

Royal Brunei Airlines Frequent Flyer Program





Your Boarding Pass To Delight

Royal Brunei Airlines' loyalty programme that offers warm service, personal touches and exciting rewards for our frequent travelers.

Launched on 15 May 2003

Royal Skies is responsible for overall management of:

- Royal Skies Loyalty Programme
- Royal Skies Partnerships
- Member Services
- Functional Operations of Award and Service Requests



Royal Skies Membership Card





Why join Royal Skies?



Free membership

Receive **1,000 welcome bonus miles** upon registration



Achieve Elite status

Silver - 25,000 flight miles or 20 eligible sectors

Gold - 50,000 flight miles or 50 eligible sectors



Earning miles



Flights



Royal Skies partners



Rewards & benefits

Redeem your miles online for flights, upgrades, extra baggage or Sky Lounge



Mileage calculator

Find out how many miles you will earn and how much you need to redeem



Missing mileage claims

Submit missing mileage claim within 3 months from date of travel

Online Enrollment



- Instant enrollment available online
 - Members will receive a Welcome Email containing their membership number
- Open to anyone aged 2 years old and above
- Permanent membership card will be delivered after a member earns 1,500 Royal Skies miles in account



Earning Royal Skies Miles

- Royal Skies members will earn miles for most RB tickets as per the table shown below.
- Free or non-revenue tickets (E, P, I booking classes), reduced rate companion, prize, group fares (G booking class), charter or non-scheduled flights, code-share flights marketed by RB, infant tickets, code share flights, miles and money tickets or tickets issued subject to special provisions are not eligible for mileage accrual.

Fare Type	Booking Class	Percentage of miles earn
RB Business	J, Z, C	175%
RB Business Saver	D	150%
RB Flexi	Y, B, H, K, L, N, T	120%
RB Value	W, M, X, U	60%
RB Saver	O, A, R, S, Q, V	30%



Member Benefits

	Royal Skies Blue	Royal Skies Silver	Royal Skies Elite Gold
Welcome Bonus	1,000 miles	5,000 miles	10,000 miles
Special Member only offers	√	√	√
Lounge Access *regardless of actual class of travel	Enjoy discounted member only rate to Sky Lounge at Brunei International Airport	Sky Lounge at Brunei International Airport only	Access to Business class airport lounges where such lounges are available to RB guests including 1 travel companion
Tier Bonus		50% Silver Bonus	100% Gold Bonus
Extra Baggage Allowance		10kgs	20kgs
Complimentary Preferred Seat		Yes, if seat available upon check-in	Yes, including 1 travel companion upon booking
Priority Check In		√	√
Priority Baggage			√
Priority Boarding			√
Priority Award Redemption			√

Families that fly together earn miles together



Introducing our Family Plus Programme

- ✓ Pool mileage with up to 8 family members from **15 October 2018**
- ✓ **100% of flight miles** automatically transferred to lead account holder
- ✓ All new members including children benefit from **1,000 welcome bonus miles**

Using Royal Skies Miles



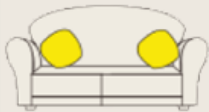
Free Flights

Save money, Earn free flights over time



Get an Upgrade

Upgrade yourself to experience flying in Business Class*



Sky Lounge

Gain Access to Sky Lounge at Brunei International Airport
4,500 Miles for Adult | 3,600 Miles for Child (2 to 11 years old)



Extra Baggage Allowance

Redeem extra baggage allowance on top of your standard baggage allowance entitlement



Miles + Money

With just 1,000 miles, you can now pay for your next flight with RB with Miles + Money^

*Eligible for member who purchase RB Flexi ticket

^A minimum of 1,000 miles is required, not eligible for mileage accrual and not applicable for online ticket

All redemption requests must be submitted at least 3 working days prior to departure

Royal Skies Award Conditions

	ECONOMY AWARD		BUSINESS AWARD	
	SAVER (O)	STANDARD (P)	SAVER (D)	STANDARD (I)
WAITLIST	Not permitted	Permitted	Not Permitted	Permitted
DATE CHANGE	FOC if change is more than 72 hours before departure			
LATE CHANGE	USD50 if change is less than 72 hours before departure		USD100 if change is less than 72 hours before departure	
NO SHOW FEE	USD50 if not cancelled 4 hours prior to departure		USD100 if not cancelled 4 hours prior to departure	
REFUND OR REDEPOSIT FEE	USD50 or 5,000 Royal Skies Miles		USD25 or 2,500 Royal Skies Miles	
CHILD FARE	100% Adult Fare			
INFANT FARE	100% Adult Fare if infant occupying seat			
BAGGAGE ALLOWANCE*	30Kg		40Kg	
TICKET VALIDITY	06 Months	01 Year	06 Months	01 Year
ONE WAY FARE	65% Of Return			

Email Communications



- Royal Skies members will receive monthly statements via email
- Marketing and Promotions can also be organized to be emailed to Royal Skies members who have given consent.

Membership Number: 21
Valid Until: 31 January 2019
Statement Date: 09 November 2017

[LOG IN](#)

[MANAGE YOUR ACCOUNT](#)

Dear MR. ADITYA RAJGURU,

Warmest Greetings from Royal Skies!

As the holiday season approaches, Royal Skies invites you to share some joy with your family members and friends. Surprise them with these great awards.

Your Current Royal Skies Miles
(as of 31 October 2017)

Opening Balance		49,935	
Earned		0	
 Flights 0	 Cards & Banking 0	 Hotels & Cars 0	 Dining 0
Redeemed 0			
 Flight 0	 Upgrade 0	 Extra Baggage 0	 Sky Lounge 0

Closing Balance **49,935**

Missing an activity? All missing mileage claims must be submitted within three (3) months from the flight departure date.

To Qualify for Royal Skies Elite Gold

Flight Miles	Flight Sectors
Total miles earned (01 January 2017 to date) 27,170	Total tier sectors earned (01 January 2017 to date) 5
Additional miles required to upgrade 22,830	Additional tier sectors required for upgrade 35

Expiring Miles

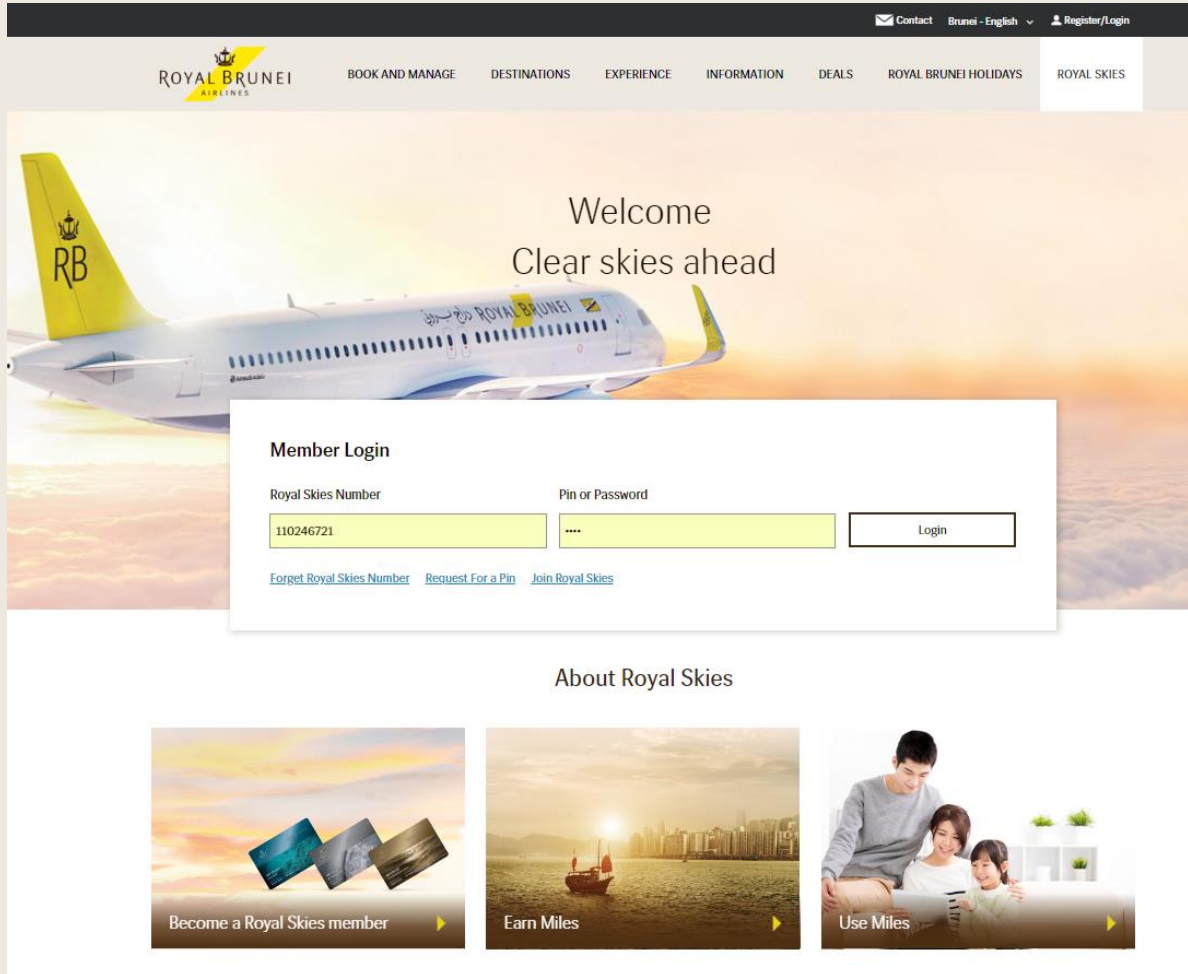
November 2017	December 2017	January 2018	February 2018	March 2018	April 2018
0	5,225	2,090	0	0	0

Your Royal Skies Miles are valid for 3 years from the month the miles are earned.
Please log in to your account to manage your account.

Inclusion of Membership Number

- The inclusion of membership number at time of reservation is crucial for the automatic crediting of flights into members' account.
- Royal Skies membership numbers are 9 digit long
- To insert in reservation,
 - **Command:** FFNBI-123456789/P1
- To check membership details,
 - **Command:** PDFF/BI-123456789

Royal Skies Website



The screenshot shows the Royal Skies website interface. At the top, there is a navigation menu with the following items: CONTACT, Brunei - English, Register/Login, ROYAL BRUNEI AIRLINES, BOOK AND MANAGE, DESTINATIONS, EXPERIENCE, INFORMATION, DEALS, ROYAL BRUNEI HOLIDAYS, and ROYAL SKIES. The main banner features a Royal Brunei Airlines aircraft in flight with the text "Welcome Clear skies ahead". Below the banner is a "Member Login" form with the following fields and options:

- Member Login**
- Royal Skies Number:
- Pin or Password:
- Login button
- Links: [Forget Royal Skies Number](#), [Request For a Pin](#), [Join Royal Skies](#)

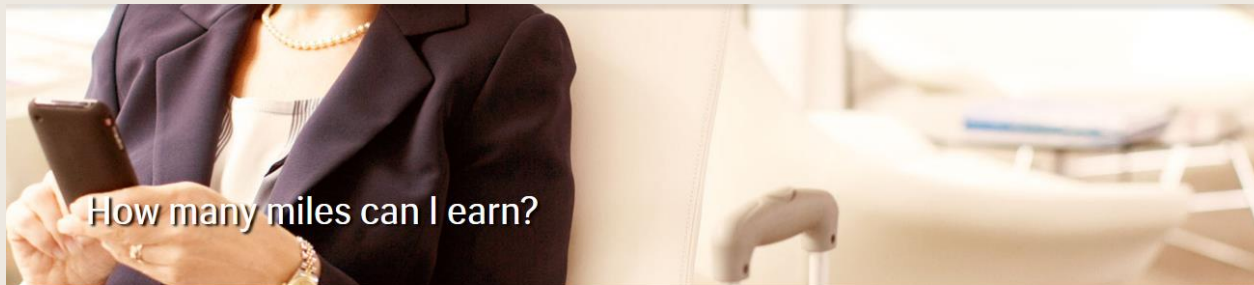
Below the login form is a section titled "About Royal Skies" with three promotional tiles:

- Become a Royal Skies member** (with an image of three membership cards)
- Earn Miles** (with an image of a boat on the water)
- Use Miles** (with an image of a family looking at a laptop)

- Detailed programme information available at Royal Skies Website
- Award and Service Requests can be submitted online
- Digital Membership Card available through Online Account
- Members can request for PIN/Membership Number

WWW.FLYROYALBRUNEI.COM/ROYALSKIES

Online Mileage Calculator



[Home](#) > [Royal Skies](#) > [Mileage Calculator](#) > How many miles can I earn?

How many miles can I earn?

Show me where I can fly to?

How many miles to upgrade?

How many miles for extra baggage allowance?

How many miles can I earn?

Origin

Bandar Seri Begawan

Destination

Taipei

Direction

Return

Calculate

	RB SAVER	RB VALUE	RB FLEXI	BUSINESS SAVER	BUSINESS
Booking Class	O, A, R, S, Q, V	U, M, X, W	K, H, B, T, N, L, Y	D	C, Z, J
Miles Earned	874	1,748	3,497	4,954	5,682

- Online Mileage Calculator allows members to check Miles earned or required
 - Miles earned for Upcoming Flight
 - Miles Required for Flight Redemption
 - Miles Required for Upgrade to Business Class
 - Miles Required for Extra Baggage Allowance Redemption

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Contact Us

■ Contact Information:

- Royal Skies General Telephone: +673 236 7833
- Fax: +673 2 222 211
- Email: royalskies@rba.com.bn

■ Opening Hours:

- Monday to Saturday: 8am to 5pm (except Friday closed 12pm-2pm) GMT+8
- Closed on Sundays and Public Holidays