

oneworld connect Frequently Asked Questions

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1 INTRODUCTION TO ONEWORLD & ONEWORLD CONNECT

1.1 What is oneworld connect?

This new **oneworld** membership category enables airlines that would otherwise not be considered for oneworld full membership to link to the alliance – expanding the network and the range of customer benefits that we can collectively offer. It allows generally smaller carriers to become part of the overall oneworld family at a more regional level without the complexity and cost involved in full membership. **oneworld connect** partners (like Fiji Airways) will provide selected alliance benefits to frequent flyers from any oneworld member airline travelling on their flights, with a more extensive range of benefits offered with their oneworld sponsors.

The new oneworld connect programme has a unique logo to link it to the oneworld alliance:



1.2 Why is oneworld introducing oneworld connect?

oneworld's current network of more than 1,000 destinations in 150 plus territories offers far-reaching global coverage, but there are still some regions where the alliance would like to strengthen its presence further. **oneworld connect** enables the alliance to link up with other airlines whose networks are relevant to a subset of members, and who cannot meet **oneworld's** full membership requirements or who are not interested in full membership at present. Importantly, adding new partners will provide customers with more choice, benefits and a larger network to choose from.

1.3 Which airlines are currently part of oneworld connect?

Fiji Airways will be the first **oneworld connect** partner, as announced by **oneworld** in June 2018. The official launch will be on 05Dec18.

1.4 How does the new oneworld connect programme work?

A **oneworld connect** partner requires at least three full **oneworld** members as its sponsors.

oneworld connect partners will provide select alliance benefits to frequent flyers from any **oneworld** member airline travelling on their flights, with a more extensive range of benefits offered with their **oneworld** sponsors.

1.5 Who is Fiji Airways' oneworld sponsors?

Fiji Airways has four (4) **oneworld** sponsors — British Airways (BA), Cathay Pacific (CX), Qantas Airways (QF) & American Airlines (AA).

1.6 What are the oneworld top tier status?

From highest to lowest tier status: Emerald, Sapphire & Ruby.

2 ONEWORLD & FIJI AIRWAYS TOP TIER CUSTOMERS

2.1 What are the oneworld top tier status?

From highest to lowest tier status: Emerald, Sapphire & Ruby.

2.2 How does the oneworld top tier status work with the 13 oneworld member airlines' frequent flyer programs?

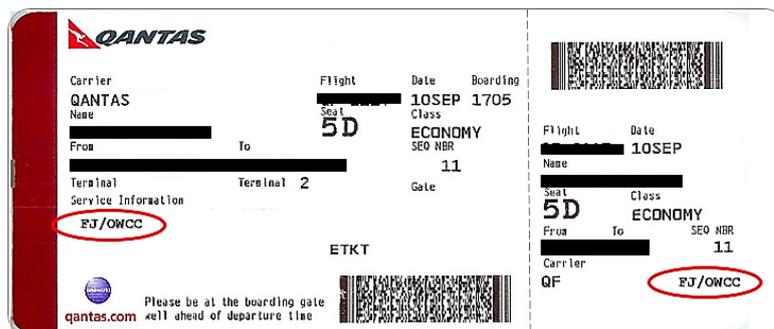
All 13 **oneworld** member airlines have their individual frequent flyer programs, which are then aligned against **oneworld's** tier status. Therefore, top tier members' frequent flyer cards have the **oneworld** logo together with the tier status gem stone.

2.3 Who are Fiji Airways' recognized top tier customers?

Tabua Club Plus members

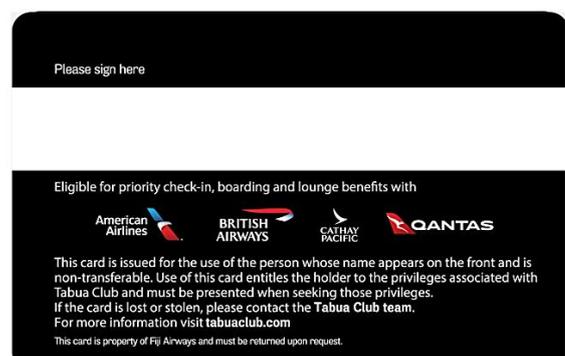
2.4 Does Tabua Club members have a oneworld tier status — Emerald, Sapphire or Ruby?

No, Tabua Club Plus members will not have a **oneworld** tier status, but will be recognized using the code **FJ/OWCC** which will be updated in the sponsor airlines' departure control systems (DCS) and will be printed on the boarding pass (similar to the sample shown).



2.5 How will the sponsor airlines recognize Tabua Club members?

Tabua Club Plus members will be issued revamped cards which will display the **oneworld connect** logo, for branding purposes only. The back of the card will display the benefits which they are entitled to i.e. priority check-in and boarding and select lounge access. Refer to the example below:



3 FIJI AIRWAYS' AIRPORT PROCESS

3.1 Will the system integration be ready for cutover on 05Dec18, which will allow FJ's departure system to automatically recognize oneworld top tier customers?

No, the system integration will not be ready for the launch on 05Dec18.

3.2 What will be the process at the airport for Fiji Airways in terms of recognizing and facilitating oneworld top tier members?

Fiji Airways airport agents will:

1. Ask customers for their FFP card to verify their **oneworld** tier status;
2. If customers have their FFP card or any other proof of their **oneworld** tier status, agents will then add the appropriate comment in CM to be printed on the boarding pass.

The predefined comments which will be used are:

- OWC Emerald: sponsor airlines' Emerald members;
- OWC Sapphire: sponsor airlines' Sapphire members;
- Emerald: non-sponsor airlines' Emerald members;
- Sapphire: non-sponsor airlines' Sapphire members.



3. The Boarding Pass comment will assist agents to easily ascertain customers' eligibility for additional benefits like Lounge access & Priority Boarding.
4. When customers don't have their FFP cards at the airport, Station Managers/ Supervisors or delegate will contact FJ's **oneworld** Help Desk to confirm customers' **oneworld** tier status.

4 ONEWORLD CONNECT BENEFITS

4.1 What benefits and services will customers receive when travelling between the sponsor airlines (AA, BA, CX & QF) and Fiji Airways?

The following table reflects the agreed benefits and services.

Benefits	Non-sponsor tier customers travelling on FJ	QF, AA, BA & CX tier customers travelling on FJ	FJ customers travelling on QF, AA, BA & CX
Through check in	-	All customers	All customers
Through check in of baggage	-	All customers	All customers
Earn mileage rewards	-	All customers	-
Redeem mileage rewards	-	All customers	-
Earn frequent flyer status points	-	Currently only QF FF members	-
Priority check-in			TCP
Priority boarding			TCP
Access to FJ's NAN lounge	Only Business class		TCP + 1 guest ¹
Access to Sponsors' selected lounges	Refer to FAQ info on Lounge Access		

Notes:

1. Tabua Plus members are only entitled when booked on FJ flight number.
2. Benefits apply when customers are travelling on flights both operated & marketed by Fiji Airways and its **oneworld** sponsor airlines.

4.2 Does the new lounges' agreements affect Fiji Airways 3rd Party Lounges which we currently have at the airports?

No. Access to the current 3rd party lounges (e.g. Dnata Lounge in SIN) will remain as it is today for all FJ operated flights.

The BA, QF & CX lounges which have been included as part of the **oneworld connect** affiliation only provide additional options for our Tabua Plus customers when travelling on flights that are either operated or marketed by Fiji Airways (provided they are booked on FJ flight number).

4.3 Will the benefits which are specified for sponsor top tier members travelling on FJ, be offered to all four (4) sponsors airlines when we launch on 05Dec18?

No. Fiji Airways will launch with only CX, BA & QF. Therefore, the benefits for specific for sponsor airlines' top tier customers, will be offered only to CX, BA & QF top tier customers. These three sponsor airlines will offer the same for our Tabua Club Plus customers from 05Dec18 and onwards.

American Airlines will be implemented later in Q1 2019.

4.4 Will customers be able to earn and redeem mileage rewards and earn frequent flyer status points?

Currently for Fiji Airways, American Airlines' AAdvantage, and Qantas' Frequent Flyer members are eligible to earn and redeem rewards when flying on Fiji Airways.

Redeeming for British Airways Executive Club customers and earning/redeeming for Cathay Pacific Marco Polo Customers, will, for technical reasons, not be available for a few months after Fiji Airways is implemented as a **oneworld connect** partner.

Fiji Airways' Tabua Club does not offer reward earning or redemption, or traditional status points earning, so its members will not be able to earn or redeem rewards or earn status points when flying on its **oneworld** sponsors American Airlines, British Airways, Cathay Pacific or Qantas.

5 GLOBAL EXPLORER, INTERLINE & EWA

5.1 Will oneworld connect partners be eligible for inclusion on oneworld fares e.g. oneworld Global Explorer, Circle Pacific etc?

New **oneworld connect** partners are required to participate in the **oneworld** Global Explorer fare only. FJ has already been participating in this fare for many years.

5.2 How will oneworld connect impact interline agreements? For example, the sponsor member currently has a baggage interline agreement with oneworld airlines - does this automatically extend to the new connect partner (FJ)?

The new **connect** partner will establish bi-lateral through check-in and baggage interline agreements with its **oneworld** sponsor members - if they do not already have them. These are important services for all customers travelling across the sponsor and **connect** partner.

5.3 Does oneworld's Endorsement Waiver Agreement (EWA) apply to the new connect partner (FJ)?

Unfortunately, flight delays, cancellations and overbookings do occur, and **oneworld** members have agreed that during times of disruptions there is no requirement to endorse a ticket from one issuing member to the other. This is known as the EWA.

The EWA is designed to allow the airline's staff to re-book and re-ticket the customer as quickly and efficiently as possible – avoiding further disruption to the customer's journey.

Each **oneworld connect** partner and its sponsor members will apply the principles of the EWA for customers who have had an involuntary change only – without additional charge to the passenger.

6 CHANGE IN SIGNAGE & ANNOUNCEMENTS

6.1 How will the new oneworld connect logo be used on airport signage?

The new **oneworld connect** logo will be displayed on airport signage to reflect the relationship between Fiji Airways and the **oneworld** alliance. At certain places, the signs will also show the 'oneworld Priority' logo to indicate **oneworld** tier status benefits.

These signs are designed to guide the customer to the touch-points where they will receive a set of **oneworld** benefits, i.e. priority check-in, selected lounge access and priority boarding.

Sponsor members (AA, BA, CX and QF) are not required to display the **oneworld connect** logo on their airport signs.

6.2 Will oneworld top tier customers be acknowledged in Fiji Airways boarding and in-flight announcements?

Yes. Fiji Airways has revised all boarding and inflight announcements to include the **oneworld Emerald and Sapphire** members only.

7 ONEWORLD CONNECT HELP DESK

7.1 What is the work flow process for front-line staff when trying to resolve oneworld related issues?

Front-line staff should follow the below workflow to resolve issues involving **oneworld**

1. Attempt to resolve issue using current processes and resources;
2. Refer to **oneworld connect** reference materials, online information pages, or other airline website information;
3. If still unresolved, refer issue to supervisors/ duty managers/ Station Managers;
4. If still unresolved, contact FJ's Help Desk.
5. FJ's Help Desk will contact the QF Help Desk if they are unable to resolve the issue.

7.2 What is the scope for Fiji Airways' oneworld connect Help Desk?

<p>In-Scope:</p> <ul style="list-style-type: none"> • Itinerary servicing and changes • Flight information • Product information • Special customer handling • Booking reconfirmation • Issues relating to OW Explorer Fares • Requesting specific seat allocation • Checking a reservation (PNR) • Reissuing tickets • Recovery from flight disruption • Flight re-instate • Coupon status updates 	<p>Out-of-Scope:</p> <ul style="list-style-type: none"> • Redemption and tracking of frequent flyer points or award ticket • Baggage- lost/ mishandled/ damaged/ tracing • Load control or yield/ revenue management inquiries • Waitlist checking or clearing • Inclusive holiday packages or tours for bookings or servicing • Staff travel • Non-OW enquiries • Airport operational system entries • Hardware or software system problem reporting
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8 LOUNGE ACCESS

Lounge	Lounge Location	When travelling	Tabua Club Plus	oneworld Sponsor Airlines			Business Class (non-tier)	Child Policy
				CX Marco Polo Diamond & Gold	QF Frequent Flyer Chairman's Lounge, Platinum One, Platinum & Gold	BA Executive Club Gold Guest List, Gold & Silver		
FJ Lounge	NAN	FJ operated, CX marketed: NAN-HKG/ NAN-AKL	N/A	Eligible + 1 guest	N/A	N/A	Eligible, no guest	Refer to Note 1 (below)
FJ Lounge	NAN	FJ operated, QF marketed: NAN to AU/ NZ/ US	N/A	N/A	Eligible + 1 guest	N/A	Eligible, no guest	
FJ Lounge	NAN	FJ operated, BA marketed: NAN to HKG/LAX/SFO/ SIN/ NRT	N/A	N/A	N/A	Eligible + 1 guest	Eligible, no guest	
FJ Lounge	NAN	FJ operated, FJ marketed	Eligible + 1 guest	Eligible + 1 guest	N/A	N/A	Eligible, no guest	
CX Lounge	BKK	CX operated, FJ marketed: BKK-HKG	Business Class: Eligible +1 guest	N/A	N/A	N/A	Eligible	Refer to Note 2 (below)
CX Lounge	BKK	CX operated, CX marketed: BKK-HKG	N/A	Eligible + 1 guest	N/A	N/A	Eligible	

NOTE:

- FJ Policy:** under 3yrs: FOC, when accompanying an eligible adult. Children over 3yrs is considered a guest. Eligible unaccompanied minors are accepted at the Lounge.
- CX Policy:** Infants under 2 years FOC, when travelling with an eligible adult customer. Unaccompanied minors (2-11yrs) who are eligible, must be accompanied by an adult who will be counted as their guest. Eligible YPTA (12-17yrs), **do not require** an accompanying adult.

Lounge	Lounge Location	When travelling	Tabua Club Plus	oneworld Sponsor Airlines			Business Class (non-tier)	Child Policy
				CX Marco Polo Diamond & Gold	QF Frequent Flyer Chairman's Lounge, Platinum One, Platinum & Gold	BA Executive Club Gold Guest List, Gold & Silver		
CX Lounge	HKG	FJ operated, CX marketed: HKG-NAN	N/A	First/Business Class: Diamond-Eligible +2 guests Business Class: Gold- Eligible +1 guest	N/A	N/A	**	Refer to Note 3 (below)
CX Lounge	HKG	FJ operated, FJ marketed: HKG-NAN	Business Class: Eligible +1 guest	N/A	N/A	N/A	**	
CX Lounge	HKG	CX operated, FJ marketed: HKG-SIN / HKG-BKK	Business Class: Eligible +1 guest	N/A	N/A	N/A	Eligible	
CX Lounge	HKG	CX operated, CX marketed: HKG-SIN / HKG-BKK	N/A	First/Business Class: Diamond-Eligible +2 guests Business Class: Gold- Eligible +1 guest	N/A	N/A	Eligible	
CX Lounge	SIN	CX operated, FJ marketed: SIN-HKG	Business Class: Eligible +1 guest	N/A	N/A	N/A	Eligible	Refer to Note 3 (below).
CX Lounge	SIN	CX operated, CX marketed: SIN-HKG	N/A	Eligible + 1 guest	N/A	N/A	Eligible	
BA Lounge	SIN	FJ operated, BA marketed: SIN-NAN	N/A	N/A	N/A	Eligible + 1 guest	N/A	Refer to Note 4 (below)
BA Lounge	SIN	FJ operated, FJ marketed: SIN-NAN	Eligible + 1 guest	N/A	N/A	N/A	N/A	

NOTE:

- CX Policy:** Infants under 2 years FOC, when travelling with an eligible adult customer. Unaccompanied minors (2-11yrs) who are eligible, must be accompanied by an adult who will be counted as their guest. Eligible YPTA (12-17yrs), **do not require** an accompanying adult.
- BA Policy:** Infants under 2 years FOC, when travelling with an eligible adult customer. Unaccompanied minors (2-11yrs) who are eligible, must be accompanied by an adult who will be counted as their guest. Eligible YPTA (12-17yrs), also **require** an accompanying adult.

Lounge	Lounge Location	When travelling	Tabua Club Plus	oneworld Sponsor Airlines			Business Class (non-tier)	Child Policy
				CX Marco Polo Diamond & Gold	QF Frequent Flyer Chairman's Lounge, Platinum One, Platinum & Gold	BA Executive Club Gold Guest List, Gold & Silver		
QF Lounge	BNE/ MEL/ SYD/ ADL/ PER/ AKL/ WLG/ LAX/ HNL/ NRT/ LHR/ HKG/ SIN	FJ or QF operated, QF marketed	N/A	N/A	Eligible + 1 guest	N/A	Eligible + 1 guest	Refer to Note 5 (below)
QF Lounge	BNE/ MEL/ SYD/ ADL/ PER/ AKL/ WLG/ LAX/ HNL/ NRT/ LHR/ HKG/ SIN	FJ or QF operated, FJ marketed	Eligible + 1 guest	N/A	N/A	N/A	Eligible + 1 guest	

NOTE:

- QF Policy:** infants up to 2yrs FOC, when accompanying an eligible adult. Children over 2yrs are considered a guest and if under 18yrs must be accompanied by an adult

9 SCENARIOS - APPLICATION OF BENEFITS & ELIGIBILITY

- Example 1: FJ*CX means CX operated flight, FJ marketed (customer booked on FJ flight number);
- Example 2: QF*FJ means FJ operated flight, QF marketed (customer booked on QF flight number).
- Example 3: BA*BA means BA operated flight, BA marketed (customer booked on BA flight number).
- Y - Yes, Eligible N - No, not eligible

	Scenario	Priority Check-in	Priority Boarding	Lounge Access	More info
9.1	Tabua Plus travelling economy: CX*FJ: NANHKG → FJ*CX: HKGSIN	Y- NANHKG Y- HKGSIN	Y- NANHKG Y- HKGSIN	N- NANHKG (FJ Lounge in NAN) Y- HKGSIN (CX Lounge in HKG)	TCP must be booked on FJ flight number to have lounge access in NAN.
9.2	Tabua Plus travelling economy: FJ*FJ: NANSYD → QF*QF: SYDNRT	Y- NANSYD Y- SYDNRT	Y- NANSYD Y- SYDNRT	Y- NANSYD (FJ Lounge in NAN) N- SYDNRT	Booked on QF flight number, so not eligible for QF Lounge access in SYD. TCP must be booked on FJ flight number to have lounge access to QF Lounge.
9.3	JL's Emerald travelling economy: BA*FJ: SFONAN → NF*FJ: NANVLI	Y- SFONAN Y- NANVLI	Y- SFONAN Y- NANVLI	N- SFONAN N- NANVLI	oneworld non-sponsor top tier customers are not entitled to lounge access when travelling economy ex SFO & NAN.
9.4	Tabua Plus travelling economy: FJ*CX: BKKHKG → FJ*FJ: HKGNAN	Y- BKKHKG Y- HKGNAN	Y- BKKHKG Y- HKGNAN	Y- BKKHKG (CX Lounge in BKK) Y- HKGNAN (CX Lounge / HX Lounge in HKG)	TCP when booked on FJ flight number are entitled to CX lounge access in BKK. In HKG, TCP can use either the CX Lounge or FJ's Lounge Provider for business class.
9.5	Tabua Plus travelling economy: CX*CX: BKKHKG → CX*FJ: HKGNAN	Y- BKKHKG Y- HKGNAN	Y- BKKHKG Y- HKGNAN	N- BKKHKG N- HKGNAN	TCP must be on FJ flight number on flights operated by either FJ or CX, to be entitled to lounge access.
9.6	CX Marco Polo Diamond in Y-class: FJ*QF: LHR SIN → FJ*FJ: SINNAN	N- LHR SIN Y- SINNAN	N- LHR SIN Y- SINNAN	N- LHR SIN N- SINNAN	Only TCP can access QF Lounge in LHP if FJ*QF ex LHR. CX Marco Polo Diamond can only have access to the Dnata Lounge in SIN if travelling in business.
9.7	Tabua Plus travelling economy: FJ*QF: LHR SIN → FJ*FJ: SINNAN	Y- LHR SIN Y- SINNAN	Y- LHR SIN Y- SINNAN	Y- LHR SIN (QF Lounge in LHR) Y- SINNAN (BA Lounge / Dnata Lounge in SIN)	TCP are entitled to QF Lounge access in LHR when booked on FJ flight number,
9.8	Tabua Plus travelling in economy: FJ*FJ: NANSFO → IB*IB: SFOMAD	Y- NANSFO N- SFOMAD	Y- NANSFO N- SFOMAD	Y- NANSFO (FJ Lounge in NAN) N- SFOMAD	IB is not a oneworld sponsor, as such is not obliged to give TCP priority check-in, priority boarding or lounge access.
9.9	QF Platinum travelling in economy: QF*FJ: SINNAN → QF*FJ: NANSYD	Y- SINNAN Y- NANSYD	Y- SINNAN Y- NANSYD	N- SINNAN Y- NANSYD (FJ Lounge in NAN)	Only business, Tabua Club & Tabua Plus travelling on FJ operated flight SINNAN are entitled to Dnata Lounge access. Only Tabua Plus is entitled to BA Lounge access in SIN. QF Emerald is not entitled to BA Lounge access in SIN because this is not a oneworld journey.