booking and ensure that the name matches the information registered in COSMILE and your passport.
2. Mileage accrual will begin once the member ID has been granted. If the member ID is entered at the time of booking, mileage will be credited to the member's account within 3 days after taking on STARLUX Airlines flight numbers operated by STARLUX Airlines automatically. For flights with STARLUX Airlines flight numbers operated by Alaska Airlines, mileage will be credited to the member's account within 21 days after the flight. Mileage Claim is applicable for travel records up to 184 days before enrollment.
3. INSIGHTER, EXPLORER and ADVENTURER can accrue bonus award mileage when taking on flights with STARLUX Airlines flight numbers operated by STARLUX Airlines, and the bonus will be accrued according to the member's card tier on the date of flight, please visit "Benefits for Each Card Tier" for more information.
4. The award mileage per sector shall be effective for 36 months from the end of the month in which the member takes any flight. For example, if the member takes flight JX888 on January 16, 2020, the mileage accruable for the sector will expire on January 31, 2023.
5. Mileage Claim is applicable for flights within 3 days to 365 days after departure and may be requested through STARLUX Website and App. Applications filed beyond this time limit will not be accepted.
6. Mileage shall be accrued based on the Ticketed Point Mileage published by IATA and the fare products as purchased.



7. The accumulated mileage and valid sectors shall not apply to the following: cabin baggage, extra seat, limited fare product, STARLUX Airline's Award Tickets, STARLUX Airline's tickets redeemed by Alaska Airlines members, special fare and discount tickets, charter tickets, group tickets, infant fare tickets and any tickets other than those issued by STARLUX or conjunction tickets.
8. Mileage cannot be transferred or combined between airlines and can only be accrued with one airline. Once mileage has been accrued in member's account, it cannot be transferred to another airline's program.
9. The mileage accumulation for upgrade award shall be accrued based on the booking class of the fare product purchase.
10. The mileage accumulation is accrued based on the booking class or cabin class whichever lower taken by the member.
11. STARLUX reserves the right to review and determine the accumulated mileage.
12. In the case of any alteration hereof, the latest terms and conditions posed on STARLUX website shall apply.

2.5. Mileage Partner Airlines

COSMILE members may accrue award mileage at different rates as specified in the table below when taking on Alaska Airlines flight numbers operated by Alaska Airlines, SkyWest Airlines (OO), or Horizon Air (QX):

	Economy Class					Business Class		
Booking Class	ZT	GX	OQNSVL	MKH	BY	EU	IDC	J
Mileage accrual ratio	0%	30%	50%	70%	100%	0%	100%	125%

Notes:

1. In order to accrue the mileage successfully, please provide your member ID while booking and ensure that the name matches the information registered in COSMILE and your passport.
2. Mileage accrual will begin once the member ID has been granted. If the member ID is entered at the time of booking, mileage will be credited to the member's account within 21 days after taking a flight automatically. Mileage Claim is applicable for travel records up to 184 days before enrollment.
3. The award mileage is valid until the last day of the 36th month after the flight date. For example, if a COSMILE member travels on Alaska Flight AS888 on November 23, 2024, the mileage earned from that sector will be valid until November 31, 2027.
4. Mileage Claim is applicable for flights within 3 days to 365 days after departure and may be requested through STARLUX Website and App. Applications filed beyond this time limit will not be accepted.



- 5. If you wish to retroactively credit miles to your Alaska Airlines Mileage Plan account, please note that the processing time may vary depending on Alaska Airlines' procedures and may take up to 8 weeks. For more details, please refer to Alaska Airlines official website.
- 6. Mileage shall be accrued based on the Ticketed Point Mileage published by IATA and the fare products as purchased.
- 7. Mileage cannot be transferred or combined between airlines and can only be accrued with one airline. Once mileage has been accrued in member's account, it cannot be transferred to another airline's program.
- 8. STARLUX reserves the right to review and determine the accumulated mileage.

2.6. Benefits for Each Card Tier

Item	TRAVELER	ADVENTURER	EXPLORER	INSIGHTER
Exclusive Hotline Service	-	-	-	Member
Exclusive Check-in Counter	-	Member	Member and one companion	Member and two companions
Extra Baggage Allowance	-	Piece Concept : Additional 1 piece for Member Only	Piece Concept : Additional 1 piece for Member Only	Piece Concept : Additional 1 piece for Member Only
Priority Baggage Handling	-	-	Member and one companion	Member and two companions
STARLUX Airlines VIP Lounge Access (Taoyuan Int'l Airport)	-	-	Member with one companion and children under 13 years old	Member with two companions and children under 13 years old
Other Airlines VIP Lounge Access (Excluding Taoyuan Int'l Airport)	-	-	Member and children under 13 years old	Member with one companion and children under 13 years old
Priority Boarding	-	-	Member and one companion	Member and two companions
Seat Selection	-	-	Complimentary Selection of Forward and Standard Seats	Complimentary Selection of Extra Legroom Seats, Forward and Standard Seats
Service Fee Waived for Award Ticket Itinerary Change or Refund	-	-	-	Member
Bonus Award Mileage	-	15%	25%	25%

“-“ in the said table means “Not Available.”



Notes:

1. COSMILE members traveling on flights operated by STARLUX Airlines and providing your member ID while booking may enjoy the privileges mentioned above. The card tier will depend on the COSMILE tier on the date of travel. COSMILE members with group fare products are also able to enjoy COSMILE Tier Privileges from May 1st, 2024. The travel companion must travel on the same flight as the eligible COSMILE member to enjoy the tier privileges.
2. Starting from April 21, 2026, INSIGHTER, EXPLORER and ADVENTURER can accrue bonus award mileage when taking on flights with STARLUX Airlines flight numbers operated by STARLUX Airlines, and the bonus will be accrued according to the member's card tier on the date of flight. This privilege doesn't include optional services or certain fare products that are ineligible for mileage or sector accrual. Mileage claimed will also be credited according to the bonus award mileage standard applicable to the tier on the flight date. Mileage accrual shall be based on the system records. Flights taken before the start date are not eligible for this privilege.
3. Mileage cannot be transferred or combined between airlines and can only be accrued with one airline. Once mileage has been accrued in member's account, it cannot be transferred to another airline's program.
4. Members eligible for VIP lounge access should present their member ID at the check-in counter when traveling on flights operated by STARLUX Airlines. This will facilitate tier verification and access to the corresponding VIP lounge. When entering the VIP lounge, please show your boarding pass, and if necessary, also present your electronic membership card or member ID.
5. The exclusive check-in counter does not include non-airport check-in points, such as stations or ports.
6. Please refer to the STARLUX website for VIP lounge information.
7. STARLUX reserves the right to provide an alternate arrangement if the airport lounge is not available for use. Access to various airport lounges shall follow the local airports' regulations and opening hours.
8. Starting from January 25, 2025, STARLUX Airlines VIP Lounge at Taichung International Airport is unavailable for COSMILE members. INSIGHTER and EXPLORER members will receive a dining voucher, redeemable at Wing Café and hómee KITCHEN (1F & 3F) in the airport.
9. INSIGHTER exclusive service hotline, please log in to your member account to check the hotline number. Open hours: Monday to Sunday & Public Holidays 08:00-20:00(GMT+8).



2.6.1 Redeem STARLUX Award Ticket

Redemption Standard of STARLUX Award Ticket (per ticket)

		First Class	Business Class	Premium Economy Class	Economy Class
Taiwan-Hong Kong / Macau	Round trip	Unavailable	40,000 miles	25,000 miles	20,000 miles
	One-way	Unavailable	20,000 miles	12,500 miles	10,000 miles
Within Asia(Excludes Taiwan-Hong Kong / Macau)	Round trip	100,000 miles	60,000 miles	40,000 miles	35,000 miles
	One-way	50,000 miles	30,000 miles	20,000 miles	17,500 miles
Between Asia & America/Europe	Round trip	240,000 miles	180,000 miles	120,000 miles	100,000 miles
	One-way	120,000 miles	90,000 miles	60,000 miles	50,000 miles

Notes:

- Award tickets are applicable for members whose mileage are deducted or any other member in the family account.
- Member must have sufficient and valid award mileage in the personal account upon booking and redeeming an award ticket. Any taxes, fees, and surcharges imposed on the ticket shall be borne solely by the passenger to complete an award ticket issuance.
- The way of award ticket redemption:
 - Please contact STARLUX Customer Service Center to book an award ticket.
 - Redeem STARLUX Award Ticket via STARLUX website or App.
- Award ticket is not eligible for mileage and valid sector accrual. However, COSMILE members can still enjoy tier privileges when traveling with an award ticket.
- Award ticket is valid for one year from the date of ticket issuance.
- Passengers traveling with an award ticket may enjoy the benefits of baggage allowance, Galactic Wi-Fi, and seat selection governed in “Full” fare product of the redeemed cabin.
- Award ticket is not applicable for upgrade by paying the fare difference.
- Award ticket does not apply to charter flights and is only eligible for flights marketed and operated by STARLUX Airlines.
- No stopover is allowed for one-way award tickets, e.g., if the itinerary of a one-way award ticket is Bangkok-Taipei-Los Angeles, Taipei cannot be the stopover.
- The redemption standard of STARLUX award tickets is based on long-haul flights or higher cabin class.



11. For round-trip award tickets, on Asia-Asia routes, one transfer is allowed at all intermediate points, with a maximum transfer time of 24 hours per stop. For Asia-America/Europe itineraries, one stopover is allowed on either the outbound or return journey, with no restriction on the duration of stay, and the rest of the flights are allowed to transfer only. The area of turnaround and intermediate point must differ from the area of departure and destination. Excluding Taiwan, area can be categorized into Northeast Asia, Southeast Asia, Mainland China (including Hong Kong, Macau), America, and Europe. Chart below is for your reference. Transfer point in Taiwan is not allowed for round trip itinerary departing from Taiwan.

Area	Northeast Asia	Southeast Asia	Mainland China	America	Europe
Route	Japan 、 Korea	Thailand, Malaysia, Singapore, Vietnam, Philippines 、 Indonesia	Mainland China (including Hong Kong, Macau)	The U.S.A.	Czech Republic

For example:

Eligible Itinerary:



Reasons: Los Angeles-Taipei-Osaka itinerary as an example, one stopover is allowed in the Asia-America sector, either on the outbound or return journey, with no restriction on the duration of stay.

Ineligible Itinerary:



Reasons: Osaka-Taipei-Bangkok itinerary as an example, stopovers are not permitted within Asia.



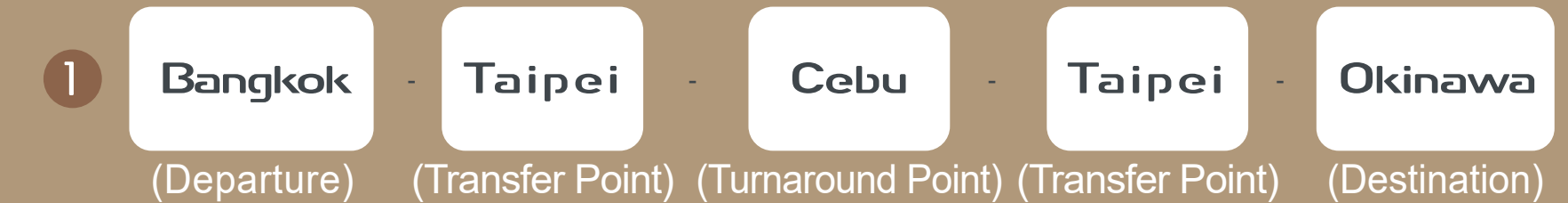
12. Open-jaw is permitted at the turnaround point, departure, and destination for round trip award tickets. However, the open-jaw points must be in the same region. The transfer between open-jaw points shall be self-arranged by the passenger. Taiwan, China (including Hong Kong and Macau), Northeast Asia, Southeast Asia, America, and Europe are deemed different regions.

For example:

Eligible Itinerary:



Ineligible Itinerary:



Reason: Bangkok and Okinawa are in different regions.



Reason: Los Angeles and Prague are in different regions.

13. Refer to the chart below for the change and cancellation policy of award tickets. Please note that a no-show fee will be charged upon requesting to change or refund the award ticket for passengers who do not take the reserved flight nor cancel their itinerary before departure. First class: No-show fee is USD120 for short-haul flights (Asia) and USD200 for long-haul flights (America/Europe). Business/Premium Economy/Economy class: No-show fee is USD50 for short-haul flights (Asia) and USD100 for long-haul flights(America/Europe). (Refund and no-show fee applies on/after 1JUN,2024)



Item	Acceptance	Notes
Date/Time Change	Accept	The reissue fee is governed in “Full” fare product of the redeemed cabin.
Route Change	Accept	Route change is accepted only when the “redemption standard” and “the region of the itinerary” (The applicable region for award tickets are “Within Asia” and “Between Asia and America/Europe.”) remain the same. Availability of award ticket seats is subject to each flight and date. Award ticket seats may not be available on certain flights or during specific periods, even when seats for paid fares remain available. For example, Passengers who originally redeemed an economy-class award ticket from Tokyo to Singapore via Taipei could contact STARLUX Customer Service Center to change the route to an economy-class award ticket from Singapore to Tokyo via Taipei without paying extra mileages or reissue fee while any taxes or charges imposed on the ticket shall still be payable by the passenger.
Refund	Accept	Valid mileage and unused refundable taxes can be refunded with a refund fee for any unused portions of the award ticket. First class: refund fee is USD120 for short-haul flights (Asia) and USD200 for long-haul flights (America/Europe). Business/Premium Economy/Economy class: refund fee is USD50 for short-haul flights (Asia) and USD50 for long-haul flights (America/Europe).If an itinerary includes a combination of different cabin classes, the refund fee will be applied based on the highest applicable fee among the cabins.
Cabin Change	Not Accept	Due to aircrafts changes, if the “redemption standard” and “the region of the itinerary” (The applicable region for award tickets are “Within Asia” and “Between Asia and America/Europe.”) remain unchanged, passengers are able to contact STARLUX Customer Service Center and request for cabin change. Availability of award ticket seats is subject to each flight and date. Award ticket seats may not be available on certain flights or during specific periods, even when seats for paid fares remain available. Example 1: When a passenger redeemed a first-class award ticket from Tokyo to Los Angeles via Taipei which the segment of Tokyo to Taipei did not provide first-class services, a business-class service would be replaced. However, if the aircraft changed due to fleet scheduling and the first-class services were then available, the passenger could contact STARLUX Customer Service Center and request to change the cabin from business class to first class without paying extra mileages or reissue fee while any taxes or charges imposed on the ticket shall still be payable by the passenger. Example 2: Passengers who originally redeemed a premium-economy-class award ticket from San Francisco to Tokyo via Taipei could contact STARLUX Customer Service Center to change the route to a premium-economy-class award ticket from San Francisco to Da Nang via Taipei. However, if the segment of Taipei to Da Nang did not provide premium economy class service, it would be replaced by economy class while the mileages will not be refunded.
Name Change	Not Accept	If the name in member profile has been updated according to the rules governed in COSMILE program, the name on the award ticket shall be updated accordingly ,subject to a name correction service fee.



- 14. STARLUX reserves the right to adjust the seats for award ticket subject to the reservation of each flight. For example, seats for award ticket might not be available on some flights while the seats for other fare products remain available.**
- 15. The issuance and use of award tickets shall be subject to the applicable tariff, ticket rules, governmental laws, and regulations.**
- 16. Matters not covered above shall be subject to STARLUX Conditions of Carriage and General Terms and Conditions of COSMILE.**
- 17. The award ticket rules are only applicable to passengers with STARLUX Airlines tickets (189) and to flights marketed and operated by STARLUX Airlines.**

2.6.2. Redeem Airline Partner (Alaska Airlines) Award Tickets

Award ticket redemption is only applicable to flights marketed under Alaska Airlines flight numbers and operated by Alaska Airlines, SkyWest Airlines (OO), or Horizon Air (QX), and must be made via the STARLUX Airlines official website or mobile App.

1. Award Ticket Redemption Chart

Flight distance between two cities
(TPM - Ticketed Point Mileage)

	Business Class	Economy Class
1 - 1,000	One-Way 25,000 miles	One-Way 10,000 miles
1,001 - 2,000	One-Way 35,000 miles	One-Way 15,000 miles
2,001 - 3,000	One-Way 45,000 miles	One-Way 20,000 miles
3,001 - 4,000	One-Way 55, 000 miles	One-Way 35,000 miles

2. Award tickets are applicable for members whose mileage are deducted or any other member in the family account.
3. Before redemption, Member must have sufficient and valid award mileage in the personal account upon booking and redeeming an award ticket. Any taxes, fees, and surcharges imposed on the ticket shall be paid by the passenger to complete an award ticket issuance.
4. Award ticket is not eligible for mileage and sector accrual.
5. Award ticket is valid for one year from the date of ticket issuance.



- 6. Redemption is limited to domestic U.S. routes. For mileage requirements and flight distances, please refer to the Award Ticket Redemption Chart and Mileage Calculator.
- 7. Only one-way or round trip itineraries between the same origin and destination are eligible for redemption. Open-jaws, stopovers, connecting flights, mixed-cabin redemptions, or combinations with STARLUX-operated flights are not permitted.
- 8. Please refer to Alaska Airlines policies for carry-on and checked baggage allowance, weight and size limitations, as well as seat selection eligibility.
- 9. Award ticket is not applicable for upgrade by paying the fare difference.
- 10. Award seat availability is limited and waitlisting is not permitted.
- 11. Please refer to the chart below for the Change and Cancellation Policy for Alaska Airlines Award Tickets

Item	Acceptance	Notes
Date/Time Change	Accept Note 1	1. Complimentary
Route Change	Not Accept	
Refund	Accept Note 2	2. Unused segments of award tickets are eligible for refund. A refund processing fee of USD 50 will be charged. Any unused refundable taxes and surcharges, as well as valid miles at the time of refund, will be refunded accordingly.
Cabin Change	Not Accept	
Name Change	Not Accept Note 3	3. If the name in member profile has been updated according to the rules governed in COSMILE program, the name on the award ticket shall be updated accordingly ,subject to a name correction service fee.

- 12. The issuance and use of award tickets shall be subject to the ticket rules, governmental laws, and regulations.
- 13. All terms and conditions are subject to the latest updates published on the STARLUX Airlines official website.



2.6.3. Redeem STARLUX Upgrade Award

Redemption Standard of STARLUX Upgrade Award (per sector)

	Economy upgrade to Business	Economy upgrade to Premium Economy	Premium Economy upgrade to Business	Business upgrade to First
Within Asia (2-cabin)	18,000 mileage	/	/	/
Within Asia (4-cabin)	/	10,000 mileage	15,000 mileage	25,000 mileage
Between Asia & America/Europe(4-cabin)	/	30,000 mileage	45,000 mileage	65,000 mileage

Notes:

1. Passenger must hold a ticket issued in “Basic” or “Full” fare products to request upgrade award.
2. Upgrade award is not applicable to “Saving”, “Limited” fare products, STARLUX Airline’s Award Tickets, tickets redeemed using Alaska Airlines mileage, discount tickets, group tickets, infant tickets, or charter flights and is only eligible for flights marketed and operated by STARLUX Airlines.
3. Member must have sufficient and valid award mileage in the personal account upon booking and redeeming upgrade award.
4. Upgrade awards are applicable for members whose mileage are deducted or any other member in the family account.
5. Eligible passengers may request an upgrade through the Online Upgrade section after logging in to their membership account. Certain booking types may not be eligible for online upgrades, such as tickets purchased through travel agencies or reservations containing specific special service requests. Please refer to the Online Upgrade section for actual eligibility. If you are unable to complete the upgrade online, please contact the STARLUX Airlines Customer Service Center for assistance.
6. Upgrade award redemption must be completed at least 3 hours prior to scheduled departure. Requests for cabin upgrade redemption will not be accepted at airport check-in counters.
7. Passengers traveling with upgrade award may enjoy the benefits of baggage allowance, GALACTIC Wi-Fi, and seat selection governed in the “Full” fare products of the upgraded cabin. As for reissue, refund, and no-show fee, rules of the fare product purchased shall apply.
8. Mileage and sector accrual for upgrade awards is subject to the purchased fare product. Mileage and sectors will be credited to the member’s account within 21 days after the flight. Accrual is only permitted to the registered COSMILE membership number and cannot be credited to other partner airlines’ programs.



9. Any taxes, fees, or charges resulting from the upgrade shall be payable in cash or credit card by the passenger.
10. STARLUX reserves the right to adjust the seats for upgrade award subject to the reservation of each flight. For example, seats for upgrade awards might not be available on some flights while the seats for other fare products remain available.
11. Any matters not specified herein shall be governed by the STARLUX Airlines Conditions of Carriage and Chapter 1, "General Membership Terms and Conditions," of this program.
12. In the case of any alteration hereof, the latest terms and conditions posted on STARLUX website shall apply.

2.7. Family Account

2.7.1 Rules of Family Account

- Only one primary member and a maximum of five sub-members can be registered in one family account. Note that the spouse and children of primary member can only be registered in one family account.
- Sub-members must be the spouse or children aged 2 to 17 years old of primary member. The following documents are required upon application:
 1. Spouse: Passport copy of primary and sub-member, supporting documents for the relationship between primary and sub-member(E.g.: Identity Card, Household Certificate, Household Registration Transcript, or Marriage Certificate...etc.).
 2. Child aged 2 to 17: Passport copy of primary and sub-member, supporting documents for the relationship between primary and sub-member(E.g.: Household Certificate, Household Registration Transcript, or Birth Certificate ...etc.).
- Applicants from the age of 2 until they turn 18 will be registered under a family account which his or her guardian is entitled as primary member when enrolling. The primary member must log in to COSMILE to apply for sub-member addition and attach supporting documents.
- Each member (including both primary and sub-members) must register with a unique and valid email address. Email addresses may not be shared between members.



- To add spouse as a sub-member, the spouse must complete COSMILE membership application before primary member can log in to COSMILE to apply for sub-member addition and attach supporting document.
- The estimated time required for processing Family Account or sub-member addition/deletion application is 14 business days. STARLUX Customer Service Center will send an email once the application is completed.

2.7.2 Rules of Mileage Accrual for Family Account

- Award mileage earned by a sub-member will be accrued to the account of primary member and managed by primary member. However, the tier mileage and valid sectors earned by a sub-member will be retained in his or her own account.
- Once the Family Account has been set, all existing mileage under the account of sub-member will be transferred to the account of primary member.
- Once a sub-member turns 18 years old, his or her account will be removed from the Family Account. In this case, his or her award mileage will no longer be accrued to the Family Account.

Notes:

1. Once a sub-member been removed from the Family Account, it is not allowed to request the return of award miles accumulated in the past.
2. In the case of any alteration hereof, the latest terms and conditions posed on STARLUX website shall apply.