

Media Contact: SkyTeam Communications
646-935-4161 (in the U.S.)

SKYTEAM LAUNCHES MILEAGE UPGRADE PROGRAM

Alliance passengers can now use miles from one program to upgrade on flights operated by another member

November 13, 2008 – SkyTeam, the global airline alliance, today announced the launch of the SkyTeam Mileage Upgrades program. SkyTeam Frequent Flyers on international flight itineraries can now use their miles to upgrade to Business class on most SkyTeam member airlines.

“The ability to earn and redeem miles has always been a key passenger benefit of alliances,” said Leo van Wijk, SkyTeam chairman. “With the launch of SkyTeam Mileage Upgrades, we are responding to passenger requests as we look to continuously expand upon the benefits we offer our customers.”

To take advantage of SkyTeam Mileage Upgrades, passengers must:

1. Purchase an international, published, full fare Economy class reservation on one of the 10 participating SkyTeam member airlines. The flight must be marketed and operated by the same SkyTeam carrier, as code-share flights are not permitted.
2. Call the award reservation line of their frequent flyer program at least three days in advance of departure to verify eligibility, check account balance and confirm if upgrade seats are available. At the current time, all requests must be made via telephone. The number of miles necessary for an upgrade varies based on the frequent flyer program to be debited and the itinerary. Passengers should visit their frequent flyer program Web site and consult the individual award charts for approximations.
3. If the passenger is eligible, has the necessary miles in their account and upgrade seats are available, the award reservation agents will debit their frequent flyer account and reissue the tickets with the upgrade confirmed.

For example, an Air France-KLM Flying Blue member traveling on Delta Air Lines from Paris to Atlanta on a full fare economy class ticket can use 25,000 miles from their Flying Blue account for a one-way upgrade to Business class. Once at the airport, the Flying Blue member can enjoy all of the additional benefits of Business

class travel, such as additional luggage allowances, priority services and lounge access.

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For full terms and conditions, and details of each alliance members' participation in the SkyTeam Mileage Upgrade program, passengers should visit their frequent flyer program Web site.

This is the first phase of the SkyTeam Mileage Upgrade program. The alliance will use feedback from and results of phase one to improve future phases of the offer, including expanded criteria for eligible flights, the inclusion of Associate-operated flights and the ability to make and confirm requests online.

About SkyTeam

SkyTeam is the global airline alliance partnering eleven members, including Aeroflot, Aeroméxico, Air France, Alitalia, China Southern, Continental Airlines, Czech Airlines, Delta Air Lines, KLM Royal Dutch Airlines, Korean Air and Northwest Airlines, and three Associate Airlines: Air Europa, Copa Airlines (Panama) and Kenya Airways. SkyTeam offers its 462 million annual passengers a worldwide system of more than 16,700 daily flights covering 905 destinations in 169 countries.

www.skyteam.com.

Caroline Trotman-Dickenson

Account Executive
0207 611 3686

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