

Reward Ticket

Seamlessly search and redeem reward tickets to turn miles into your next journey.

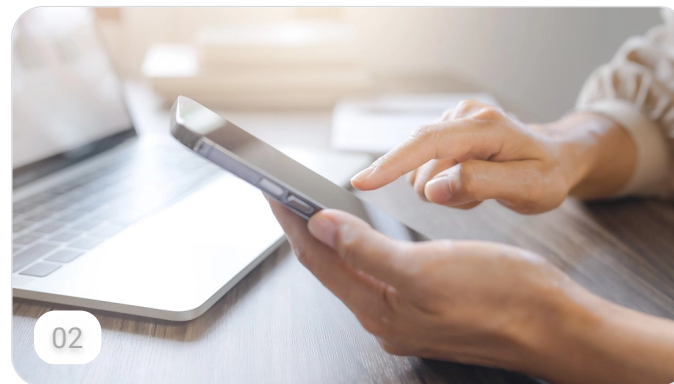
Redemption Procedures



Go to Reward Ticket Redemption

Log in to your frequent flyer account and select **【Mileage Plan-Reward Ticket】**

[Redeem Now](#) →



Search Itinerary

Search for your itinerary



Booking and Payment

Select flights, confirm passenger details, and enter payment for taxes.



Complete

Confirm details to complete reward ticket redemption.

Redemption Instructions

- Members should make sure they have sufficient mileage in their accounts.
- For international reward tickets, only international scheduled flights operated by China Airlines or Mandarin Airlines are acceptable.
- When using a reward ticket and traveling with infant, please purchase an applicable infant fare ticket for the accompanying infant.

Redemption Levels for International Reward Ticket

You may redeem reward tickets with the mileage accumulated in your account or transfer miles to relatives and friends for redemption. (Please refer to [Mileage Transfer](#))

- Not applicable for: Routes served with charter flights, and some routes code-shared with partner airlines, e.g., Songshan - Haneda flights code-shared with Japan Airlines and operated by Japan Airlines.
- Redemption for Premium Economy Class and Premium Business Class Reward Tickets are only available for flights providing Premium Economy class and Premium Business class service.
- The mileage levels required are based on applicable routes, not by the aircraft.
- The redemption levels for children tickets are the same as those of adult tickets.

Round-Trip Reward Ticket

Route	Economy Class X	Premium Economy Class Z	Business / Premium Business Class O
Taiwan - Hong Kong	20,000	40,000	50,000
Between any two points in Asia including Guam and Delhi	35,000	40,000	60,000
Between Australia and New Zealand	35,000	40,000	60,000
Between Asia and Australia / New Zealand excluding Guam	100,000	110,000	150,000
Between Asia and North America / Europe excluding Guam	110,000	120,000	160,000

One-Way Reward Ticket

Route	Economy Class X	Premium Economy Class Z	Business / Premium Business Class O
Taiwan - Hong Kong	10,000	20,000	25,000
Between any two points in Asia including Guam and Delhi	17,500	20,000	30,000
Between Australia and New Zealand	17,500	20,000	30,000
Between Asia and Australia / New Zealand excluding Guam	50,000	55,000	75,000
Between Asia and North America / Europe excluding Guam	55,000	60,000	80,000

Redemption Levels for Domestic Reward Ticket

Reward Type	Economy Class
	X
A round-trip reward ticket	15,000
A one-way reward ticket	7,500

- To protect your benefits, please contact the Mandarin Airlines Customer Service Call Center to complete your reward ticket reservation first. Once the reservation is confirmed, please proceed to a Mandarin Airlines airport counter to issue the reward ticket.
- For domestic reward tickets, the tickets should be separated with international flights, and ticket issuance is only available at Mandarin Airlines airport counters or Mandarin Airlines' ticketing office in Taipei.
- Please use the name shown on the passport when making a reservation. Be sure to bring the passengers' passport to check-in at the airport.
- To refund domestic reward tickets, a handling fee of TWD100 will be charged. Please contact Mandarin Airlines Service Call Center.
- Reward tickets are not permitted to travel during the Chinese New Year. For details about other embargo periods, please see ["Ticket information" on Mandarin Airlines website](#) .



China Airlines and Mandarin Airlines SkyTeam Partner Qantas Airways JetBlue Airways

- The origin and stopover or turnaround point(destination) of a reward ticket itinerary are not permitted in the same area. Excluding Taiwan, China Airlines' destinations can be categorized into following 6 areas: Northeast Asia, Southeast Asia (including Delhi and Guam), Mainland China (including Hong Kong), America, Oceania, Europe.
- If a round trip originates in Taiwan, transferring at Taiwan is not allowed.
- For either one-way or round-trip reward tickets, no stopover is allowed.
- A round trip reward ticket may have one open jaw for each direction, and the two ends of an open jaw must be in the same area. Members should be responsible for transportation between the two ends of an open jaw.

- Reward tickets are not eligible for itinerary between Guam and U.S. via Taipei.

Definitions ⓘ

Country and Area Classifications ⓘ

Itinerary Example ⓘ

Notes

Redemption

- The relevant taxes and additional charges (such as fuel surcharges, etc.) are all borne by the ticket holder.
- Required mileage of a reward ticket is based on long-haul flight if the itinerary includes both short and long-haul flights. 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. If itinerary of a reward ticket includes different cabin classes, required mileage will be based on the higher cabin class.
- Reward tickets cannot include segments of other fare family.
- Booking Service Charge: A Booking Service Charge will be collected at the time of ticket issuance or reissue for reward tickets, that include international flights operated by China Airlines or Mandarin Airlines, except for tickets with itineraries originating from Hong Kong, and this charge is non-refundable.

Usage Restrictions

- Reward tickets are valid for one year from the date of issuance and must be used throughout the validity period.
- A reward ticket holder cannot obtain a class upgrade by paying the fare difference.
- A reward ticket does not include free accommodation (Day Use and STPC) during flight transfer.

Other Important Notes



- China Airlines will notify members of amendments to reward ticket qualifications made in accordance with adjustments in cabin configuration or short-term promotions via other means (including Member News, Membership & Mileage Statement.)
- China Airlines and Mandarin Airlines reserve the right to limit or adjust the number of reward ticket availability subject to the status of booking on each flight. The reward ticket seats may not be available, even if seats are available for paid tickets.
- No-Show fee will be imposed on passengers who did not cancel the reservation before flight departure, and eventually fails to board the flight. A handling fee of USD100 on the long haul ticket, USD50 on the short haul ticket (or the equivalent amount in local currency) will be charged. The most stringent no-show fee rules will apply to whole itinerary, for example, member holding reward ticket of TYO-TPE-LAX and no show on TYO-TPE sector, USD100 of no show fee will be collected.
- The ticketing and use of Reward Tickets shall comply with tariffs and charges, ticket conditions. Also use of Reward Tickets is subject to operating carrier's General Conditions of Carriage, and the rules and terms of Dynasty Flyer Program.

Direct Mileage Deduction & Award Number Handling



Under the new program, the Award Number mechanism will no longer be used. Miles will now be deducted directly at the time of redemption. Details regarding the refund of miles associated with existing Award Numbers, as well as the procedures for future ticket refunds, reissues, and upgrade cancellations, are outlined below.

Handling Guidelines for Existing Award Numbers

- Members who had a confirmed cabin upgrade booking or an issued reward ticket and have not yet traveled.
 - If the itinerary remains unchanged, the booking or ticket can be used as usual without being affected.
 - For booking cancellations, reissues, or refunds, please refer to "Mileage Refund for Reward Ticket Reissuance, Refunds, and Cabin Upgrade Cancellations" below.
- Members who had an unused cabin upgrade or reward ticket award number in their account.
 - The award has been automatically converted into equivalent miles and credited to the member's account. The validity of the miles has been extended by one year from the original award's expiry date and end on the last day of that month.
Ex: Original validity until 2026/11/12 → Extended to 2027/11/30

- Members who held a cabin upgrade or reward ticket award number for a booking that is still waitlisted, where the upgrade has not yet been confirmed or the reward ticket has not yet been issued.
 - The award has been automatically converted into equivalent miles and credited to the member's account. The validity of the miles has been extended by one year from the original award's expiry date and end on the last day of that month. Once a booking is confirmed, the required miles will be deducted when the member processes a cabin upgrade or issues a reward ticket.
Ex: Original validity until 2026/11/12 → Extended to 2027/11/30
- Members who held an unused upgrade or renewal gift
 - The system has converted the award into one Cabin Upgrade Voucher and credit it to the member's account. The Cabin Upgrade Voucher retains the same validity period as the original award.
- When an award is converted or refunded into miles or a Cabin Upgrade Voucher, it will be credited to the award holder's membership account.

Mileage Refunds for Reward Ticket Reissuance, Refunds, and Cabin Upgrade Cancellations

- Refunds for Reward Tickets Issued on or Before the launch of the new membership program
 - Totally unused ticket : The award will be automatically converted into equivalent Miles and credited to the member's account. The validity of the miles will be extended by one year from the original award's expiry date and end on the last day of that month.
 - Partially unused ticket : A partially used reward ticket is not eligible for refunds.
 - ※ For reward ticket refunds, a handling fee of TWD 1,500 (or the equivalent amount in local currency) will be charged. If only unused taxes are refunded, no handling fee will be charged.
- Reissuance for Reward Tickets Issued on or Before the launch of the new membership program
 - Totally unused ticket : When reissuing a reward ticket, the system will automatically convert the award into equivalent miles and credit them to the member's account. The validity of the miles will be extended by one year from the original award's expiry date and will expire on the last day of that month. The required mileage for the new itinerary will then be recalculated and deducted accordingly.
 - Partially unused ticket : Reissuance is not permitted.
 - For reward ticket reissuance, a handling fee of TWD 1,500 (or the equivalent amount in local currency) will be charged. Members requesting reward ticket reissuance are responsible for all related taxes, surcharges, or exchange rate differences. The fuel surcharge and taxes will be recalculated based on the rates applicable on the date of reissuance.
- Cancellation for Cabin Upgrade Bookings Completed on or Before the launch of the new membership program
 - Award Number : The award will be automatically converted into equivalent miles and credited to member's account. The validity of the miles will be extended by one year from the original award's expiry date and end on the last day of that month. If the itinerary is changed, the required miles for the new itinerary will be recalculated and deducted accordingly.

- Upgrade or Renewal Gift : The system will convert the award into one Cabin Upgrade Voucher and credit it to the member's account. The Cabin Upgrade Voucher will remain the same validity period as the original award. If the itinerary is changed, members are required to use the Cabin upgrade voucher to make a new upgrade booking.
- Mileage and Cabin Upgrade Voucher Refund Policy
 - Miles or cabin upgrade vouchers that have expired will not be refunded. This applies to reward ticket refunds, reissuance, and cabin upgrade booking cancellations.
 - The above miles and cabin upgrade vouchers will be credited to the award holder's membership account.

Reissue and Refund

Item	Totally unused reward ticket	Partially unused reward ticket
Change of name	Permitted (Note 1)	Permitted (Note 1)
Change of routing / booking class	Permitted (Note 2)	Not permitted
Refund	Permitted (Note 3)	Permitted (Note 4)

- Note 1
 - A Ticket Name Change fee of TWD600 or USD 20 (or the equivalent currency) will be charged for the eligible cases, please refer to the [FAQ Listing](#) .
- Note 2
 - A reward ticket can be reissued to an itinerary with a different mileage requirement.
 - When reissuing a ticket, the system will automatically refund the miles that are still valid on the date of reissuance to the ticket holder's membership account, and will recalculate and deduct the miles required for the new itinerary.
 - A handling fee of TWD1,500 (or the equivalent amount in local currency) will be charged for reissuing a reward ticket. Members requesting reward ticket reissuance are responsible for all related taxes or any other surcharges and fuel surcharge and tax will be priced again based on the date of re-issuance.

- To reissue a reward ticket, please contact China Airlines Customer Service Call Center or Branch Offices prior to departure. Airport ticketing counters and China Airlines website are not available.
- The service fee will be waived for a reward ticket of a member with Paragon at the time of application.
- Reward ticket can not be endorsed to other airlines . Once any part of a reward ticket has been used, reissuance is not acceptable.
- Note 3
 - Application for Reward Tickets refund can be submitted online via CI website -Manage Booking/ [Refund Tickets](#) option, or please contact China Airlines branch offices. Airport ticketing counters are not available.
 - To refund a totally unused reward ticket, a handling fee of TWD1,500 (or the equivalent amount in local currency) will be charged. Miles that remain valid on the date the refund process is completed will be refunded to the ticket holder's membership account, and unused taxes will be refunded accordingly. If all miles have expired, only unused taxes will be refunded, and no handling fee will be charged.
 - Paragon member may enjoy a waiver of the refund fee when refunding their own reward tickets. However, the Booking Service Charge is collected upon ticket issuance and is non-refundable.
- Note 4
 - For tickets issued before the launch of the new membership program : To refund a partially unused reward ticket, miles cannot be refunded. Only unused taxes will be refunded, and no handling fee will be charged.
 - For tickets issued after the launch of the new membership program : To refund a partially unused reward ticket, the miles required for the used segments will be deducted. Miles that remain valid on the date the refund process is completed will be refunded to the ticket holder's membership account, and unused taxes will be refunded accordingly. A handling fee of TWD1,500 (or the equivalent amount in local currency) will be charged. If no miles are refundable, only unused taxes will be refunded, and no handling fee will be charged.
 - ※ If a reward ticket includes connecting flights and the first sector of either the outbound or inbound journey has been used, that portion of the itinerary will be considered used, and the corresponding miles will not be refunded.
 - Paragon member may enjoy a waiver of the refund fee when refunding their own reward tickets. However, the Booking Service Charge is collected upon ticket issuance and is non-refundable.



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