



## Important information about the Avion Rewards® program (Banking)

Upon the enrolment of your eligible RBC personal banking account into the RBC Value Program™, you will automatically become a member of the Avion Rewards program ("**Program**").

Please read this document carefully as it contains important information about the Program.

Also, please note that this document doesn't constitute the entire Avion Rewards Terms and Conditions ("**Program Terms**"), nor does it replace the Program Terms. It is a summary of certain key Program terms and conditions. To review the full and most current Program Terms, go to: <https://www.avionrewards.com/terms-and-conditions/index.html>. If you do not have Internet access and would like to request a paper copy of the Program Terms, you may contact us at the number indicated in the "How to contact Royal Bank" section below.

In case of any discrepancy between this document and the Program Terms, the Program Terms will prevail.

In this document, "**you**" or "**your**" means the Primary Account Owner and/or the Joint Account Owner of an eligible RBC personal banking account that is enrolled into the Value Program ("**Account**"). "**Royal Bank**", "**we**", "**us**" or "**our**" means Royal Bank of Canada.

All capitalized terms used herein and not otherwise defined have the meaning given to them in the Program Terms.

### 1. How to participate in the Program and earn Avion points

#### a. How to participate in the Program

To participate in the Program and start earning Avion points ("**Points**"), you need to have an Account that is enrolled in the Value Program and meet all the other eligibility criteria stated in the [Value Program Terms and Conditions](#). By enrolling your Account into the Value Program, it means that you acknowledge that the Program Terms are supplementary to the [Value Program Terms and Conditions](#), that they also govern your participation in the Value Program, and that you understand and agree with everything provided therein.

The Program is available to you if you have an Account in Good Standing. Good Standing has the meaning given to that term in the [Value Program Terms and Conditions](#).

For you to be able to earn Points when using your Account for eligible purchase activity, the Account must be in Good Standing at the time that you conduct each such purchase activity.

Also, if your Account is not in Good Standing, you will not be able to redeem, transfer or convert Points.

#### b. How to Earn Points

Points are earned for eligible monthly purchase activity, or for other types of Account activity that we may determine

from time to time, made by the Primary Account Owner and/or the Joint Account Owner (if applicable) using the Account, beginning as soon as the Account is enrolled into the Value Program. For more information, including the earn rate applicable to your Account, please refer to the [Value Program Terms and Conditions](#).

We may also make arrangements with select merchants, retailers or service providers to allow you to earn additional or bonus Points for transactions made with your Account, or for any other activity carried out with any such merchant. You must refer to [www.avionrewards.com](https://www.avionrewards.com) for full details on these arrangement and other additional/bonus Points earning opportunities that we may make available to you from time to time.

### 2. Redemption, Transfer and Conversion of Points

#### a. General information

At the time you enrol your Account into the Value Program, we will open a Rewards account for the crediting and debiting of Points ("**Rewards Account**") associated with your Account. There is only one Rewards Account per Account.

Points earned during a given calendar month will be available for redemption once they have been credited to your Rewards Account and appear in <https://www.avionrewards.com> or in the Avion Rewards



app. This will ordinarily occur within the first five (5) business days of the next calendar month. (**NOTE:** You must create login credentials for these platforms, and may then log in to either platform to see if your earned Points have been so credited to your Rewards Account).

On the date Points are redeemed for a Reward, transferred to another Rewards Account or converted to points, miles or other "partner rewards" offered through partners' loyalty programs that we designate from time to time for this purpose (as more particularly described in the Program Terms), the Rewards Account is debited the number of Points applicable to that Reward, transfer or conversion.

**b. Who can redeem, transfer and convert Points**

Points in the Rewards Account tied to the Account may be redeemed, transferred to another Rewards Account or converted, in accordance with the Program Terms, by the Primary Account Owner and the Joint Account Owner (if applicable), even if the Points are redeemed, transferred or converted for the benefit of any person other than the Primary Account Owner or the Joint Account Owner (if applicable).

**c. Redemption options**

Points can generally be redeemed for any type of Reward available under the Program, unless otherwise expressly stated in the Program Terms. For example, you may need to have a specific Account type to be able redeem Points for certain Rewards.

All Rewards are subject to availability, and we reserve the right to add or remove any Reward at any time.

**i. Redeeming Points for anything other than travel-related Rewards**

You must have the required number of Points in your Rewards Account for the Reward of your choice by the time of your redemption. The number of Points required for each Reward is set out in the applicable catalogue(s).

When you redeem your Points for merchandise, other than Best Buy merchandise from the Best Buy catalogue or Apple merchandise from the Apple catalogue, any taxes and basic shipping charges by prepaid delivery

service (if applicable) are included in the number of Points redeemed for each Reward.

**ii. Redeeming Points for flights from the Air Travel Redemption Schedule**

The Air Travel Redemption Schedule ("Redemption Schedule") is available to the Primary Account Owner and the Joint Account Owner (if applicable) of the Account, as long as either of them is also a Primary Applicant, a Co-Applicant or an Authorized User on an RBC Avion Visa Infinite Privilege, RBC Avion Visa Infinite Privilege for Private Banking, RBC Avion Visa Infinite, or RBC Avion Visa Platinum Account ("Personal Avion Account"). The Redemption Schedule allows you to book flights for a fixed number of Points, depending on the travel destination and the price of the airline ticket. The most current Redemption Schedule may be found at [www.avionrewards.com](http://www.avionrewards.com).

Please note that to be able to redeem the Points in the Avion Rewards Account tied to your Account for flights from the Redemption Schedule, whether your Account remains open or has been closed, you need to keep your Personal Avion Account open and in Good Standing (as defined in the Program Terms). As soon as you (i) close your Personal Avion Account, and/or (ii) change your Personal Avion Account for any other credit card account type, you will not be able to use the Points in the Rewards Account tied to your Account, nor any future Points that you may earn with your Account (if your Account remains open), to redeem Points for flights from the Redemption Schedule.

The Points redeemed for flights from the Redemption Schedule are in exchange for the airline ticket only, and you are responsible for and must pay all related taxes, surcharges and fees.

When you book a flight from the Redemption Schedule, you may pay for (a) all related taxes, surcharges and fees, and/or (b) for the price difference, should the price of the airline ticket that you choose exceed the "maximum ticket price" as set out in the Redemption Schedule (exclusive of GST, PST and/or HST (as applicable)), either (i) with a credit card, or (ii) by



redeeming additional Points at the rate of 100 Points = \$1.00.

There is no fee when you book with Avion Rewards Travel online. A \$30.00 fee, plus applicable taxes, per booking, apply when you book with Avion Rewards Travel by phone.

**iii. Redeeming Points for travel-related Rewards, other than flights from the Redemption Schedule**

You can redeem Points for other travel options such as a hotel stay, car rental, vacation package, cruise or flight not using the Redemption Schedule, through Avion Rewards Travel or, if you have an RBC Avion Visa Infinite Privilege for Private Banking Credit Card Account, through an Avion Rewards Travel Concierge Advisor. You may also pay for all related taxes, surcharges and fees by redeeming Points at the rate of 100 Points = \$1.00 CAD.

If you have an RBC Avion Visa Infinite Privilege for Private Banking or an RBC Avion Visa Infinite Privilege Credit Card Account, you can also redeem Points for flights in first class or business class through Avion Rewards Travel, and pay for all related taxes, surcharges and fees by redeeming Points at the rate of 100 points = \$2.00 CAD.

If you have an RBC Avion Visa Infinite Privilege for Private Banking Credit Card Account, you also have the options to redeem Points for flights through an Avion Rewards Travel Concierge Advisor, and to pay for all related taxes, surcharges and fees by redeeming Points at the rate of 100 points = \$1.50 CAD.

There is no fee when you book with Avion Rewards Travel online. A \$30.00 fee, plus applicable taxes, per booking, apply when you book with Avion Rewards Travel by phone. The following fees may also apply when you book through an Avion Rewards Travel Concierge Advisor (if available based on your Account type): \$50.00 plus applicable taxes, per ticket, for flights, \$30.00 plus applicable taxes, per booking, for hotel stays and car rentals, and \$60.00 plus applicable

taxes, per booking, for cruises and vacation packages charged to your credit card.

**d. Transfer of Points**

As mentioned in section 2(b) above, the Primary Account Owner and the Joint Account Owner (if applicable) may transfer Points from the Rewards Account tied to their Account, to another Rewards Account tied to any other eligible account that either one of them also owns as a Primary Applicant, Co-Applicant, Primary Account Owner, Joint Account Owner or Business Owner, at any time, in accordance with the Program Terms.

When you transfer Points, the ownership and redemption rules of the account that you transfer the Points to, will apply to those Points upon such transfer. As an example, if you transfer Points to the Rewards Account tied to an account that is co-owned by a Co-Applicant or a Joint Account Owner, the Co-Applicant or Joint Account Owner will have access to the Points that have been transferred. Also, if you transfer Points from the Rewards Account tied to an Avion Account to the Rewards Account tied to a Non-Avion Account, an RBC ION Visa or RBC ION+ Visa Credit Card Account ("Personal ION Account) or an Avion Rewards Core Product Account (meaning the RBC products listed at <https://www.avionrewards.com/eligible-products.html>, where the RBC personal investment product is not the your sole rewards eligible product and RBC installment loans, lines of credit and home equity financing products are not tied to a business banking profile) you will no longer be able to redeem the transferred Points for flights from the Redemption Schedule or for British Airways<sup>†</sup> Avios points, American Airlines AAdvantage Miles or Cathay Pacific Asia Miles<sup>‡</sup>.

In addition, if you transfer Points from a Rewards Account tied to either an Avion Account or a Non Avion Account to the Rewards Account tied to a Personal ION Account or an Avion Rewards Core Product Account you will no longer be able to convert to or from Hudson's Bay points.

Additionally, if you transfer Points from a Rewards Account tied to either an Avion Account, a Non-Avion Account or a



Personal ION Account to an Avion Rewards Core Product Account you will lose the ability to book RBC Travel Rewards.

A transfer of Points from a Rewards Account to another Rewards Account constitutes a redemption of Points for all purposes of the Program Terms and the Program.

**e. Conversion of Points**

As mentioned in section 2(b) above, you may be able to convert Points to points, miles or other "partner rewards" offered through partners' loyalty programs that we designate from time to time for this purpose, in accordance with the Program Terms. In order to qualify for any such conversion of Points under the Program, you must be a member of the other loyalty program, you must have at least the minimum number of Points required for the conversion, as set by us from time to time, and your account with such other loyalty program must be in the same name(s) as your Account.

Loyalty programs operated by our partners may place additional conditions and restrictions on conversion of Points. Once your Points leave the Program, they are no longer subject to the Program Terms; they are subject to the partner's program terms and conditions.

A conversion of Points is final, may not be reversed and constitutes a redemption of Points for all purposes under the Program Terms and the Program.

### **3. Points Expiry**

As long as the Account remains open, the Points in the Rewards Account tied to the Account will not expire.

If we close your Account for cause (such as, but not limited to, if we have reasonable grounds to believe that you did or may commit fraud, used or will use the Account for any unlawful purpose, violated the terms of any agreement applicable to the Account or any related service, etc.), we will cancel the Rewards Account tied to your Account and your Points immediately, upon Account closure.

If you close your Account for any reason, or if we close your Account for any other reason than for cause, Points that have not been redeemed, transferred or converted in accordance with the

Program Terms within (12) months following the closure of your Account, will be forfeited.

Between thirty (30) to sixty (60) days before the Points are forfeited, we will send you a written notice, specifying the exact date of the forfeiture.

### **4. Conversion rate used to convert Points into another form of exchange unit**

As described in section 2(e) above, you may convert your Points to points, miles or other "partner rewards" offered through partners' loyalty programs that we designate from time to time for this purpose, in accordance with the Program Terms, at the conversion rates indicated below. The conversion rate in each case is determined by us.

**a. Hudson's Bay Rewards points:**

If you are a member of the Hudson's Bay Rewards program, you may convert Points to Hudson's Bay Rewards points or auto-convert Hudson's Bay Rewards points to Points. For every 500 Points which are converted, you will receive 1,000 Hudson's Bay Rewards points. For every 4 Hudson's Bay Rewards points which are auto-converted, you will receive 1 Point.

**b. WestJet® points:**

If you are a member of the WestJet Rewards program, you may convert Points to WestJet points. For every 1 Point which is converted, you will receive 1 WestJet point.

**c. British Airways® Avios points:**

If you have a Personal Avion Account and are also a member of the British Airways Club® program, you may convert Points to Avios. For every 1 Point which is converted, you will receive 1 Avios.

**d. American Airlines AAdvantage Miles:**

If you have a Personal Avion Account and are also a member of the AAdvantage program, you may convert Points to American Airlines AAdvantage miles. For every 10 Points which are converted, you will receive 7 AAdvantage miles.

**e. Cathay Pacific Asia Miles®:**

If you have a Personal Avion Account and are also a member of the Cathay Pacific program, you may convert Points to



Asia Miles. For every 1 Point which is converted, you will receive 1 Asia Mile.

## **5. How to contact Royal Bank**

Should you wish to obtain a paper copy of the Program Terms or should you have any questions about the Program, please call: 1-800-769-2512.