CUSTOMER FAQ

**FOR EXTERNAL USE**

**When is China Southern leaving SkyTeam?**

China Southern’s SkyTeam membership expired as of **1 January 2019**. SkyTeam and China Southern are continuing to work closely together throughout 2019 to ensure a seamless transition for all our customers and partners. We want to thank you for traveling with SkyTeam, its 19 members and China Southern. We hope the below FAQ will answer any questions that you may have.

**If I am a China Southern customer, what will happen to my SkyTeam benefits?**

The following SkyTeam benefits will apply to customers of China Southern until **23:59 (CET) on 31December 2019.**

**SkyPriority**

Premium (First/Business Class, Elite Plus) SkyTeam customers flying with China Southern will be able to enjoy SkyPriority benefits until **31 December 2019**. After this date, customers flying with China Southern will no longer be able to use SkyPriority benefits.

SkyPriority is operational at 940+ airports worldwide for Elite Plus, Business and First Class customers flying with any of the 19 SkyTeam members.

SkyPriority benefits are as follows:

* Priority check-in
* Priority baggage drop-off
* Priority at service desks (e.g. ticketing)
* Priority transfers
* Priority security (at airports providing such facility)
* Priority immigration (at airports providing such facility)
* Priority boarding
* Priority baggage delivery

**Lounge Access**

Elite Plus, First and Business Class customers have access to over 750 SkyTeam and affiliated lounges around the world. China Southern customers will be able to access SkyTeam and affiliated lounges until **31 December 2019** unless otherwise specified.

Customers flying on SkyTeam’s 19 member airlines will be able to access China Southern lounges until **31 December 2019** unless otherwise specified.

Individual airlines and lounge operators may have their own bilateral agreements with China Southern. If you have questions regarding access to a specific lounge we recommend that you contact the airline you’re flying with or the lounge operator.

**I booked my ticket with China Southern before they announced that they were leaving SkyTeam. Am I still able to use SkyTeam lounges and SkyPriority services?**These benefits will be available until **31 December 2019,** regardless of when the ticket was originally booked.

**Elite Recognition**

After **31 December 2019,** if you are an Elite member of China Southern’s Sky Pearl Club, your status will no longer be recognized by SkyTeam.

If you are an Elite member of any of SkyTeam’s 19 member airlines loyalty programs, your status will no longer be recognized by China Southern after **December 31 2019.**

**Elite Benefits**

The below benefits will be valid until **31 December 2019** for bothElite members of China Southern’s Sky Pearl Club and SkyTeam’s 19 member airlines:

|  |  |  |
| --- | --- | --- |
|  | **Sky Pearl Gold Card/SkyTeam Elite Plus** | **Sky Pearl Silver Card/SkyTeam Elite** |
| Preferred seating | √ | √ |
| Priority reservation waitlist | √ | √ |
| Priority check-in | √ | √ |
| Priority airport standby | √ | √ |
| Priority boarding | √ | √ |
| Guaranteed reservation on sold-out flights\*\*\*1 | √ International flight of six hours or longer, at least 24 hours prior to departure. |  |
| Priority baggage handling | √ |  |
| Extra free baggage allowance | Weight: 20 kg | Weight：10 kg |
| Allowance：1 piece | Allowance：1 piece |
| Lounge access | * + √ Departing on a SkyTeam international flight or a SkyTeam domestic flight connecting to a SkyTeam international flight on the same day.   One companion allowed. |  |

**Mileage Accrual**

From **January 1 2020**, China Southern customers will no longer be able to earn miles on SkyTeam's 19 member airlines.

If customers belong to a Frequent Flyer Program with one of SkyTeam’s 19 member airlines, they will no longer be able to earn miles on China Southern flights as of **January 1 2020.**

Frequent-flyer members of the 19 SkyTeam member airlines will be able to retro credit their miles for flights operated by China Southern airlines until **30 June 2020**. Members of the China Southern Sky Pearl Club can retro credit their miles for flights operated by the 19 SkyTeam member airlines until the same date.

**Miles Redemption**

Frequent-flyer members of the 19 SkyTeam member airlines will be able to redeem their miles for flights operated by China Southern airlines until **31 December 2019**, and members of the China Southern Sky Pearl Club can redeem their miles for flights operated by the 19 SkyTeam member airlines until the same date. All travel must be completed no later than **31 December 2020.**

Members of the China Southern Sky Pearl Club can redeem their miles for flights operated by the 19 SkyTeam member airlines until **31 December 2019.** All travel must be complete no later than **31 December 2020.**

**Will China Southern still be part of the SkyTeam Cargo Alliance?**

China Southern is no longer part of SkyTeam Cargo Alliance as of the **1 January 2019.** China Southern and SkyTeam will continue to work closely together over the course of 2019 to ensure a seamless transition for all our customers and partners.

**Can I still travel to China with SkyTeam?**

Yes. There is virtually no change to destinations served, including those in Greater China. SkyTeam continues to offer a comprehensive global network welcoming **630+**million customers each year on more than **14,500** daily flights to **1,150+** destinations in **175+** countries.

**Will any other members leave the alliance?**

We are not aware of any further changes.

**Notes**

Please note that the above FAQ covers SkyTeam as an alliance: individual airlines may have their own bilateral agreements with China Southern. If you have questions regarding specific airlines, we recommend that you contact the airline in question directly.

Both SkyTeam, our 19 members, and China Southern thank you for traveling with the alliance over the last 10 years. We hope you will continue to do so in the future.