

TAP MILES&GO PROGRAMME STATUS MATCH CAMPAIGN REGULATIONS

Opening remarks

Regulations updated on 03 August 2020.

These Regulations define the functioning of and conditions applicable to the TAP Miles&Go Programme Status Match Campaign launched by TAP Air Portugal as part of its Frequent Flyer Programme.

Participation in the Campaign means you have understood and unreservedly accepted all of these Regulations and the TAP Miles&Go Programme Terms and Conditions.

These Regulations were originally published in Portuguese and have been translated into English, French, Spanish and German. In all cases, only the [Portuguese version](#) is binding in matters of interpretation.

These Regulations are in 4 (four) parts: 1) Definitions; 2) Application Process; 3) Approval Process; and 4) Final Provisions.

1. Definitions

Unless the context clearly indicates otherwise, when terms in these Regulations have an initial capital, the terms and expressions listed below shall have the following meaning:

Approved – TAP Air Portugal’s decision on an Application that has met the conditions required by the Regulations in respect of the Validation Process and Approval Process.

TAP Miles&Go Programme Status Match Campaign / Campaign - A TAP Air Portugal commercial initiative under the TAP Miles&Go Programme, which consists of awarding, temporarily and under special conditions, (i) TAP Miles&Go Gold, (ii) TAP Miles&Go Silver or (iii) TAP Miles&Go Miles status to TAP Miles&Go Programme members who are also members of an Eligible Frequent Flyer Programme and who acquire one of the TAP Miles&Go Products set out in Point 3.1..

Application – request to participate in the Campaign by a Client or New Client of the TAP Miles&Go Programme.

Client – an individual who is a member of the Miles&Go Programme, identified with

a TP number that corresponds with a TAP Miles&Go Account and who has been a member of the Programme for more than 6 (six) days on the day they submitted their Application.

Exclusion – TAP Air Portugal’s decision on an Application that has not met the conditions required by the Regulations in respect of the Validation Process and/or Approval Process.

Application Forms - the means made available by the Programme for making Applications to the Campaign, as set out on the TAP Miles&Go Programme website (tapmilesandgo.flytap.com) and/or by any of the Programme’s other official means of communication.

New Client - A TAP Miles&Go Client who submits a Status Match Campaign Application when they join or within 5 (five) days of joining the Programme.

Eligible Frequent Flyer Programme - a loyalty programme operated by an airline identified in clause 2.2, the member of which currently holds one of the status levels identified in the table in clause 2.3.

TAP Miles&Go Programme / Programme - the loyalty programme for TAP Air Portugal passengers, as defined in the TAP Miles&Go Programme Terms and Conditions.

Promotion – the movement of a Client or New Client whose Application has been Approved to TAP Miles&Go Gold or TAP Miles&Go Silver status.

Regulations - these TAP Miles&Go Programme Status Match Campaign Regulations.

TAP Air Portugal - TRANSPORTES AÉREOS PORTUGUESES, S.A., a public limited company with its head office at Edifício 25 do Aeroporto de Lisboa, 1700-008 Lisbon, in the parish of Olivais, in Lisbon municipality, District of Lisbon, Portugal, registered at the Commercial Registry Office of Lisbon with the single registration and tax number 500 278 725 and with share capital of €41,500,000 (forty-one million, five hundred thousand euros).

TAP Miles&Go Gold / TAP Miles&Go Silver / TAP Miles&Go Miles – status levels granted as part of the TAP Miles&Go Programme, identified and defined in the Terms and Conditions of this Programme.

Validated / Not Validated – TAP Air Portugal’s decision as to whether or not the Application meets the conditions required by the Regulations for the Application Process and whether the Application will proceed to the Approval Process.

2. Application Process

2.1. Eligible Clients

The following are eligible to take part in the Campaign:

- New Clients who are members of an Eligible Frequent Flyer Programme;
- Clients who joined the TAP Miles&Go Programme after 1 January 2020 and who are members of an Eligible Frequent Flyer Programme.

On condition that (i) they have never before benefited from a TAP Miles&Go Programme Status Match Campaign or any other equivalent benefit and (ii) they have not submitted an Application that was ruled Not Valid or Excluded during the 6 (six) months prior to their new Application.

2.2. Eligible Frequent Flyer Programme

The following frequent flyer programmes are eligible to take part in the Campaign: AAdvantage; Aeroflot Bonus; Aerolineas Plus; Air Europa SUMA; Cedar Miles; Club Premier; Etihad Guest; Executive Club; Finnair Plus; Flying Blue; Iberia Plus; LATAM Pass; MilleMiglia; OK Plus; Privilege Club; Royal Club; Safar Flyer; SkyMiles; Skywards; Smiles; and TudoAzul, if the Client / New Client has achieved one of the status levels set out in the table attached to the next clause.

2.3. List of Eligible Frequent Flyer Programme status levels compatible with the TAP Miles&Go Programme

Equivalence of the Eligible Frequent Flyer Programmes' status levels will be determined according to the following table:

Status	Airline / Alliance	Programme	Equivalent TAP Miles&Go Status
AAdvantage Executive Platinum	American Airlines	AAdvantage	Gold
AAdvantage Platinum Pro			Gold
AAdvantage Platinum			Gold
AAdvantage Gold			Silver
Aeroflot Bonus Gold	Aeroflot	Aeroflot Bonus	Gold
Aeroflot Bonus Platinum			Gold
Aeroflot Bonus Silver			Silver
Aerolíneas Plus Diamante	Aerolíneas Argentinas	Aerolíneas Plus	Gold
Aerolíneas Plus Platinum			Gold
Aerolíneas Plus Oro			Silver
Air Europa SUMA			Gold

Platinum	Air Europa	Air Europa SUMA	
Air Europa SUMA Gold			Gold
Air Europa SUMA Silver			Silver
Cedar Miles Platinum	MEA	Cedar Miles	Gold
Cedar Miles Gold			Gold
Cedar Miles Silver			Silver
Club Premier Titanio	AeroMexico	Club Premier	Gold
Club Premier Platino			Gold
Club Premier Oro			Silver
Etihad Guest Platinum	Etihad	Etihad Guest	Gold
Etihad Guest Gold			Gold
Etihad Guest Silver			Silver
Executive Club Gold	British Airways	Executive Club	Gold
Executive Club Silver			Gold
Executive Club Bronze			Silver
Finnair Plus Platinum	Finnair	Finnair Plus	Gold
Finnair Plus Gold			Gold
Finnair Plus Silver			Silver
Flying Blue Platinum	Air France / KLM / Tarom / Kenya Airways	Flying Blue	Gold
Flying Blue Gold			Gold
Flying Blue Silver			Silver
Iberia Plus Infinita Prime	Iberia	Iberia Plus	Gold
Iberia Plus Infinita			Gold
Iberia Singular			Gold
Iberia Plus Platinum			Gold
Iberia Plus Gold			Gold
Iberia Plus Silver			Silver
LATAM Pass Black Signature	LATAM	LATAM Pass	Gold
LATAM Pass Black			Gold
LATAM Pass Platinum			Gold

LATAM Pass Gold Plus			Silver
LATAM Pass Gold			Silver
FrecciaAlataPlus	Alitalia	MilleMiglia	Gold
FrecciaAlata			Gold
Ulisse			Silver
OK Plus Platinum	Czech Airlines	OK Plus	Gold
OK Plus Gold			Gold
OK Plus Silver			Silver
Privilege Club Platinum	Qatar	Privilege Club	Gold
Privilege Club Gold			Gold
Privilege Club Silver			Silver
Platinum HAWK	Royal Jordanian	Royal Club	Gold
Gold SPARROW			Gold
Silver JAY			Silver
Safar Flyer Ambassador	Royal Air Maroc	Safar Flyer	Gold
Safar Flyer Platinum			Gold
Safar Flyer Gold			Gold
Safar Flyer Silver			Silver
SkyMiles Medallion Diamond	Delta	SkyMiles	Gold
SkyMiles Medallion Platinum			Gold
SkyMiles Medallion Gold			Gold
SkyMiles Medallion Silver			Silver
Skywards Platinum	Emirates	Skywards	Gold
Skywards Gold			Gold
Skywards Silver			Silver
Smiles Diamante	GOL	Smiles	Gold
Smiles Ouro			Silver
TudoAzul Diamante	Azul	TudoAzul	Gold
TudoAzul Safira			Silver

2.4. Proof of Eligible Frequent Flyer Programme status

2.4.1. Proof of status in an Eligible Frequent Flyer Programme identified in the table above should preferably be provided by presenting a copy of the physical frequent flyer card in the format required in the Application Forms. If the Client / New Client does not have a physical frequent flyer card, a copy of the digital card will be acceptable.

In either case, the image must include the whole card, showing at least the following: (i) cardholder's name; (ii) client number; (iii) expiry date; and (iv) frequent flyer programme and status.

2.4.2. Without prejudice to Point 2.4.1., as part of the Application process, TAP Air Portugal may, if it so chooses, require the Client / New Client to provide further elements, information and/or documents that can prove their membership of an Eligible Frequent Flyer Programme, their status within this programme and its validity on the date of Application.

These include, under penalty of Non Validation and Application Exclusion, the following: (i) copy of the physical Eligible Frequent Flyer Programme card; (ii) new copy of the same card submitted in a new digital format and/or in better graphical resolution; (iii) extract of miles/points earnings justifying status level; (iv) statement issued by the Eligible Frequent Flyer Programme confirming the requirements of Point 2.4.1.

2.5. Submitting an Application

For the purpose of submitting an Application:

- Clients must send an email to statusmatch@tapmilesandgo.com, with a copy of the frequent flyer card as set out in clause 2.4.1. of the Regulations;
- New Clients must attach a copy of their frequent flyer card in the specific field available for this purpose on the TAP Miles&Go Programme application form, as set out in clause 2.4.1. of the Regulations.

Once this has been done, the Client / New Client must follow the instructions they may receive from statusmatch@tapmilesandgo.com.

Applications submitted by any other means or in a form not provided for in the Regulations, even when submitted via one of the Programme's other official channels, and/or which do not comply fully with the requirements set out therein, shall not be considered.

2.6. Application Validation

2.6.1. Clients / New Clients who submit Applications will be notified, pursuant to this clause's following paragraphs, within 30 (thirty) days of submitting their application in a message from statusmatch@tapmilesandgo.com.

2.6.2. Applications that do not meet the eligibility criteria and/or any of the other conditions set out in these Regulations will be ruled Not Valid and Excluded.

2.6.3. Applications that have presented a copy of a frequent flyer card that is illegible, corrupted, incomplete, erased and/or expired will be temporarily invalidated. In this event, if the Client / New Client wishes, within 5 (five) days of

being notified in accordance with clause 2.6.1., they may proceed as indicated in the said notification to remedy their Application. Should the Client / New Client choose not to remedy their application within the timescale set out, the Application will be ruled Not Valid and Excluded.

2.6.4. Applications subject to the procedure described in clause 2.4.2 will be temporarily validated. In this case, the Client / New Client may proceed as indicated in the notification and must do so within 15 (fifteen) days of receiving the notification. Should the Client / New Client choose not to remedy their application within the timescale set out, the Application will be ruled Not Valid and Excluded.

2.6.5. Applications that comply with the provisions of the Validation Process set out in the Regulations will be validated and will move forward to the Approval Process.

3. Approval Process

3.1. Approval Criteria

Applications subject to Validation will be eligible for Approval if the Client / New Client purchases 1 (one) or more of the following TAP Miles&Go Products:

1. Miles Purchase: purchase 4,000 (four thousand) or more miles at the TAP Miles&Go Store;
2. Club TAP Miles&Go: join any of the available Clubs.

3.2. Conditions of Purchase

The purchase must take place using the TAP Miles&Go Account associated with the Application, preferably through milesandgo.flytap.com, or alternatively through the TAP Miles&Go Programme Contact Centre.

The purchase will only be considered if it is made after the date the Application was submitted. Purchases made prior to the date the Application was submitted will not be considered.

The purchase must be made no more than 10 (ten) days after being notified that the Application has been Validated.

Should the Client / New Client fail to make a purchase within the time stipulated, their Application will be Excluded from the Campaign.

3.3. TAP Miles&Go Product Refund Conditions

Purchases made within the scope of this Campaign are non-refundable, including in the event of Non Validation, Exclusion or any other form of termination of participation in the Campaign, regardless of the reason for this situation.

3.4. Approval, Promotion and Renewal

3.4.1. An application is considered Approved once notification has been sent by TAP Air Portugal via the email address statusmatch@tapmilesandgo.com.

The Promotion of the TAP Miles&Go account linked to the Approved Application will take place within 15 (fifteen) days of the date of notification and will be valid for a

minimum of 12 (twelve) months from the date of Approval.

3.4.2. On the expiry date of the status acquired through this Campaign, the Client / New Client will have the opportunity to renew their status until the end of their current Annual Miles Earning Period, on the condition that during the previous 12 (twelve) months they have simultaneously earned at least: (i) 25,000 (twenty-five thousand) Status Miles and 4 (four) TAP Air Portugal flight segments, for Clients with TAP Miles&Go Gold status; or (ii) 10,000 (ten thousand) Status Miles and 2 (two) TAP Air Portugal flight segments, for Clients with TAP Miles&Go Silver status. This first renewal will be valid for 1 (one) to 12 (twelve) months, depending on the renewal date of the Client's / New Client's Annual Miles Earning Period.

3.4.3. In the event the Client / New Client has not earned the required Status Miles, they will return to the TAP Miles&Go status they had before the Campaign.

3.4.4. At the end of the Annual Miles Earning Period, the Client's / New Client's status will be regulated in accordance with the general regulations applicable to the TAP Miles&Go Programme.

3.4.5. While enjoying the benefits of the Status Match Campaign, that is to say, from the time of Promotion to the first Renewal, Clients are expressly excluded from the general Promotion, Renewal and Downgrading rules in force under the TAP Miles&Go Programme, even when possible application of the general rules will be beneficial to the Client.

3.5. Benefits and Exceptions

3.5.1. The Client / New Client beneficiary of the Campaign may enjoy all the benefits included in the TAP Miles&Go Programme that are associated with their respective status (TAP Miles&Go Gold or TAP Miles&Go Silver), unless expressly stated otherwise in these Regulations, in the benefit conditions and/or the TAP Miles&Go Programme Terms and Conditions.

3.5.2. Prior to first Renewal, the Client / New Client with TAP Miles&Go Gold status may not:

1. nominate a Gold Partner; or
2. request to be issued with any physical card.

4. Final Provisions

4.1. Fraud or Bad Faith

TAP Air Portugal may terminate the participation of a particular Client / New Client in the Campaign with immediate effect if the Client / New Client in question fails to comply with these Regulations and/or the Tap Miles&Go Programme Terms and Conditions and/or other rules and regulations incorporated therein by reference, provided that such terms, rules and regulations have been duly and in a timely

manner communicated to the Client / New Client.

The provision of false, improper or abusive information by the Client / New Client shall lead to their immediate Exclusion from this Campaign and the removal of all benefits granted, without prejudice to other applicable sanctions provided for in the TAP Miles&Go Programme Terms and Conditions.

4.2. Withdrawal from the Campaign

With the exceptions of the situations set out in Point 4.1, Applications cannot be withdrawn once they have been Approved and Promoted.

4.3. Interpretation, Omissions and Changes

The TAP Miles&Go Programme and TAP Air Portugal are solely responsible for resolving questions, doubts or omissions related to these Regulations and/or the Campaign.

TAP Air Portugal reserves the right to make changes and/or additions to these Regulations at any time, without prior notice, and to modify or suspend, temporarily or permanently, this Campaign at any time.

Any amendments and/or additions to these Regulations shall come into force the moment they are published on the milesandgo.flytap.com website. [●]