

Dear Valued Oasis Club Members,

Wishing you a Happy New year 2021 in advance. We hope that this message finds you and your family safe and healthy.

Due to the pandemic situation that we started facing this year we had to take some drastic measures of flight operations to certain destinations. Unfortunately, the situation has not been completely normal yet, but we hope that very soon it shall return to normalcy.

To safeguard our loyal members miles and tier levels that they had earned we had suspended all Miles Expiry and Tier level downgrade in 2020. We have been receiving growing concerns from our members as we once again approach the deadline of 31.12.2020. **I am glad to inform you that KAC management has decided to further extend all miles expiry and tier levels for all our loyal Oasis Club members.** The details are as below:

**1. No Miles Expiry till 30<sup>th</sup> June 2021**

All Oasis miles due for expiry will NOT expire until 30<sup>th</sup> June 2021. You may utilize these miles by redeeming (issuing a redemption ticket) before this date.

**2. No Tier downgrade till 31<sup>st</sup> December 2021**

For our esteemed Gold and Silver members, your status will remain intact and not downgraded till 31<sup>st</sup> December 2021. Since the tier level calculation works by taking all your flight activities 1 year back you may lose your valuable tier miles if you have not travelled this year. Therefore, we gave you one full year to earn back your status or even higher.

**3. Free Date Change for suspended operations**

All Oasis redemption tickets with travel dates from 22<sup>nd</sup> February 2020 till 31.12.2020 but **issued on or before 21.12.2020** only are allowed 1 free date change till the validity of the ticket **ONLY if the flight was cancelled due to no operations.**

**4. Refund without charge**

Refund miles without administrative fee for all Oasis redemption tickets with travel dates from 22<sup>nd</sup> February 2020 till the ticket expiry date but **issued on or before 21.12.2020 ONLY if the flight was cancelled due to no operations.**

For any queries please contact us on [oasisclub@kuwaitairways.com](mailto:oasisclub@kuwaitairways.com) with your ticket details and Oasis membership number.

We hope that this reassures you that we are working in your best interest always. Together we will overcome this difficult time.

Stay safe and we look forward to welcoming you onboard as we take to the skies and take you to your destination.

Yours Sincerely,

**Kuwait Airways  
CP Department**