

Dear Valued Oasis Club Members,

Greetings for the Holy month of Ramadan!

We hope that this message finds you and your family safe and healthy.

The world is facing some challenging times, and this has also affected our beloved country Kuwait. Being the National carrier of the State of Kuwait, we have been supporting the Government in various initiatives while maintaining the highest levels of safety and security for all our passengers.

As commercial travel has been suspended at Kuwait Airport and almost all over the globe, we know there are many concerns regarding the situation which will be communicated to you through our official channels.

However, during these difficult times we want our loyal members who are part of our frequent flyer program *Oasis Club* to not worry about their miles expiring and tier level downgrade. Hence, we have taken below measures to safeguard your interests:

1. No Miles Expiry till 31st December 2020

All Oasis miles due to expire on 30th June 2020 will not expire until 31st December 2020. You may utilize these miles by redeeming them before this date.

2. No Tier downgrade till 31st December 2020

For our esteemed Gold and Silver members, your status will remain intact and not downgraded till 31st December 2020.

3. Free Date Change till 31st December 2020

All Oasis redemption tickets with travel dates from 22nd February 2020 onwards are allowed free date change till 31st December 2020 or till the validity of the ticket whichever comes first.

4. Refund without charge

Refund miles without administrative fee for all Oasis redemption tickets with travel dates from 22nd February 2020 till ticket expiration date.

For any queries please contact us on 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,

Kamel Al Awadhi
CEO
Kuwait Airways