

Application form

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Operating hours: Monday to Friday 8am to 8pm (except public holidays)

After hours service: Monday to Friday 8pm - 12am

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...... FREQUENT FLYER PROGRAM PARTNERS PERSONAL DETAILS (Name as per passport) Please indicate if you are a member of the Qantas, American Airlines Surname or Alaska Airlines Frequent Flyer Program: First name Program Middle name(s) Number Mr/Mrs/Ms/otherGender: M/F Nationality DOB CHOICE OF MEMBERSHIP Passport No.Expiry date..... INDIVIDUAL MEMBERSHIP: □ 1 year FJD 699 pp Residential address PARTNER MEMBERSHIP*: ☐ 1 year FJD 625* **GROUP MEMBERSHIP**:** □ 1 year FJD 625 pp Primary membership number Company name Position If this is a Partner membership..... Address MEMBERSHIP FEES ARE PER PERSON IN FIJIAN DOLLARS *To be eligible for Partner Membership the primary member must have a Postal address (for delivery of card) current Individual or Group Membership. **Minimum of 5 individuals required and must join or renew at the same time. A joining fee of FJD100 applies to new or expired memberships. Tel (work) PAYMENT DETAILS (home) ☐ Master Card Please charge my ☐ Visa Mobile ☐ American Express Fax Email Credit card number Expiry date RESERVATIONS/TICKETING ARRANGEMENTS Name on card Sales Office (location) Travel agent (name) MEMBERSHIP DECLARATION Internet I wish to join the Tabua Club and confirm that I accept the Terms and Conditions of membership TRAVEL PREFERENCES ☐ Economy Class Class: ☐ Business Class Signature of applicant □ Vegetarian ☐ Other (please specify) Special meals: Date Special assistance required Send to:

NOTE:

Kindly allow 10 working days for your membership to be processed.

The express process fee is FJ\$100 Contact us if you are opting for

an express process of your membership.



Tabua Club rewards program

1. Terms and Conditons

The following terms used in these conditions have the following meanings:

Fiji Airways or FJ: means Air Pacific Limited trading as Fiji Airways, the operator of the Tabua Club.

Card: means the Tabua Club membership card issued by Fiji Airways to Tabua Club Members.

Tabua Club: means the Fiji Airways Tabua Club program.

Member: means a person who holds a current Tabua Club membership. This includes both Tabua Club Members and Tabua Club Plus Members.

Privileges: means the various services and facilities made available from time to time by Fiji Airways and affiliated partners to Members.

Primary Member: means a person who pays an Individual or Group Membership

Partner: means anyone joining with an Individual or a Group Member.

Fiji Airways Lounges or "Lounges": means the Fiji Airways Premier Lounge at Nadi Airport and affiliated partner lounges across the Fiji Airways network.

Marketing Carrier: The airline whose flight number is recorded for a particular flight. For example, a Fiji Airways marketed flight will commence with an 'FJ' designated flight number

Operating Carrier: The airline that is operating the aircraft for a particular flight.

Codeshare Flight: is where the marketing carrier is different to the operating carrier. For example, a Fiji Airways (FJ) marketed flight where the aircraft was operated by Qantas Airways (QF)

Fiji Airways oneworld connect Partners or oneworld connect Partners: means American Airlines (AA), British Airways (BA), Cathay Pacific (CX) and Qantas Airways (QF)

Fiji Airways oneworld connect Lounges or oneworld connect Lounges: means the selected lounges of Fiji Airways oneworld connect Partners as section 12.2.3

oneworld connect benefits will apply from the launch of oneworld connect on 06 December 2018, with sponsors British Airways, Cathay Pacific and Qantas. Benefits with sponsor American Airlines will come into effect in 2019.

Domestic Flight: a flight between two points within Fiji

International Flight: a flight between Fiji and another country or between or within other countries

Flight: A flight is one-way travel between an origin and a final destination on a single flight number. If the journey includes a change in flight number, each flight number change will be considered a new flight.

Travel Companion: is a person, or persons, travelling with a member on the same flight. They may or may not have been booked into the same reservation as the member.

Membership Year: is each 12-month period from the date the member joined the program

Status Credits: are the credits awarded as per section 4.4 which allow a member to attain membership tier levels within the program

Upgrade Credits: are the credits awarded as per section 6.1 which allow a member to receive upgrades from economy to business, subject to Tabua Club upgrade seat availability.

Immediate family: means a parent, spouse, defacto, domestic partner, child or sibling of the Individual

2. General

- 2.1. These conditions shall be governed by and construed in accordance with the Laws of Fiji
- 2.2. These terms and conditions may be amended at any time. Fiji Airways will use its reasonable efforts to give prompt notice of any such amendments to Members.

3. Privileges

- 3.1. Fiji Airways does not guarantee or warrant that any of the Privileges will be available at any given time. Fiji Airways reserves the right to; withdraw, cancel, suspend or change at its sole discretion at any time and without notice any of the Privileges offered or advertised as available to Members. Fiji Airways shall have no liability for any loss, expense or damage suffered by Members resulting from such withdrawal, cancellation, suspension or change.
- 3.2. Fiji Airways agrees to use all reasonable efforts to ensure the accuracy of information contained in publications or advertisements detailing the Privileges, but it shall have no liability to Members for any inaccuracy or misdescription contained in such publications or advertisements.



3.3. Fiji Airways is not liable for the refusal of any third-party supplier of Privileges to accept or honour a Card. In advertising the availability of any Privileges provided by third party suppliers, Fiji Airways acts solely as an agent for the third-party supplier. The provision of such third party supplied Privileges is subject to the terms and conditions imposed by the third-party supplier of such Privileges.

4. Membership Tiers

- 4.1. The Tabua Club Program has two tiers of membership
 - Tabua Club Member
 - · Tabua Club Plus Member
- 4.2. All members who join the program start as a 'Tabua Club Member'.
- 4.3. Members can only attain Tabua Club Plus Member status when their account has been correctly credited with 20 Status Credits within a Membership Year and payment of any applicable Membership Fee. Tabua Club Plus Member status, when awarded, will be valid for at least one year.
- 4.4. A member earns Status Credits for each flown one-way FJ Marketed and Operated Flight as per the following table:

Market	Cabin	Status Credits
International Flights	Business	2
	Economy	1
Domestic Flights	Economy	0.25

- 4.5. Status Credits are not awarded on
 - FJ Marketed Flights operated by other carriers under a Codeshare Flight
 - FJ Operated flights marketed by other carriers under a Codeshare Flight
 - Free tickets, prize winner tickets, industry discounted tickets, infant fares or other non-revenue tickets.
- 4.6. An upgraded flight will earn status credits at the original economy rate. This includes Tabua Club Upgrades and Bula Bid Upgrades
- 4.7. In the event a member voluntarily transfers to fly on another carrier, the member will not earn Status Credits.
- 4.8. In the event a member is involuntarily transferred to

- fly on another carrier, the member will earn Status Credits.
- 4.9. Status Credits accumulate throughout a member's membership year. At the end of the membership year a member's status credit balance resets to zero. A member must continue to earn a minimum of 20 Status Credits each Membership Year to retain their Tabua Club Plus Member status
- 4.10. Members will be notified via email when Tabua Club Plus Member status has been achieved. The email can be used as a 'Letter of Authority' and proof of status until card received on FJ marketed and operated flights only.
- 4.11. Fiji Airways will endeavour to mail (via express post) a new membership card to the member within 7 days of attaining Tabua Club Plus Members status.

5. Membership Types and Fees

- 5.1. Fiji Airways offers three types of Tabua Club membership:
- 5.1.1. Individual Membership Also known as the Primary Member. This is a single membership, valid for one year. This membership is entitled to only one Partner Membership and subject to Partner Membership rules under clause 5.1.2.
- 5.1.2. Partner Membership A member who joins with a current Primary Member or Group Tabua Club member. This membership has the same expiry date as the Primary Member they are partnering with irrespective of when the Partner Membership is paid. This membership is for only one person and a Partner Membership is not entitled to add another Partner Membership.
- 5.1.3. Group Membership A minimum of five people joining together with same expiry date and must renew together to qualify for this membership. This membership is entitled to one Partner Membership per each individual joining as Group Membership and subject to Partner Membership rules under clause 5.1.2.



5.2. The following membership Fees apply for each membership type and membership tier:

	Tabua Club Member		Tabua Club Plus Member
Туре	Join Fee	Membership Fee	Membership Fee
Individual Membership	FJD\$100	FJD\$699	FJD\$599
Partner Membership	FJD\$100	FJD\$625	FJD\$599
Group Membership	FJD\$100	FJD\$625	FJD\$599

- 5.2.1. Membership fees for Tabua Club Plus Members only applies to an Individual, Partner or Group Membership if a Member has achieved the required status credits in their own right.
- 5.3. The Card entitles the Member to access the Lounges and the Privileges up to the expiration, or earlier revocation, of the Member's membership of the Tabua Club in accordance with these terms and conditions.
- 5.4. The Card is, and remains, the sole property of Fiji Airways. If the Card is lost or stolen, the Member agrees to immediately notify Fiji Airways and, if required by Fiji Airways, to give information as to the circumstances surrounding the loss or theft of the Card. A Card replacement fee of FJD25.00 applies for any lost, stolen or incorrectly printed cards due to incorrect details provided to Tabua Club.
- 5.5. Membership of Tabua Club is personal to the Member and is not transferable. It is the Member's responsibility to advise Fiji Airways of any changes to contact or postal address and other personal details.
- 5.6. Fiji Airways reserves the right to revoke Tabua Club membership at any time for any reason without notice. If membership is so revoked, Fiji Airways may (at its sole discretion) refund a proportion of the membership fee paid by the Member.
- 5.7. The fee paid entitles membership for one year. No refund shall be made for partial use. Membership will terminate automatically upon death of a member.
- 5.8. Regular processing of a membership application is ten working days. Members will receive an authority letter within 24 hours which will enable them to enjoy Tabua Club benefits immediately. Requests for quick processing to allow members to get their membership card within ten working days subject to postal delivery timelines will incur a priority processing fee of FJD100.00.
- 5.9. Renewal of Tabua Club membership is the sole responsibility of the member. Failure to renew on time

- will result in the membership being cancelled and balance of Status Credits and Upgrade Credits being reset to zero.
- 5.10. A member must also pay the applicable annual membership fee to retain their status. If a member re-joins after their membership expiries, the membership year resets to the date the member rejoins. The Joining fee of FJ\$100 will apply to expired memberships.
- 5.11. A member will be issued with a unique membership number. A member must ensure that their unique membership number is correctly recorded in every reservation made with eligible flights to that the member wishes to accrue Status Credits or Upgrade Credits or receive benefits and privileges.
- 5.12. Members have 90 days to advise of missing flights to claim credits from date of travel
- 5.13. A member may cancel his or her membership at any time, however an administration fee of FJD100 will apply.

6. Earning Upgrade Credits

6.1. A member earns Upgrade Credits for each flown one-way FJ Marketed and Operated Flight as per the following table:

Market	Cabin	Status Credits
International Flights	Business	2
	Economy	1
Domestic Flights	Economy	0.25

- 6.2. Upgrade Credits are not awarded on
 - FJ Marketed Flights operated by other carriers under a Codeshare Flight
 - FJ Operated Flights marketed by other carriers under a Codeshare Flight
 - free tickets, prize winner tickets, industry discounted tickets, infant fares or other non-revenue tickets.
- 6.3. An upgraded flight will earn status credits at the original economy rate. This includes Tabua Club Upgrades, airport upgrades and Bula Bid Upgrades.
- 6.4. In the event a member voluntarily transfers to fly on another carrier, the member will not earn Upgrade Credits.



- 6.5. In the event a member is involuntarily transferred to fly on another carrier, the member will earn Upgrade Credits.
- 6.6. Upgrade Credits accumulate throughout a member's membership year. Upgrade Credits not used will continue to accumulate across multiple membership years so long as a member renews their annual membership on time. Memberships that have expired will have their upgrade credit balance reset to zero.

7. Annual Bonus Upgrade Credit

7.1. Tabua Club Plus members will receive 10 bonus upgrade credits (equivalent to one upgrade) each time a member qualifies for Tabua Club Plus status and renews their membership as a Tabua Club Plus member.

8. Redeeming upgrade credits

- 8.1. A member will be eligible for a one-way business class firm upgrade once they have earned 10 Upgrade Credits.
- 8.2. An upgrade request must be submitted at least 24 hours before departure. Upgrade confirmation is subject to Tabua Club redemption seat availability.
- 8.3. Upgrades are valid only on FJ Marketed and Operated flights issued on FJ (260) ticket stock and subjected to availability of a Tabua Club Redemption seat in business class on the intended travel date.
- 8.4. Members are able to use their Upgrade Credits for themselves and their Immediate Family members only.
- 8.5. A Tabua Club Member upgrade unable to be confirmed when requested will be placed on waitlist.
- 8.5.1. An attempt to confirm waitlisted upgrades will occur within 24 hours of flight departure subject to Tabua Club redemption seat availability. A member will be emailed if an upgrade has been able to be confirmed.
- 8.5.2. An upgrade on waitlist may also be awarded at the departure gate after check-in for the flight closes, subject to Tabua Club redemption seats being available.

8.6. Tabua Club Plus Members:

- 8.6.1. Will receive priority when on waitlist for Tabua Club upgrade processing
- 8.6.2. May have a waitlisted upgrade request confirmed up to 48 hours prior to departure, subject to Tabua Club redemption seat availability

9. Priority Check-in

- 9.1. Tabua Club members may access:
- Premier Check-in at Nadi when travelling in Business
- · Priority Check-in at Nadi when travelling in Economy
- Premium Check-in at other ports, when checking in Business or Economy
- 9.2. A Members Travel Companion(s) may accompany the member to the applicable check-in counters to check-in together for the same flight.

10. Lounge Access

- 10.1. Access to Lounges for members, guests and children is subject to availability and may be restricted by the lounge operator.
- 10.1.2 For lounge access policy and a list of eligible oneworld connect lounges for Tabua Club Plus members only click here
 - 10.2. The Fiji Airways Lounges are described in Fig 1.

FIG 1 - Fiji Airways Lounges	Tabu	a Club Member	Tabua Clu	b Plus Member
	Member	Guest	Member	Guest
Fiji Airways Premier Lounge Nadi International	Yes	1 guest in Business Purchase in Economy	Yes	1 guest in Business 1 guest in Economy
Fiji Airways Partner Lounges				
ADL Qantas Club - International	Yes	No	Yes	1 Guest
BNE Qantas Club - International	Yes	No	Yes	1 Guest
MEL Qantas Club - International	Yes	No	Yes	1 Guest
SYD Qantas Club - International	Yes	No	Yes	1 Guest
AKL Qantas Club - International	Yes	Enquire at check-in	Yes	1 Guest
WLG Qantas Club - International	Yes	Enquire at check-in	Yes	1 Guest
CHC Manaia Lounge	Yes	Enquire at check-in	Yes	1 Guest
LAX Qantas Airways/One World Lounge	Yes	No	Yes	1 Guest



SFO Virgin Atlantic Clubhouse	Yes	Enquire at check-in	Yes	1 Guest
HNL Qantas Club - International	Yes	Enquire at check-in	Yes	1 Guest
HKG Club Bauhinia	Yes	No	Yes	1 Guest
SIN Singapore Dnata Lounge	Yes	No	Yes	1 Guest
NRT - Qantas Club	Yes	No	Yes	1 Guest

- 10.3. Tabua Club member access to Lounges is subject to the following conditions:
- 10.3.1. An invitation to the Lounges must be obtained by presenting a valid Card at the check in counter.
- 10.3.2. This invitation is exclusive to the Member.
- 10.3.3. It cannot be extended Travel Companions of the Member or any other individual.
- 10.3.4. Fiji Airways reserves the right to restrict, limit, curtail or discontinue the availability of any Lounge to any Member in its absolute discretion.
- 10.3.5. Access to a Lounge may be denied due to capacity limitations as determined by the operator of the relevant Lounge.
- 10.3.6. Access to a Lounge is only available on eligible flights as described in Fig 2

Fig 2 - Eligible Flights	Tabua Club Member	Tabua Club Plus Member
Flights Marketed and Operated by Fiji Airways	Yes	Yes
Flights Marketed by Fiji Airways and operated by one world connect partner airlines	No	Yes

- 10.4. Guest access to the lounge is subject to the following conditions
- 10.4.1. Guest passes may be purchased for Members in the Fiji Airways Premier Lounge and selected Fiji Airways Partner Lounges
- 10.4.2. A guest pass is valid for one entry only.
- 10.4.3. The availability or otherwise of guest passes, and use of Lounges, is subject to the terms and conditions of use of the applicable Lounge.

- 10.4.4. A member may bring multiple Travel Companions into the lounge as guests at the discounted rate of FJ\$66. To receive a discounted rate the guest must enter the lounge at the same time as the member.
- 10.4.5. A Tabua Club Plus member may bring one Travel Companion into the Lounges as a guest on a complimentary basis as per Fig 1.
- 10.4.6. Guest passes are available at selected partner lounges, rates vary depending on partner lounge access rules. A member must enquire at check-in on the availability of guest passes and the price of entry.
- 10.4.7. The availability or otherwise of guest passes, and use of Lounges, is subject to the terms and conditions of use of the applicable Lounge.
- 10.5. Child access into the lounge is subject to the following conditions
- 10.5.1. The child must be travelling with the Member on the same flight
- 10.5.2. Fiji Airways Premier Lounge Nadi only:
 - children under 3 years old are permitted at no charge and not counted as a guest
 - up to 2 children between 3 years and under 12 years are permitted at no charge
- 10.5.3. Fiji Airways Partner Lounges:
 - all children are counted towards applicable guest numbers.
- 10.5.4. All children must be accompanied and supervised by an adult at all times in the lounge in accordance to each lounge's conditions of entry
- 10.6. Tabua Club Plus and Tabua Club members travelling on a flight operated by another airline can access the Fiji Airways Premier Lounge for a fee (FJD\$25) provided the Lounge is open and available.
- 11. Additional Checked Baggage Allowance
- 11.1. Additional Checked baggage allowance is permitted on flights marketed and operated by Fiji Airways on eligible routes as per Fig 3



FIG 3	Standard Allowance	Tabua Club Member			
International Flights to all destinations (except to/from USA/Canada)					
Economy	23kg	30kg	38kg		
Business	40kg	50kg	55kg		
Regional travel -	Regional travel - weight resticted flights				
Economy	23kg	30kg	30kg		
Business	40kg	50kg	50kg		
International Flights to/from Honolulu					
Economy	23kg	30kg	38kg		
Business	40kg	50kg	55kg		
Domestic flights					
Economy	15kg	20kg	20kg		

12. Exclusions

12.1. Tabua Members who are members of Fiji Airways affiliated frequent flyer and mileage awards partner programs with Qantas (QF), Alaska Airlines (AS) and American Airlines (AA) will earn frequent flyer points or miles, plus status credits on Qantas or Alaskan Airlines programs, when booked on a FJ designated flight number on a flight operated by Fiji Airways.

- 12.2. For further information on frequent flyer points/miles please contact the respective airlines. Other Tabua Club benefits do not apply on these carriers.
- 11.3. Tabua Club benefits do not apply when:
- 11.3.1. Booked on FJ using Qantas, American Airlines and Alaska Airlines redemption points.
- 12.3.2. Booked on FJ using a complimentary prize from Fiji Airways.
- 12.3.3. Booked on FJ using industry rebate travel benefits
- 12.3.4. Booked on Codeshare flights Flights not operated by Fiji Airways