

Article 1 – Purpose

1.1 These General Terms and Conditions govern the rights and obligations binding Air Algérie (hereinafter “the Airline”) and any individual subscribing to the Air Algérie Plus loyalty program (hereinafter “the Program”).

1.2 Any application for enrollment in the Program constitutes full and unconditional acceptance of these General Terms and Conditions.

1.3 Air Algérie reserves the right to amend the Program and its General Terms and Conditions at any time without prior notice. The version published on the official Air Algérie website shall prevail and supersede all previous versions.

Article 2 – Definitions

For the purpose of interpreting these Terms and Conditions, the following terms shall be defined as follows:

2.1 Air Algérie Plus: Air Algérie’s loyalty program designed to reward its frequent travelers.

2.2 Member: Any individual who has enrolled in the Program. The terms “adherent” and “member” are synonymous and may be used interchangeably.

2.3 Enrollment: The act by which an individual registers for the Program. Membership status is acquired upon the assignment of a card number. Enrollment becomes fully effective after the completion and crediting, to the Member’s account, of a first eligible flight.

2.4 Membership Number: A unique identifier assigned to each Member upon registration.

2.5 Password: A personal, confidential, and secure code allowing access to the Member’s online account. Air Algérie may require its reset or proceed with its reset for security reasons.

2.6 Miles: The unit of measurement of the Program representing the value accumulated by the Member.

2.6.1 Award Miles: Miles earned from flights or partner activities, redeemable for awards (tickets, upgrades, excess baggage, etc.).

2.6.2 Qualifying Miles: Miles earned exclusively from scheduled flights operated and marketed by Air Algérie, used to attain or maintain a higher status.

2.7 Qualifying Segment: A flight segment recognized for status calculation. The reference period is twenty-four (24) consecutive months. Eligible booking classes and conditions are defined in the official accrual chart.

2.8 Membership Card: A digital or physical card certifying enrollment in the Program. It remains the sole property of Air Algérie.

2.9 Family Program: A feature of the Air Algérie Plus Program allowing several immediate family members (parents and children) to be linked to a “Family Head.” Each member retains an individual account, while the Family Head benefits from additional bonuses for each trip taken by a linked member, thereby facilitating faster access to awards.

2.10 Fly.in Card: A card dedicated to young members (aged two [2] to seventeen [17]) under the Family Program. Enrollment and issuance of this card are carried out only at the request of the Family Head.

2.11 Status Levels: Loyalty levels (Djurdjura, Chélia, Tahat) attributed according to the accumulation of Qualifying Miles or other criteria defined by the Program, entitling members to specific benefits.

2.12 Award: A benefit granted in exchange for Award Miles (award tickets, upgrades, excess baggage, etc.).

2.13 Partner: Any airline or third-party company associated with the Program.

Article 3 – Enrollment

3.1 Eligibility

Enrollment is free of charge and open to any individual aged two (2) years and above. Minors between the ages of two (2) and seventeen (17) can only enroll through the Family Program, under the responsibility of an adult designated as the “Family Head.”

3.2 Registration

Enrollment in the Air Algérie Plus Program (general public) is carried out exclusively online via the official Air Algérie website or the mobile application. A membership number is assigned immediately.

For minors (**two [2] to seventeen [17] years**), enrollment may only be carried out through the Family Program, at the request and under the responsibility of an adult designated as the Family Head.

3.3 Responsibility for login credentials

The Member is solely responsible for the confidentiality and use of their login credentials (membership number and password). The Member must immediately notify Air Algérie Plus in case of unauthorized use or security breach.

Air Algérie Plus may suspend or block access to the account in case of suspected fraud or security risk.

3.4 Authenticity and updating of data

The Member guarantees the accuracy, truthfulness, and completeness of the information provided at the time of enrollment and undertakes to update it.

The Member is solely responsible for any consequences arising from inaccurate or incomplete information.

Air Algérie reserves the right to verify the information provided at any time, by requesting supporting documents.

3.5 Personal account

The account is strictly nominative, non-transferable, and unique. In case of duplicate accounts, Air Algérie reserves the right to cancel or merge the accounts concerned and to retain only one.

For security and technical management reasons, two different Members cannot use the same e-mail address at registration.

Any fraudulent use is the responsibility of the Member and may lead to sanctions, including suspension or deletion of the account as well as the cancellation of Miles obtained unlawfully.

3.6 Inactivity and account cancellation

3.6.1 A Member's account is declared inactive when no eligible operation (eligible flight or qualifying activity) has been recorded for three **(3) consecutive** years from the date of enrollment.

3.6.2 A Member's account is declared **canceled** when no qualifying activity or eligible flight has been recorded for ten (10) years from the date of enrollment.

3.6.3 In the case of an inactive account, the Member retains access to their online account. The account becomes active again only after the Member has credited, via their personal space, an eligible flight or activity, in accordance with the general rule for crediting Miles (request submitted within a maximum of six [6] months after the flight).

3.6.4 In the case of a **canceled** account, the Member **no longer** has access to their online account. However, upon presentation of an eligible ticket (less than six [6] months old), a request may be submitted to the Air Algérie Plus service. Once the credit has been validated by the service, the Member's account is reactivated and becomes active again.

3.6.5 During check-in, inactive or canceled accounts are not recognized by the system. It is the Member's responsibility to ensure prior reactivation of their account in order to benefit from the credit of their Miles.

Article 4 – Chart Accrual

4.1 Accrual Miles

The accrual of Miles is calculated according to the distance flown, the booking class, and the membership level.

The official chart is available on the official website: [\[Air Algérie Plus Earn Miles\]](#)

4.2 Eligibility of flights

Only scheduled flights marketed and operated by Air Algérie in qualifying fares are eligible for Miles accrual.

Code-share flights, as well as free tickets (including staff tickets or tickets fully or partially covered under agreements), do not entitle Members to accrue Miles or to enjoy Program benefits.

4.3 Miles Credit:

Miles are credited after each eligible flight or activity, provided that the **Air Algérie Plus card number** has been correctly entered at the time of **booking** and **check-in**.

It is the Member's responsibility to ensure the accuracy of their **Air Algérie Plus card number** and the perfect match between the personal details (**first and last name**) on their **ticket** and those registered on their **membership card**.

Any inconsistency, even partial (for example: **missing letters, letter inversion, different accentuation, use of maiden name instead of married name or vice versa, different title such as "Mr." instead of "Mrs.", or any other input error**) may result in the Miles not being credited, without Air Algérie being held responsible.

The Member must also check, after each flight or activity, that the Miles have been correctly credited to their account.

In case of discrepancy, it is the Member's responsibility to submit a **retroactive claim**, in accordance with Article 4.4 of the Programme Regulations.

4.4 Claim for missing Miles

A retroactive adjustment may be requested within a maximum of six (6) months after the flight, and only as of the seventh (7th) day following the travel date.

The claim must be submitted by the Member via their online account, section [**My Activities – Claim Missing Miles.**](#)

4.5 Flights prior to enrollment

Flights taken within the three (3) months preceding enrollment may be retroactively credited.

4.6 Validity of Miles

Award Miles automatically expire on December 31 of the third (3rd) year following their accrual.

Example: Miles earned on June 15, 2024, are valid until December 31, 2027.

4.7 Status bonuses

Multipliers apply according to travel class and membership status:

- 25% for Chelia,
- 50% for Tahat.

4.8 Welcome Bonus

Two thousand (2,000) Miles are awarded after the first flight completed following enrollment. Bonuses or additional Miles are considered Award Miles, unless otherwise specified under promotional campaigns.

[**Article 5 – Use of Miles**](#)

5.1 Availability

The use of awards is subject to seat availability on Air Algérie flights and to conditions set by partners.

5.2 Taxes and fees

Airport taxes and other charges remain the responsibility of the Member.

5.3 Types of awards

Miles may be redeemed for:

- award tickets (one-way, round-trip, or “open jaw”),
- upgrades,
- excess baggage,
- or other benefits offered by Air Algérie Plus partners.

5.4 Award Tickets

5.4.1 Validity

An award ticket is valid for twelve (12) months from the date of the first segment.

5.4.2 Modifications and cancellations

- Cancellation made at least seventy-two (72) hours before departure: full refund of Miles.
- Cancellation made less than seventy-two (72) hours before departure: partial refund of seventy percent (70%).
- In case of no-show, a flat penalty is applied.
- One date change is allowed free of charge; any additional modification is subject to fees.
- No change of destination or itinerary is permitted.

5.4.3 Specific conditions

Award tickets are issued online via the official website ([[Redeem Miles – Award Tickets](#)]) or at Air Algérie agencies.

They are non-transferable.

Award tickets are calculated in accordance with the official accrual charts in force.

5.5 Upgrade Awards

5.5.1 Availability

Upgrades are granted subject to availability in the higher class.

5.5.2 Conditions

Only paid tickets issued in eligible fare classes may be upgraded.

5.5.3 Validity

The upgrade award applies exclusively to the originally booked flight.

- It applies to one segment of the original ticket.

- It is neither refundable nor exchangeable and follows the conditions of the original ticket.

5.5.4 Cancellations and modifications

- In case of involuntary cancellation by the Airline, Miles are refunded in accordance with the rules applicable to award tickets.
- A change of date is possible subject to availability in the higher class.

5.5.5 Transferability

An upgrade award is strictly personal and may not be ceded or transferred to a third party.

5.6 Excess Baggage Awards

5.6.1 Availability

Excess baggage awards are valid only on flights operated by Air Algérie.

5.6.2 Conditions

The request for an excess baggage award must be submitted no later than three (3) business days before the scheduled departure date.

The additional allowance is calculated according to the official accrual charts in force.

To know the procedure, the Member is invited to consult the official page: [[Redeem Miles – Excess Baggage](#)].

The Program offers two types of awards:

- one additional piece of 23 kg,
- an extra 1 to 9 kg added to the baggage allowance of the ticket (requiring fewer Miles).

Each Member may benefit from only one excess baggage award per trip (either one 23 kg piece, or 1–9 kg additional weight).

Excess baggage awards are not cumulative with each other or with other Program benefits.

Excess baggage awards are not modifiable.

The excess baggage award shall only be considered issued after written confirmation from the Air Algérie Plus service (notification by e-mail).

In case of discrepancy between the first and last names shown on the ticket and those registered on the Air Algérie Plus card, the request may be refused or delayed, in accordance with **Article 4.3**.

5.6.3 Validity

The excess baggage award is valid only for the flight and date specified in the request.

It follows the conditions of the original ticket (in case of a change of destination or date by the customer, the award is forfeited).

5.6.4 Cancellations/Modifications

- Voluntary cancellation before departure: Miles are non-refundable.
- Involuntary cancellation by the Airline: full refund of Miles.
- In case of no-show: the award is forfeited.

5.6.5 Transferability

The excess baggage award is strictly personal and cannot be ceded or transferred to a third party.

5.7 Transfers and Assignments

5.7.1 Assignment of awards

Only award tickets may be issued for the benefit of a third party.

5.7.2 Miles transfers

Transfers of Miles between accounts are possible within the limits defined by Air Algérie and may be subject to fees (see [[Miles Transfer](#)]).

5.7.3 Assignment of Miles

Miles are strictly personal and non-transferable.

They may under no circumstances be lent, exchanged, or used by another Member, except as expressly provided by Air Algérie (example: issuance of an award ticket for an authorized third party).

5.8 Non-cumulative awards

All awards (award tickets, upgrades, excess baggage, or any other benefit of the Program) are strictly non-cumulative on the same flight or the same ticket.

The Member must choose a single award per trip and per passenger.

Article 6 – Status and Benefits

6.1 Loyalty levels

- **6.1.1 Djurdjura (Blue):** entry level,
- **6.1.2 Chélia (Silver):** accessible with 25,000 Qualifying Miles or 16 qualifying segments over 24 months,
- **6.1.3 Tahat (Gold):** accessible with 40,000 Qualifying Miles or 32 qualifying segments over 24 months.

6.2 Validity period

Each status is valid for twenty-four (24) months from the date of attribution.

6.3 Renewal or downgrade

At the end of each twenty-four (24) month period, the Member's status is re-evaluated.

- If the Member reaches the renewal threshold, calculated on the basis of a reduced requirement of Qualifying Miles and/or qualifying segments compared to the initial access conditions, the Member retains their status level.
- If the Member does not meet the renewal conditions, they are downgraded to the level immediately below the one held.

6.4 Benefits

Each status level grants specific privileges (see annex [[Benefits by Card Level](#)]).

Article 7 – Partners

7.1 Specific conditions

Each partner applies its own rules of eligibility.

7.2 Code Share

Only flights operated by Air Algérie and carrying an Air Algérie flight number (AH) are eligible for Miles accrual.

7.3 Disclaimer

Air Algérie declines any responsibility for services provided by its partners.

Article 8 – Family Program

8.1 Enrollment in the Family Program is open exclusively to immediate families (parents and children).

Grandparents may also be included if they belong to the direct family unit (parent–child). Collateral relatives (brothers, sisters) and their spouses cannot be attached, except in special cases where the family unit is composed only of the Family Head, their parents, and unmarried siblings.

8.2 The Family Head must be at least eighteen (18) years old and already a member of the Air Algérie Plus Program, holding a valid card number (active account). They may designate up to eight (8) family members, each aged two (2) years or older.

8.3 Members over 18 must already be enrolled in the Air Algérie Plus Program. Minors between two (2) and seventeen (17) are enrolled under the Family Head and receive a Fly.in card. This card grants a 50% Miles bonus on the fare paid for each flight but does not include the excess baggage benefit.

8.4 Miles earned by minors are managed exclusively by the Family Head.

8.5 Each member accrues Miles on their individual account, while allowing the Family Head to benefit from an additional bonus.

8.6 Attachments or detachments of members are limited to three (3) per year. A member may only belong to one family.

8.7 Upon reaching the age of 18, the Fly.in card is replaced by a Djurdjura card, while retaining the membership number and Miles accumulated.

8.8 Termination of participation in the Family Program results in the deletion of minors' accounts and the loss of their Miles.

8.9 Termination of the Family Head results in the permanent loss of their own Miles as well as bonuses generated by other members.

8.10 Enrollment in the Family Program constitutes full and unconditional acceptance of these General Terms and Conditions by both the Family Head and the attached members.

Article 9 – Communication

9.1 Official information relating to the Air Algérie Plus Program is communicated through:

- the official website,
- electronic communication campaigns (mass mailing),
- the mobile application,
- Air Algérie agencies.

9.2 The Member is responsible for keeping their contact information up to date. In case of erroneous, incomplete, or outdated information, Air Algérie cannot be held responsible.

9.3 The Member may modify their personal details (postal address, e-mail address, telephone number) at any time through their online Air Algérie Plus account.

Article 10 – Liability

10.1 Liability of the Airline

Air Algérie is liable for loss of Miles, credit delays, or damages related to the attribution of awards and statuses only in the event of gross negligence or willful misconduct directly attributable to the Airline.

10.2 Liability exclusion

The Airline is exempt from all liability in cases of force majeure, major technical incident, or any unforeseeable, irresistible, and external event that prevents or delays the crediting of Miles, the granting of status, or the issuance of awards.

10.3 Air Algérie does not guarantee the availability of awards on all dates or all flights.

10.4 Air Algérie disclaims any liability regarding services provided by its partners.

Article 11 – Suspension and Termination

11.1 Air Algérie reserves the right to refuse, suspend, or terminate membership in case of fraud, abuse, inaccurate information, or non-compliance with these General Terms and Conditions.

11.2 In the event of proven fraud or serious suspicion of irregular use of the account, including non-compliance with the provisions of Article 4.2 (Eligibility of flights), Air Algérie may immediately suspend or terminate membership without prior notice. In such a case, all Miles accumulated and associated benefits are canceled without compensation, and re-enrollment in the Program may be permanently refused.

11.3 In the event of contractual breach (other than fraud), the Member has a maximum period of six (6) months from notification by Air Algérie to use their remaining Miles. After this period, unused Miles are canceled without compensation.

11.4 Miles canceled due to fraud or expired Miles cannot give rise to any claim.

Article 12 – Data Protection

12.1 Personal data collected are used by Air Algérie exclusively for the purposes of management, communication, and development of the Air Algérie Plus Program.

12.2 Air Algérie undertakes to protect the confidentiality and security of this data, in accordance with national and international legislation, notably:

- **Algerian Law No. 18-07 on the protection of personal data,**
- **the General Data Protection Regulation (GDPR – Regulation (EU) 2016/679).**

12.3 The Member has, under applicable regulations, the right to access, rectify, oppose, and delete their personal data.

12.4 These rights may be exercised:

- via Air Algérie's dedicated communication channels (dedicated e-mail address),
- or by consulting and following the procedures described on the official page [[Privacy Policy](#)] of the Air Algérie website.

Article 13 – Governing Law and Jurisdiction

13.1 These General Terms and Conditions are governed by Algerian law.

13.2 Any dispute shall be submitted to the exclusive jurisdiction of the Court of Algiers.

13.3 The French version prevails in the event of any discrepancy with another translation.

Article 14 – Miscellaneous Provisions

14.1 Miles and awards have no monetary value and cannot be sold, exchanged, or transferred except in authorized cases.

14.2 Air Algérie reserves the right to modify the Program (structure, accrual chart, benefits, partners).

14.3 The version published on the official website shall prevail.

14.4 In the event of permanent termination of the Program, a reasonable notice will be communicated.

14.5 Air Algérie does not guarantee the eligibility of awards on all routes or in all booking classes.

Annexes

- **Annex A:** Miles accrual chart (distance, booking classes, status bonuses) – [[Accrual Chart](#)].
- **Annex B:** Conditions of use of awards (ticket, upgrade, excess baggage, penalties, no-show) – [[Redeem Miles](#)].
- **Annex C:** Benefits by status (Djurdjura, Chélia, Tahat) – [[Benefits by Level](#)].
- **Annex D:** FAQ (claims, deadlines, loss of access, blocked account, enrollment conditions, Miles transfers) – [[FAQ](#)].
- **Annex E:** Privacy Policy – [[Privacy Policy](#)].
- **Annex F:** Family Program / Fly.in (enrollment conditions, attachment/detachment, management of minors' Miles) – [[General Conditions](#)].
- **Annex G:** Miles Transfer – [[Miles Transfer](#)].