

Club Vistara – Air India Flying Returns Merger FAQs

Ques-1) What is Vistara Air India Merger?

Ans) TATA SIA Airlines Ltd (Vistara) and Air India has announced their merger, as a result Club Vistara will merge with Air India's Flying Returns, creating a world-class loyalty experience with limitless possibilities. The program members will have access to a larger fleet and a wider global network post the merger.

Ques-2) Can I continue using my card for transactions?

Ans) Yes, you can continue using the card for all spends.

Ques-3) Can I continue booking flight from Vistara?

Ans) Vistara will continue its flight operations until 11th November 2024, therefore you can continue using the Vistara CV ID for flight bookings till 11th November 2024. From this date forward, customers will progressively be unable to make bookings with Vistara for travel on or after 12th November 2024. This includes Award Flights and bookings made using Cash + Points. Starting 12th November 2024, all Vistara aircraft will be operated by Air India and bookings for the routes operated by these aircraft will be redirected to Air India's website.

Ques-4) Does my Vistara CV ID remain valid?

Ans) Your Vistara CV ID will remain valid till 11th Nov 2024. Post 11th Nov 2024 you would be assigned a new Flying Returns ID.

- If you have an existing Flying Returns account and have authorized Air India to migrate your Club Vistara account data to Air India's Flying Returns programme by not choosing to opt-out within 21 days of receiving the opt-out communication from Air India, your membership will be transferred at the time of the merger.
- If you don't already have a Flying Returns account, a new one will be created for you matching the credentials of your existing Club Vistara account.

Ques-5) What will happen to my CV points on Club Vistara?

Ans) All CV Points set to expire in September and October 2024 will be reissued as 'Compensatory CV Points' and transferred to the Flying Returns account on or before 12th November 2024. These points will remain valid for at least one year from the date of migration, regardless of their original expiration date.

All CV Points, One Class Upgrade Vouchers, and Complimentary Ticket Vouchers will be transferred to linked Flying Returns accounts on 12 November 2024. After this date, Co-brand card holders will earn Flying Returns Points and Complimentary Ticket Vouchers in addition to the existing card benefits. You will also continue to enjoy your Tier status for a year from the date of merger

Ques-6) Will I earn Flying Return Reward Points post-merger?

You will earn Flying Returns Points and Complimentary Milestone based Ticket Vouchers as per the current card benefits.

Ques-7) What would be the conversion ratio between Vistara CV Points to Flying Returns Points.

Ans) Reward Points equivalent to CV Points would be transferred to Flying Returns.

- On the day of migration, CV Points balance available in your CV account will be transferred to the Flying Returns program at a 1:1 ratio. The points will remain valid for at least one year from the date of migration, even if they are due to expire sooner. Thereafter the Air India Flying Returns Programme policy is applicable.

Ques-8) What will happen to my Business Class Voucher I have already Issued?

Complimentary Ticket Vouchers issued by members or auto-generated under "On-demand Voucher Generation" with validity beyond 11th November 2024 will be further extended for a period of 3 months.

Ques-9) What will happen to my Business Class Vouchers If I have not issued them?

Ans) Vouchers available under the "On-demand Voucher Generation" feature that are not issued by 11th November 2024 will be automatically issued to the Flying Returns account with a fixed validity of 9 months.

Ques-10) What will happen to my Business Class Vouchers with validity before 11th November 2024?

Complimentary Ticket Vouchers issued by members or auto-generated under "On-demand Voucher Generation" with validity before 11th November 2024 will be treated as expired after the validity date.

Ques-11) What will happen to my Vistara Tier Status?

Ans) Your existing tier status will be transferred to linked Flying Returns accounts on 12th November 2024. You will also continue to enjoy your Tier status for a year from the date of merger. Linked benefits to Tier benefits would be governed as per the policy of Flying Returns.

- Your tier status will be assigned based on the cumulative points of both programs. You will be able to maintain, at least, your current Club Vistara tier status or get upgraded if you qualify based on the cumulative points. Going forward, the rules of Flying Returns will apply.

Ques-12) Will I continue to receive Business Class voucher as a Milestone Benefit on meeting the Milestone spends?

Ans) You will continue to receive Business Class Vouchers as a Milestone Benefit for Air India Flying Returns on meeting Milestone spends.

All benefits and privileges offered to you will be as per the Flying Returns program rules.