



STAR ALLIANCE

Star Alliance – The way the Earth connects

Star Alliance is a global airline network which was established on May 14th, 1997 by five airlines, Air Canada, Lufthansa, Scandinavian Airlines, THAI and United.

It was the first truly global airline alliance to offer worldwide reach, recognition and seamless service to the international traveller. Its acceptance by the market has been recognised by numerous awards, including the Air Transport World Market Leadership Award and Best Airline Alliance by both Business Traveller Magazine and Skytrax.

The member airlines are: Adria Airways, Aegean Airlines, Air Canada, Air China, Air India, Air New Zealand, ANA, Asiana Airlines, Austrian, Avianca, Avianca Brasil, Brussels Airlines, Copa Airlines, Croatia Airlines, EGYPTAIR, Ethiopian Airlines, EVA Air, LOT Polish Airlines, Lufthansa, Scandinavian Airlines, Shenzhen Airlines, Singapore Airlines, South African Airways, SWISS, TAP Portugal, Turkish Airlines, THAI and United.

Together more than 430,000 employees serve over 725 million passengers a year. With a modern combined fleet of more than 4,700 aircraft, the Star Alliance member airlines offer 18,400 daily flights to 1,300 airports in 191 countries. Further connecting flights are offered by Star Alliance Connecting Partner, Juneyao Airlines.

Customer Benefits:

Customers enrolled in any of the Star Alliance member airlines' frequent flyer programmes (FFP) can collect and redeem miles, kilometres or points on any member carrier. Accrued mileage counts towards higher status in the customer's selected FFP and can also be redeemed for a one cabin upgrade on any of the member airlines. The most frequent flyers who have obtained Star Alliance Gold or Star Alliance Silver status are recognised as valuable customers whenever they travel on a Star Alliance member airline.

BACKGROUNDER

Silver and Gold status customers are granted the following benefits:

- **Priority reservations waitlist:** If there are no seats on your preferred flight, your status puts you higher on the waiting list, except when you are travelling on an award ticket.
- **Priority stand-by:** If your travel plans change and flights are full, your status gives you higher priority on the standby list for the flight, except when you are travelling on an award ticket.

Gold status customers are entitled to the following additional benefits:

- **Priority Airport check-in:** Avoid the queues at check-in by going to the Priority counters. Just look for the Star Alliance Gold sign.
- **Extra baggage allowance:** Take an extra piece of luggage with you at no charge or get an additional 20 kilogrammes (44 pounds) where the weight concept applies.
- **Airport lounge access:** Escape the crowds in over 1,000 lounges world-wide when you fly on a member airline flight.
- **Priority boarding:** Board at your convenience at the same time as First Class and Business Class passengers.
- **Priority baggage handling:** Your bags are among the first on the belt, so you can move on quickly.
- **Gold Track:** Use the dedicated priority-lanes at security and immigration.

In addition to the Gold and Silver Benefits, Star Alliance offers the following advantages to travellers:

Convenient schedules

By providing convenient arrival and departure times, Star Alliance member airlines have optimised connections within the network, thereby connecting times for passengers.

Seamless Travel

Through check-in, joint ticketing, check-in and baggage facilities, co-location and connection teams at key airports – these all play a role in creating a smoother travel experience. Star Alliance Gold customers can now also make use of the dedicated Gold Track security checks at many airports across the globe.

BACKGROUNDEER

Fare Products

Thanks to its comprehensive network, Star Alliance member carriers are able to offer passengers great value via Round the World and Circle Pacific Fares.

Business Products

Additionally, Star Alliance offers a tailored product for large companies – Corporate Plus.

staralliance.com

The Star Alliance website is the digital “hub” hosting information on the Alliance and its member carriers in nine languages. It provides more details on, for example, frequent flyer benefits, destinations, schedules, flight status and lounges. The lounge finder functionality allows customers to search for further information on the Alliance’s lounge offer, with the option of “virtually” exploring the Star Alliance branded lounges. The integrated “Book and Fly” booking engine allows customers to plan, book and buy round the world tickets and circle fares online, 24 hours a day, 365 days a year.

Social media

Star Alliance has an active presence on [facebook](#), [twitter](#), [linkedin](#), [youtube](#) and [instagram](#).

Member Airline Benefits:

Being a member of the Alliance is of value to the airlines both in terms of revenue generation and cost reduction.

Member airlines work on joint initiatives which include for example, fuel, fleet coordination, co-location and information technology projects.

Further information can be obtained via:

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Updated: 30JUN17