



STAR ALLIANCE

AIR CHINA AND SHANGHAI AIRLINES OFFER STAR ALLIANCE UPGRADE AWARDS

All Member Carriers Based in Asia Now Participating
United Rejoins Programme

Frankfurt, GERMANY – April 8th, 2009 – Air China and Shanghai Airlines are the latest member airlines to offer Star Alliance Upgrade Awards, the unique redemption option enabling customers to redeem miles or points from their Frequent Flyer Programme (FFP) accounts for one-class upgrades on scheduled flights operated by the participating Star Alliance member carriers. At the same time, United will resume offering Star Alliance Upgrade Awards to their FFP members.

With immediate effect, travellers enrolled in PhoenixMiles (Air China), Crane Club (Shanghai Airlines) or Mileage Plus (United) can exchange their collected miles for a Star Alliance Upgrade Award. With this award, a confirmed and ticketed booking can be upgraded prior to travel for a higher class of travel, through the existing FFP redemption channels [in general, either through calling reservations or visiting a website (depending on carrier's offer)]. The upgrade is processed electronically, eliminating the need to issue paper certificates. Upgrades are permitted for one class of travel, either from Economy Class to Business Class or from Business Class to First Class*. Additionally, on Air China, Shanghai Airlines and United flights offering First and Economy Class only, upgrades from Economy to First are possible. As with most FFP redemption products, capacity restrictions apply and upgrades from certain types of fares are not possible.

Star Alliance, the way the Earth connects, is the first global airline alliance to offer such a product, which is available to the FFP members of Air China (PhoenixMiles), Air New Zealand (Airpoints[®]), ANA (ANA Mileage Club[®]), Asiana Airlines (Asiana Club[®]), Austrian (Miles & More[®]), LOT Polish Airlines

(Miles & More[®]), Lufthansa (Miles & More[®]), SAS (EuroBonus[®]), Shanghai Airlines (Crane Club), Singapore Airlines (KrisFlyer[®]), SWISS (Miles & More[®]), TAP Portugal (Victoria[®]), THAI (Royal Orchid Plus[®]), Turkish Airlines (Miles & Smiles[®]) and United (Mileage Plus[®]).

With Air China and Shanghai Airlines now participating in Star Alliance Upgrade Awards, all seven Star Alliance member airlines based in Asia and the South Pacific now offer this product, with more carriers set to join in the near future.

Since its inception in 1997, emphasis has been placed by the Star Alliance network on adding value to each member carrier's FFP by offering alliance-wide benefits to customers. For instance, Star Alliance was the first airline alliance to offer harmonised benefits for both Gold and Silver Card holders across the network, which include:

Priority Check-In

Star Alliance Gold members can make use of separate check-in desks.

Priority Waitlist

Star Alliance Gold and Star Alliance Silver members receive priority waitlisting if the desired flight is already fully booked.

Priority Airport Standby

Star Alliance Gold and Star Alliance Silver members receive priority standby listing if they arrive at the airport without any reservation for a specific flight (subject to local regulations).

Lounge Access

Star Alliance Gold members have access to more than 805 lounges at airports around the world.

Priority Baggage Tags

Star Alliance Gold members are entitled to priority baggage service across the network.

Increased Baggage Allowance

Star Alliance Gold customers are entitled to one additional piece of checked baggage (piece concept) or an additional 20 kilos (weight concept).

Moreover, Star Alliance is currently the only alliance that provides customers with one point of contact to book and ticket award travel on all other Star Alliance carriers.

* Note: not all participating carriers offer First Class

Note: Star Alliance Upgrade Awards are currently not available between the following pairings: United - Air New Zealand and United - Singapore Airlines as well as for United Mileage Plus members on flights operated by Scandinavian Airlines.

About Star Alliance:

The Star Alliance network was established in 1997 as the first truly global airline alliance to offer customers worldwide reach and a smooth travel experience. Star Alliance received the Air Transport World Market Leadership Award in 2008 and was voted Best Airline Alliance by Business Traveller Magazine in 2003, 2006, 2007 and 2008 and by Skytrax in 2003, 2005 and 2007. The members are Air Canada, Air China, Air New Zealand, ANA, Asiana Airlines, Austrian, bmi, EGYPTAIR, LOT Polish Airlines, Lufthansa, Scandinavian Airlines, Shanghai Airlines, Singapore Airlines, South African Airways, Spanair, SWISS, TAP Portugal, Turkish Airlines, THAI, United and US Airways. Regional member carriers Adria Airways (Slovenia), Blue1 (Finland) and Croatia Airlines enhance the global network. Air India, Brussels Airlines, Continental Airlines and TAM have been announced as future members. Overall, the Star Alliance network offers more than 16,500 daily flights to 912 destinations in 159 countries.