

COSMILE Manual

Revision: 2.4

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Chapter I. General Terms and Conditions for Membership Enrollment

1.1. Enrollment in COSMILE is available to anyone two years old or older. Applicants between the age of 2 and 18 will be registered under a family account, in which his or her guardian should be designated as a primary member while enrolling. Primary member must log in to COSMILE and apply for sub-member addition with supporting documents. Please visit "Family Account" for more information. Applicants over the age of 18 may enroll directly via STARLUX website or App on a computer or mobile device.

1.2. Each member may enroll under his or her personal name only and have only one member ID; therefore, please DO NOT attempt to establish more than one account. Memberships and member ID are non-transferrable. In order to fulfill its corporate responsibility to the protection of the environment, STARLUX has adopted an e-card system. News regarding card tiers, benefits and mileage requirements will be announced on STARLUX website and App. STARLUX reserves the right to accept or decline any and all applications for membership in the program.





1.3. The card tier and member ID become effective immediately upon issuance of the card and mileage accumulation will begin after the member takes a flight operated by STARLUX. Retroactive mileage registration is only accepted within 12 months upon expiration of 3 days after the member takes a flight operated by STARLUX. Please file the application online by visiting STARLUX website or App. In order to deposit mileage into the automatically, the member shall ensure that the English name (particularly the English name on the ticket) and member ID used by the member in the transaction shall be identical with those registered by the member in the STARLUX COSMILE membership program.

1.4. Please take care to keep your own member ID, email account and password safe and private. Access to various services or inquiries on STARLUX website or App require the member's member ID, email account and password. Please DO NOT share your member ID, email account or password with others. STARLUX will not be liable for damage to the member's benefits caused by any unauthorized access using a member ID, email account or password not attributed to STARLUX.

1.5. Inquiry of personal information and modification (other than name spelling and date of birth) may be accessed through "My Account" on STARLUX Airlines Website or App. Or you may also contact STARLUX Customer Service Center for assistance. Members who wish to modify their name spelling or date of birth should apply through "COSMILE Profile Update". Our Customer Service Agent will contact you after receiving your application.





- 1.6. STARLUX may take legal actions and, without any prior notice, terminate the membership status under any of the following circumstances. STARLUX may cancel the membership and accumulated mileage of any member who:
- seeks profit through illegal means (including but not limited to, earning miles under a false name, or selling the mileage or award). The member shall also be responsible for compensation of the equivalent cash amount for the mileage already redeemed for the award.
 - demands any undue membership benefits not applicable to his/her card tier, or fail to abide by flight cabin or airport lounge regulations, thereby affecting the other passengers' benefits or causing trouble for STARLUX's staff.
 - endanger STARLUX's flight safety or infringe upon the other passengers' benefits, whether by word, deed, or conduct.
 - make any false or improper representation that injures STARLUX's goodwill.
 - violate STARLUX's terms and conditions for carriage of baggage.
 - engage in any acts that involve improper use or abuse of membership benefits.





- 1.7. Any expenses or charges imposed on the award under related laws and regulations, such as taxes, government fees and fuel expenses, if any, shall be borne solely by the member.
- 1.8. When asked, please be prepared to show your e-membership card or the member ID when using an airport VIP lounge or accessing any special benefits. Should you fail to show the same or provide your ID documents, STARLUX's staff reserves the right to decide whether or not the requested service should be provided at their sole discretion.
- 1.9. Personal information provided by a member is protected under STARLUX's privacy policy and used pursuant to all relevant regulations. For related terms and conditions, please visit STARLUX website. Member email accounts retained by STARLUX are intended only for delivery of information related to transactions, services, membership benefits, special benefits, and premium policy. STARLUX will send said information to the member via the email and also identify itself as the sender in the email. STARLUX will not be liable for any failure to accumulate or redeem mileage to the member's account or any potential damage to the member's benefits due to the failure to send said information resulting from the circumstances not attributed to STARLUX, such as the member's email account is in error, failure in the email system, or member's request for STARLUX to stop sending such emails.





1.10. STARLUX reserves the right to correct or pursue any inconsistency with regard to the member's mileage accumulation or benefits.

1.11. A member who wishes to terminate his or her membership shall file the application in the "Support" section on STARLUX website. The Customer Service Center will contact the applicant with instructions to complete the application process. The application can then be completed in person at STARLUX Customer Service Center by submitting the completed "Application Form for Consolidation/Deletion of COSMILE Account" with copies of the applicant's ID documents. Once the membership account is terminated, the benefits and benefits related to any mileage accumulated will become invalid, no matter whether they are redeemed for an award or not.

1.12. The ownership of a member's e-membership card remains vested in STARLUX. STARLUX reserves the right to recall the same, if necessary.

1.13. STARLUX reserves the right to interpret and apply these terms and conditions. In the case of any alteration hereof, the latest terms and conditions posed on STARLUX website shall apply. STARLUX will not be liable for any loss caused by update of, amendment to, or termination of the terms and conditions. The decision made by STARLUX in each individual case shall constitute its final and irrevocable resolution.

1.14. Even if any provision herein is held to be invalid, revocable, illegal or enforceable, the other provisions herein shall remain unaffected and effective.



Chapter II. COSMILE

2.1. Definitions

2.1.1. Tier mileage

The mileage earned by taking flights operated by STARLUX that may be applied to the accrual of mileage required for upgrade and renewal of the membership.

2.1.2. Sector

The sectors earned by taking flights operated by STARLUX, which may be applied to the accrual of sectors required for upgrade and renewal of the membership.

2.1.3. Award mileage

The mileage earned by taking flights operated by STARLUX or by mileage purchase and through various inter-organizational/horizontal mileage collaboration projects, which may be applied to the redeem of various awards, e.g., cabin class upgrade or award ticket, etc.

2.1.4. Stopover/Turnaround Point

Any point where the passenger stays for more than 24 hours before departing from the same point.

2.1.5. Open jaw

No connecting flight available between departure point and destination.



2.2. Personal Member vs. Family Account

2.2.1. Personal Member:

The tier mileage, sectors and award mileage earned by any member at the age of more than 18 years old for each of his or her travels by taking flights operated by STARLUX will be automatically deposited into his or her personal account.

2.2.2. Family Account:

The tier mileage and sectors earned by any member from the age of 2 years old but less than 18 years old for each of his or her travels by taking flights operated by STARLUX will be automatically deposited into his or her personal account. Notwithstanding, the award mileage earned by him or her for each travel will be automatically deposited into the account of his or her guardian (primary member's account), and the award mileage registered under said account shall be managed by the primary member.





2.3. Qualifications for Card Tier Upgrade and Renewal

The tier mileage and sectors earned by booking and taking flights operated by STARLUX may be applied to the card upgrade and renewal.

TRAVELER

Upgrade Qualifications

Please refer to Chapter I.1.1 Membership Qualifications

Valid

Permanent



Notes:

1. The accrual to upgrade or renewal only apply to the tier mileage/sectors earned by booking and taking the flights operated by STARLUX.
2. The new validity after upgrade shall be effective for 24 months as of the day following the satisfaction with the upgrade threshold.
3. The valid term will be extended for another 24 months as of the day following expiration of the old card once the tier mileage/sectors accumulated within 24 months before the card tier expiry date satisfy the renewal threshold.
4. The card tier will be demoted to the previous tier if the tier mileage/sectors fail to satisfy the renewal threshold. The new card tier shall be effective for 24 months as of the day following expiration of the old card.



ADVENTURER

Upgrade Qualifications

Upgrade from Traveler to Adventurer is applicable if any of the following circumstances is satisfied within consecutive 12 months:

- (1) Accumulate 30,000 tier mileage, or
- (2) Accumulate 25 sectors

Renewal Qualifications

Renewal is applicable if any of the following circumstances is satisfied within 24 months before the card tier expiry date:

- (1) Accumulate 40,000 tier mileage, or
- (2) Accumulate 40 sectors

Valid

24 months



Notes:

1. The accrual to upgrade or renewal only apply to the tier mileage/sectors earned by booking and taking the flights operated by STARLUX.
2. The new validity after upgrade shall be effective for 24 months as of the day following the satisfaction with the upgrade threshold.
3. The valid term will be extended for another 24 months as of the day following expiration of the old card once the tier mileage/sectors accumulated within 24 months before the card tier expiry date satisfy the renewal threshold.
4. The card tier will be demoted to the previous tier if the tier mileage/sectors fail to satisfy the renewal threshold. The new card tier shall be effective for 24 months as of the day following expiration of the old card.



EXPLORER

Upgrade Qualifications

Upgrade from Adventurer to Explorer is applicable if any of the following circumstances is satisfied within consecutive 12 months:

- (1) Accumulate 50,000 tier mileage, or
- (2) Accumulate 50 sectors

Renewal Qualifications

Renewal is applicable if any of the following circumstances is satisfied within 24 months before the card tier expiry date:

- (1) Accumulate 80,000 tier mileage, or
- (2) Accumulate 80 sectors

Valid

24 months



Notes:

1. The accrual to upgrade or renewal only apply to the tier mileage/sectors earned by booking and taking the flights operated by STARLUX.
2. The new validity after upgrade shall be effective for 24 months as of the day following the satisfaction with the upgrade threshold.
3. The valid term will be extended for another 24 months as of the day following expiration of the old card once the tier mileage/sectors accumulated within 24 months before the card tier expiry date satisfy the renewal threshold.
4. The card tier will be demoted to the previous tier if the tier mileage/sectors fail to satisfy the renewal threshold. The new card tier shall be effective for 24 months as of the day following expiration of the old card.



INSIGHTER

Upgrade Qualifications

Upgrade from Explorer to Insighter is applicable if any of the following circumstances is satisfied within consecutive 12 months:

- (1) Accumulate 120,000 tier mileage, or
- (2) Accumulate 100 sectors

Renewal Qualifications

Renewal is applicable if any of the following circumstances is satisfied within 24 months before the card tier expiry date:

- (1) Accumulate 200,000 tier mileage, or
- (2) Accumulate 140 sectors

Valid

24 months



Notes:

1. The accrual to upgrade or renewal only apply to the tier mileage/sectors earned by booking and taking the flights operated by STARLUX.
2. The new validity after upgrade shall be effective for 24 months as of the day following the satisfaction with the upgrade threshold.
3. The valid term will be extended for another 24 months as of the day following expiration of the old card once the tier mileage/sectors accumulated within 24 months before the card tier expiry date satisfy the renewal threshold.
4. The card tier will be demoted to the previous tier if the tier mileage/sectors fail to satisfy the renewal threshold. The new card tier shall be effective for 24 months as of the day following expiration of the old card.



2.4. Mileage Accumulation for Fare Products

Fare Product	Economy Class				Premium Economy Class			Business Class			First Class
	Limited	Saving	Basic	Full	Saving	Basic	Full	Saving	Basic	Full	Full
Booking Class	Q	NSV	LMK	HBV	E	R	W	D	C	J	AF
Mileage accrual ratio	0%	60%	80%	100%	105%	115%	125%	130%	150%	175%	200%
Sector accrual	0	1			1			1			1

Notes:

- Mileage shall be accrued on the basis of the member's travel on flights operated by STARLUX upon issuance of the membership card. Notwithstanding, as the data transmission can take 1 to 3 days, the mileage will be accumulated to the member's account automatically within 3 days after the member's travel. The travel record up to 6 months prior to the member's enrollment may be included in the accrual upon request.
- The award mileage per sector shall be effective for 36 months from the end of the month in which the member takes any flight. For example, if the member takes flight JX888 on January 16, 2020, the mileage accruable for the sector will expire on January 31, 2023.
- The application for mileage retro may be filed with COSMILE via STARLUX website or App within 12 months upon expiration of 3 days after the actual date of travel. Any application filed beyond said time limit will not be accepted.
- Mileage shall be accrued based on the Ticketed Point Mileage published by IATA and the fare products as purchased.
- The accumulated mileage and sectors shall not apply to the following: cabin baggage, extra seat, limited fare product, award ticket, special fare and discount tickets, charter tickets, group tickets, infant fare tickets and any tickets other than those issued by STARLUX or conjunction tickets.
- The mileage accumulation for upgrade award shall be accrued based on the booking class of the fare product purchase.
- In order to ensure the mileage accumulation, please book with the English name shown on your passport and membership account. Also, please advise your member ID upon reservation and check-in.
- The mileage accumulation is accrued based on the booking class or cabin class whichever lower taken by the member.
- STARLUX reserves the right to review and determine the accumulated mileage.



2.5. Benefits for Each Card Tier (applicable to the same flight, excluding purchase of group fare products)

Item	Traveler	Adventurer	Explorer	Insighter
Exclusive Check-in Counter	-	Member	Member and one companion	Member and two companions
Extra Baggage Allowance	-	Weight Concept : Additional 10 kg for Member Only Piece Concept : Additional 1 piece for Member Only	Weight Concept : Additional 20 kg for Member Only Piece Concept : Additional 1 piece for Member Only	Weight Concept : Additional 20 kg for Member Only Piece Concept : Additional 1 piece for Member Only
Priority Baggage Handling	-	-	Member and one companion	Member and two companions
STARLUX Airlines VIP Lounge Access (Taoyuan Int'l Airport)	-	-	Member with one companion and children under 12 years old	Member with two companions and children under 12 years old
Other Airlines VIP Lounge Access (Excluding Taoyuan Int'l Airport)	-	-	Member and children under 12 years old	Member with one companion and children under 12 years old
Priority Boarding	-	-	Member and one companion	Member and two companions
Service Fee Waived for Award Ticket Itinerary Change or Refund	-	-	-	Member

“-“ in the said table means “Not Available.”

Notes:

1. Member book and take the flight operated by STARLUX Airlines can enjoy the above benefits, only group fare products is not applicable.
2. Member who is qualified to access to STARLUX Airlines VIP lounge may enjoy the benefit when traveling on a flight operated by STARLUX Airlines. Please show your boarding pass and membership account or member ID if necessary.
3. The exclusive check-in counter does not include non-airport check-in points, such as stations or ports.
4. Please refer to the STARLUX website for VIP lounge information.
5. STARLUX reserves the right to provide an alternate arrangement if the airport lounge is not available for use. Access to various airport lounges shall follow the local airports' regulations and opening hours.
6. Weight Concept : Ticket has been issued on/before SEP 30, 2022.
Piece Concept : Ticket has been issued on/after OCT 01, 2022.



2.5.1 Redeem STARLUX Award Ticket

Redemption Standard of STARLUX Award Ticket (per ticket)

		Economy Class	Premium Economy Class	Business Class	First Class
Within Asia	Round trip	30,000 mileage	40,000 mileage	55,000 mileage	80,000 mileage
	One-way	15,000 mileage	20,000 mileage	27,500 mileage	40,000 mileage
Between Asia & America	Round trip	70,000 mileage	120,000 mileage	180,000 mileage	240,000 mileage
	One-way	35,000 mileage	60,000 mileage	90,000 mileage	120,000 mileage

Notes:

1. Member must have sufficient and valid award mileage in the personal account upon booking and redeeming an award ticket.
2. Steps of award ticket redemption:
 - A. Please contact STARLUX Customer Service Center via email or hotline service, or visit our Flagship Store to book an award ticket.
 - B. Any taxes, fees, and charges imposed on the ticket shall be payable in cash or credit card by the passenger to complete an award ticket issuance.
3. Award ticket is not eligible for mileage and sector accrual. However, COSMILE members can still enjoy tier privileges when traveling with an award ticket.
4. Award ticket is valid for one year from the date of ticket issuance.
5. Passengers traveling with an award ticket may enjoy the benefits of baggage allowance, Galactic Wi-Fi, and seat selection governed in “Full” fare product of the redeemed cabin.
6. Award ticket is not applicable for upgrade by paying the fare difference.
7. Award ticket does not apply to charter flights and is only eligible for flights marketed and operated by STARLUX Airlines.
8. No stopover is allowed for one-way award tickets.
9. The redemption standard of STARLUX award tickets is based on long-haul flights or higher cabin class. If the cabin class of long-haul flight is not available in short-haul flight because of aircraft configuration, cabin class of short-haul flight will be one class lower than long-haul flight or the lowest class provided (e.g. Economy Class).



10. For round trip award tickets, one stopover is permitted respectively from the departure to the turnaround point and from the turnaround point to the destination. The country of turnaround and stopover point cannot be the same as the departure and destination. Transfer point in Taiwan is not allowed for round trip itinerary departing from Taiwan.

For example:

Eligible Itinerary:



Ineligible Itinerary:



Reason: The country of turnaround point cannot be the same as the departure and destination.

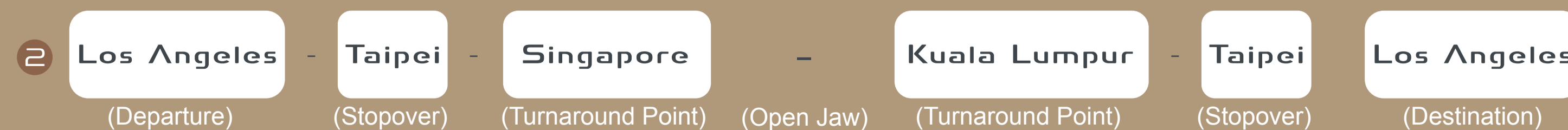
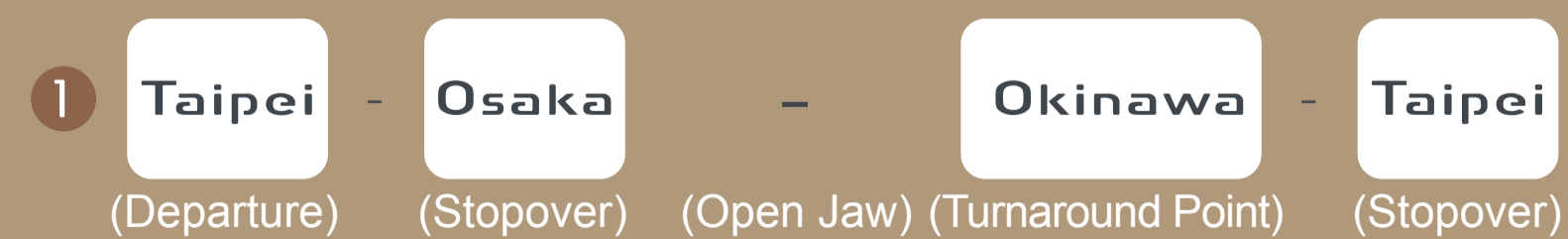


Reasons: Transfer point in Taiwan is not allowed for round trip itinerary departing from Taiwan.

11. Open-jaw is permitted at the turnaround point, departure, and destination for round trip award tickets. However, the open-jaw points must be in the same region, and the destination must be in Taiwan for itineraries departing from Taiwan. The transfer between open-jaw points shall be self-arranged by the passenger. Taiwan, China (including Hong Kong and Macau), Northeast Asia, Southeast Asia, America are deemed different regions.

For example:

Eligible Itinerary:



Ineligible Itinerary:



Reason: Bangkok and Okinawa are in different regions.



12. Refer to the chart below for the change and cancellation policy of award tickets. Please note that a no-show fee will be charged upon requesting to change or refund the award ticket for passengers who do not take the reserved flight nor cancel their itinerary before departure. First class: No-show fee is USD120 for short-haul flights (Asia) and USD200 for long-haul flights (America). Business/Premium Economy/Economy class: No-show fee is USD30 for short-haul flights (Asia) and USD50 for long-haul flights(America).

Item	Acceptance	Notes
Date/Time Change	Accept <small>note1</small>	1. The reissue fee is governed in “Full” fare product of the redeemed cabin. 2. Route change is accepted only when the redemption standards of new and original itineraries are the same. The reissue fee is governed in “Full” fare product of the redeemed cabin. 3. Valid mileage and unused refundable taxes can be refunded with a refund fee for any unused portions of the award ticket. First class: refund fee is USD120 for short-haul flights (Asia) and USD200 for long-haul flights (America). Business/Premium Economy/Economy class: refund fee is USD30 for short-haul flights (Asia) and USD50 for long-haul flights (America). 4. If the name in member profile has been updated according to the rules governed in COSMILE program, the name on the award ticket shall be updated accordingly with a name change fee of TWD 300 or USD 10.
Route Change	Accept <small>note2</small>	
Refund	Accept <small>note3</small>	
Cabin Change	Not Accept	
Name Change	Not Accept <small>note4</small>	

13. STARLUX reserves the right to adjust the seats for award ticket subject to the reservation of each flight. For example, seats for award ticket might not be available on some flights while the seats for other fare products remain available.

14. The issuance and use of award tickets shall be subject to the applicable tariff, ticket rules, governmental laws, and regulations.

15. Matters not covered above shall be subject to STARLUX Conditions of Carriage and General Terms and Conditions of COSMILE.

2.5.2. Redeem STARLUX Upgrade Award

Redemption Standard of STARLUX Upgrade Award (per sector)

	Economy upgrade to Business	Economy upgrade to Premium Economy	Premium Economy upgrade to Business	Business upgrade to First
Within Asia (2-cabin)	18,000 mileage	/	/	/
Within Asia (4-cabin)	/	10,000 mileage	15,000 mileage	25,000 mileage
Between Asia & America (4-cabin)	/	30,000 mileage	45,000 mileage	65,000 mileage



Notes:

1. Passenger must hold a ticket issued in “Basic” or “Full” fare products to request upgrade award.
2. Member must have sufficient and valid award mileage in the personal account upon booking and redeeming upgrade award.
3. The redemption standard of STARLUX upgrade award is defined based on one single flight sector.
4. Steps of upgrade award redemption:
 - A. Please contact STARLUX Customer Service Center via email or hotline service, or visit our Flagship Store to book a seat for upgrade award.
 - B. Upgrade award redemption is completed once the mileage has been deducted successfully. Note that the mileage can only be deducted after the upgraded seat is confirmed.
5. Upgrade award is not applicable to “Saving”, “Limited” fare products, award tickets, discount tickets, group tickets, infant tickets, or charter flights and is only eligible for flights marketed and operated by STARLUX Airlines.
6. Upgrade award redemption must be completed before departure and cannot be requested upon check-in at airport.
7. Passengers traveling with upgrade award may enjoy the benefits of baggage allowance, Galactic Wi-Fi, and seat selection governed in the “Full” fare products of the upgraded cabin. As for reissue, refund, and no-show fee, rules of the fare product purchased shall apply.
8. Mileage and sector accrual of upgrade award should be subject to the purchased fare product.
9. Any taxes, fees, or charges resulting from the upgrade shall be payable in cash or credit card by the passenger.
10. STARLUX reserves the right to adjust the seats for upgrade award subject to the reservation of each flight. For example, seats for upgrade award might not be available on some flights while the seats for other fare products remain available.
11. Matters not covered above shall be subject to STARLUX Conditions of Carriage and General Terms and Conditions of COSMILE.



2.6. Family Account

2.6.1 Rules of Family Account

- Only one primary member and a maximum of five sub-members can be registered in one family account. Note that the spouse and children of primary member can only be registered in one family account.
- Sub-members must be the spouse or children aged 2 to 18 years old of primary member. The following documents are required upon application:
- Spouse: Passport copy of primary and sub-member, supporting documents for the relationship between primary and sub-member(E.g.: Identity Card, Household Certificate, Household Registration Transcript, or Marriage Certificate...etc.).
- Child aged 2 to 18: Passport copy of primary and sub-member, supporting documents for the relationship between primary and sub-member(E.g.: Household Certificate, Household Registration Transcript, or Birth Certificate ...etc.).
- Applicants aged 2 to 18 years old will be registered under a family account which his or her guardian is entitled as primary member while enrolling. The primary member must log in to COSMILE to apply for sub-member addition and attach supporting documents mentioned in item 2.
- To add spouse as a sub-member, the spouse must complete COSMILE membership application before primary member can log in to COSMILE to apply for sub-member addition and attach supporting documents mentioned in item 2.
- To add or remove sub-members of a family account, the primary member will have to log in to COSMILE and adjust the member of the family account and attach supporting documents mentioned in item 2.
- The estimated time required for processing Family Account or sub-member addition/deletion application is 14 business days. STARLUX Customer Service Center will send an email once the application is completed.



2.6.2 Rules of Mileage Accrual for Family Account

- Award mileage earned by a sub-member will be accrued to the account of primary member and managed by primary member. However, the tier mileage and sectors earned by a sub-member will be retained in his or her own account.
- Once the Family Account has been set, all existing mileage under the account of sub-member will be transferred to the account of primary member.
- Once a sub-member turns to 18 years old, his or her account will be removed from the Family Account. In this case, his or her award mileage will no longer be accrued to the Family Account.