



# SAFAR FAMILY PROGRAM MEMBERSHIP APPLICATION

With the Safar Family program, get faster access to the many Safar Flyer rewards (reward tickets, upgrade awards, excess baggage awards, etc.) thanks to the miles earned with your family members.  
Complete the form below and send it to the following address: [safarfamily@royalairmaroc.com](mailto:safarfamily@royalairmaroc.com)

And to keep the whole family happy, grandparents, parents, and children can all use the same Safar Family account!

## FAMILY SPIRIT (AND MEMBERSHIP!) ALWAYS HAS ITS ADVANTAGES

Please specify the members of your family who will be linked to the Safar Family account					
Safar Flyer* account number	Last Name:	First Name:	Date of birth*	Sex (F/M)*	Family relationship*

\* mandatory

Full name of the Safar Family account holder\*

Safar Flyer account number (9 digits)\*

E-mail\*  @  Phone\*

\* mandatory

- I acknowledge that I have read and accept the General Terms and Conditions of the Safar Family program
- I confirm that I have received prior approval from all members to join the Safar Family account
- I guarantee the truthfulness and accuracy of the information provided

Date & signature (Account Holder)  
(with the words "Read and Approved")

- With Safar Family, **family members earn reward miles** on every flight they take, whether they travel together or separately, all in the same account.
- The member must continue to **provide their individual card number** to earn miles.
- **Miles and Flight status**, which allow you to move from one card status to another, **are maintained on each individual account**.
- **Only one** Safar Family account is allowed per family. A family consists of **grandparents, parents**, and their children aged **2 to 26**.
- Membership in this program ranges from **2 to 12 individuals**.
- The guardian can be either **one of the parents, grandparents**, or one of the **children** who has **reached the age of 18**.
- Only the account holder **can designate** which family members he or she wishes to include in the Safar Family account.
- **Only one spouse** may be linked to the Safar Family account by the account holder

Once completed and signed, please send this form with proof of identity (passport or ID card) to: [safarfamily@royalairmaroc.com](mailto:safarfamily@royalairmaroc.com). **You will receive your Safar Family account number.**

\* By completing this form, Royal Air Maroc collects your personal data in order to manage your membership in the Safar Family program. For the purposes of analysis and statistical studies, personal data collected may be transmitted in confidence to authorized subcontractors. In order to exercise your rights to access, modify and oppose, in accordance with the provisions of Moroccan law 09-08 on the protection of personal data, and/or the provisions of the General Regulation for the Protection of Personal Data and the free movement of such data, known as "RGPD" (EU) 2016/679 entered into force on May 25, 2018, you can contact the Safar Flyer service at any time by e mail at the following address: [safarfamily@royalairmaroc.com](mailto:safarfamily@royalairmaroc.com)

The following are the General Terms and Conditions that apply specifically to the 'Safar Family' program.

#### I. Purpose

- 1.1 The Safar Family program allows up to 12 members of the same family (grandparents, parents, and children) who are members of Safar Flyer to accumulate their award miles in a joint account, hereinafter referred to as the "Safar Family account". All Award Miles earned individually by each family member will be automatically transferred to this account under the General Terms and Conditions of the Safar Flyer Program and in accordance with the conditions and limitations set forth below.
- 1.2 Depending on the number of reward miles accumulated in the Safar Family Account, the family can access the Safar Flyer program rewards. The list of rewards can be consulted on the Royal Air Maroc website, hereinafter referred to as the "RAM website".

#### II. Safar Family Account Application

- 2.1 Participation in the Safar Family account is free and with no obligation.
- 2.2 Only one Safar Family account is allowed per family of 2 to 12 members; a family consists of grandparents, parents and their children aged 2 to 26.
- 2.3 The account holder can be either one of the parents, grandparents, or one of the children who has reached the age of 18.
- 2.4 Only the account holder may designate the family members they wish to include in the Safar Family account, hereinafter referred to as the "Designated Members".
- 2.5 Family members who are not members of the Safar Flyer program must first join the program; they will each receive a Safar Flyer membership number and can then be designated by the account holder to join the Safar Family account.
- 2.6 Only one spouse may be linked to the Safar Family account by the account holder.
- 2.7 A family member can only belong to one Safar Family account.
- 2.8 The application for the Safar Family account must be made through a membership form that must be properly completed, signed by the account holder, and sent to Safar Flyer. This form must clearly specify the account holder and the Designated Members of the Safar Family account.
- 2.9 The Safar Family hard copy application form must be signed by the account holder attesting to their consent and the approval of their family members to participate in the Safar Family program.
- 2.10 Royal Air Maroc does not assume any responsibility for the inclusion of any member by the Account Holder in the Safar Family account without the prior consent of said members. Only the account holder is responsible for linking Designated Members to the Safar Family account with parental consent for minors.
- 2.11 Upon creation of the Safar Family account, the account holder will receive a Safar Family account number. This Safar Family account number will be used for all premium requests and for consulting the Safar Family account.
- 2.12 Any person applying for a Safar Family account is deemed to have read and accepted these Specific Conditions of the Safar Family product as well as the General Terms and Conditions of the Safar Flyer program.
- 2.13 Royal Air Maroc reserves the right to refuse membership to any person who does not meet the required criteria.

#### III. Terms and conditions for earning Miles

- 3.1 Mileage accumulation is subject to the General Terms and Conditions of the Safar Flyer Program.
- 3.2 It is the responsibility of each family member to provide his or her individual membership number when booking the ticket for each flight with Royal Air Maroc or with Safar Flyer's airline partners and when using services with its non-airline partners.
- 3.3 Safar Family Account members earn miles under the General Terms and Conditions of the Safar Flyer Program whether they travel together or separately.
- 3.4 Award miles will be credited to the Safar Flyer account of each family member, for each flight taken on Royal Air Maroc or on the flights of Safar Flyer's airline partners, as well as for services provided by Safar Flyer's non-airline partners. All accumulated reward Miles will then be transferred to the Safar Family Account.
- 3.5 Each member can access their individual account online on the RAM website and get the details of their own flights. However, only the account holder can access the Safar Family account using the Safar Family account number and the PIN code.
- 3.6 By opting for the Safar Family account, each member continues to accumulate Miles and Flight status for each calendar year in their individual account, allowing access to Silver and Gold status.
- 3.7 Miles and Flight status are not accumulated on the Safar Family account. Under no circumstances may the account holder or a Designated Member of the Safar Family account claim access to Silver and Gold status by accumulating Safar Family account Miles and Flight status.
- 3.8 The validity period of the Miles follows the guidelines of the individual account.
- 3.9 The account holder is responsible for ensuring that the Miles accrued in the Safar Family account are used before they expire. No claims for credit for expired Miles will be accepted.

#### IV. Conditions for the issuance of rewards

- 4.1 Only the account holder is entitled to apply for the reward according to the specific conditions and rules of each reward published on the RAM website.
- 4.2 The receipt of rewards is subject to the Safar Flyer program's rewards conditions and those communicated in the context of the promotions.
- 4.3 The Safar Family account will be debited with the Miles required for the reward requested, according to the rate in effect at the time of the request. The oldest Miles will be debited first.
- 4.4 The account holder is solely responsible for the payment of all taxes and duties applicable to the rewards issued by the program regardless of who receives the reward. This means that they must pay all of these taxes at the time the reward is issued.

#### V. Safar Family Account Management

- 5.1 All communications within the Safar Family product are with the Safar Family account holder.
- 5.2 Only the account holder can make changes to the Safar Family account such as requesting rewards, updating the profile, requesting the addition of a Designated Member, or terminating the account. The account holder can make these changes through the features available on the RAM website or by email addressed exclusively from the email registered on the Safar Family account or in writing signed by the account holder and sent to Safar Flyer.
- 5.3 The holder of the Safar Family account may request the addition of a Designated Member. Safar Flyer reserves the right to ask for all supporting documents before accepting any individual's link request.
- 5.4 The account holder also reserves the right to remove members from the Safar Family account they manage. In addition, a Designated Member over the age of 18 may request to leave the Safar Family account by sending a letter signed by them to Safar Flyer.
- 5.5 Children will be automatically removed from the Safar Family account at age 26.
- 5.6 The account holder guarantees the truthfulness and accuracy of all information transmitted to Royal Air Maroc in particular in the context of membership in the Safar Family product and will be responsible for any incorrect, incomplete, or outdated information. The account holder expressly agrees that Royal Air Maroc may verify regularly and at any time the membership of the persons linked to the account holder's family and undertakes to provide the required information.
- 5.7 In the event of death or request for withdrawal by the account holder, the new account holder must send their request to Safar Flyer with the prior agreement of all members who have reached the age of 18.

#### VI. Termination of the Safar Family account

- 6.1 In the event of misconduct or non-compliance by the account holder and/or the Designated Members of the Safar Family account with these General Terms and Conditions, or the reluctance of the account holder to provide the information requested in the event of an audit, Royal Air Maroc may terminate the Safar Family account immediately and automatically.
- 6.2 Royal Air Maroc reserves the right to exclude any member from the Safar Family program who has improperly used its benefits, made false statements, or failed to comply with these General Terms and Conditions and Royal Air Maroc's General Terms and Conditions for Transport.
- 6.3 In the event of exclusion, the Miles accumulated up to that point will be forfeited in full and will lose all value, and previously issued but unused rewards will be canceled, without the account holder or any third party being able to claim any compensation or indemnity and without prejudice to any damages that the customer may owe to Royal Air Maroc as a result of the termination.
- 6.4 If a Designated Member wishes to remove themselves from the Safar Family account, they will need to provide written notice. The Miles awarded to them will be for the flights they have taken during the last 12 months.
- 6.5 If the account holder requests to have the Safar Family account terminated, the last 12 months' Miles will be credited to each individual account, and the remainder of the balance will be assigned to the account holder.
- 6.6 In the case of a 2 member Safar Family account:
  - If one of the two members dies, the Safar Family account is closed, and the entire balance is returned to the second member.
  - If the account consists of a parent and a child and the child has reached the age of 26, the Safar Family account is closed, and the entire balance is returned to the parent.

#### VII. Protection of personal data

- 7.1 By joining the Safar Family program, members authorize Royal Air Maroc to use and process their personal data to allow implementation of the program, but also for marketing and communication purposes.
- 7.2 Member data may be transmitted on a confidential basis to authorized subcontractors for their exclusive use in statistical analysis and market research.
- 7.3 In order to exercise their rights to access, modification, and opposition, in accordance with the provisions of Moroccan Law 09-08 on the protection of personal data and / or the provisions of the General Regulation for the Protection of Personal Data and the free movement of such data, called RGPD (EU) 2016/679 entered into force on May 25, 2018, members can contact the Safar Flyer service at any time by email at the following address: safarfamily@royalairmaroc.com

#### VIII. Responsibility

- 8.1 Royal Air Maroc accepts no liability for damage caused by the use of a reward, except for damage occurring during transport, for which the carrier's liability is governed by the Warsaw and Montreal Conventions, as well as by Royal Air Maroc's General Terms and Conditions of Transport and/or by Moroccan law in the case of domestic air transport.
- 8.2 In any case, Royal Air Maroc cannot be held liable for any delay or loss due to the post office. Royal Air Maroc will not be responsible for the loss or theft of any reward or other document issued by it under the Safar Family program and these documents cannot be replaced.
- 8.3 Royal Air Maroc assumes no responsibility for the linking of a member to a Safar Family account without the prior consent of said member or legal guardian in the case of minors; only the holder of the Safar Family account shall be liable for any legal action, damages, losses, and expenses, including, but not limited to, attorneys fees and court proceedings arising out of or relating to the compensation of a member linked to the Safar Family account managed by the holder.

#### IX. Miscellaneous

- 9.1 The account holder undertakes to inform the Designated Members linked to the Safar Family account of these General Terms and Conditions and to ensure that they comply with said provisions. These General Terms and Conditions govern the contractual relationship between Royal Air Maroc and the account holder under the Safar Family program and are subject to change at any time and with immediate effect. The most current version of these General Terms and Conditions is available on the "RAM website".
- 9.2 Royal Air Maroc reserves the right to replace the Safar Family program and to modify or amend this program and these General Terms and Conditions at any time and without prior notice.
- 9.3 The sale, purchase, brokerage, resale, barter, or exchange of miles or reward tickets for any purpose is prohibited. Those who use a bonus or any reward acquired illegally, are subject to prosecution. Miles, rewards, and benefits have no monetary value and cannot be redeemed for cash.
- 9.4 These General Terms and Conditions are available in both French and English versions. In the event of any discrepancy in interpretation, the French version shall prevail.
- 9.5 These General Terms and Conditions prevail over any previous text.

#### X. Applicable law - competent courts

- 10.1 The applicable law is Moroccan law.
- 10.2 Any dispute arising from the interpretation of these General Terms and Conditions and in the absence of an amicable settlement within 90 days from its issuance, will be under the exclusive jurisdiction of the courts of Casablanca.