

PROGRAM TERMS & CONDITIONS

Detailed Terms & Conditions

PROGRAM: “MORE FLIGHTS, MORE DELIGHTS”

1. Program Objective

To express appreciation to Bamboo Club members who frequently travel with Bamboo Airways, while encouraging members to continue choosing Bamboo Airways for their journeys.

2. Eligible Participants

All Bamboo Club members who have successfully registered and possess a valid membership number.

3. Program Period

From **01 June 2026 to 31 December 2026**

4. Prize Structure

The program includes **140 monthly awards** and **40 quarterly awards** detailed as follows:

Period	Title	Definition	Prize Type	Notes
Monthly	Best Companion	01 member with the highest number of accumulated flights in the month	Combo: Card Holder + Passport Cover + Pin Badge + Wireless Earbuds Case	
	Close Companion	09 members ranked from 2nd to 10th in number of accumulated flights in the month	Combo: Card Holder + Passport Cover + Pin Badge	
	Travel Buddy	10 members ranked from 11th to 20th in number of accumulated flights in the month	Combo: Card Holder + Pin Badge	
Quarterly	Best Companion	01 member with the highest number of accumulated flights in the quarterly	Combo: Suitcase + Tote bag + Travel bag + Headphones	
	Close Companion	09 members ranking from 2nd to 10th in number of accumulated flights during the quarter	Combo: Suitcase + Travel bag + Earbud case	
	Travel Buddy	10 members ranking from 11th to 20th in number of accumulated flights during the quarter	Combo: Suitcase + Tote bag + Headphones	

Notes:

- In the event that multiple members record the same number of accumulated flights exceeding the number of available prizes, the winner(s) shall be determined based on the earliest flight date.
- Monthly/quarterly data will be finalized within the first 10 days of the following month/quarter. Any retroclaim mileage accrual requests submitted thereafter shall not be counted toward this incentive program.

5. Prize Fulfillment Process

5.1. From the 10th to the 15th of the following month/quarter, Bamboo Club shall collect data and announce the list of winning members for the previous month/quarter via official communication channels.

5.2. From the 15th to the 20th of the following month/quarter, Bamboo Club shall contact winning members via the email address and phone number registered under their membership accounts to confirm the delivery address for the prizes.

Maximum contact attempts per member:

- Email: 01 attempt
- Phone: 03 attempts

In the event that Bamboo Club is unable to contact the member after the maximum number of attempts, or if no response is received, or if the member declines the prize, Bamboo Club reserves the right to revoke such prize and award it to the next eligible member on the winner list.

5.3. From the 20th to the 25th of the following month/quarter, Bamboo Club shall arrange delivery of prizes to the address provided by the winning members.

6. General Terms

6.1. Members participating in the program are required to comply with all applicable commitments and obligations. Members are responsible for providing complete and accurate information and for proactively cooperating throughout the program to ensure smooth implementation.

6.2. The deadline for submitting and resolving complaints shall be within three (03) days from the announcement of the results.

6.3. The Organizing Committee reserves the right to disqualify any participant where there are reasonable grounds to suspect fraudulent conduct or abuse of the Program for improper benefit.

6.4. The decision of Bamboo Airways shall be final.

7. Contact Information

- **Hotline:** 1900 1133 (VND 1,000/minute)
- **Email:** bambooclub@bambooairways.com
- **Zalo:** Bamboo Club – Bamboo Airways