

Teemane  
Club



AIR BOTSWANA

*Going your way*

## **Dear**

Congratulations! You are our diamond and we are delighted to have you here, we thank you for your dedication and loyalty . To remain shining as a diamond we ask you to fly a minimum of 10 000 miles with us before your card expires, it is valid for 1 year as shown on it.

## **Bonus Miles**

You have been awarded 750 Bonus Miles as you attained your Diamond status. You can explore more ways to earn and redeem miles, log on to your Teemane Club Account at [www.airbotswana.co.bw](http://www.airbotswana.co.bw)

## **Tier Activity Bonus**

As a valuable customer we try as much as possible to keep you as a our shining diamond and for every flight activity that you do your miles will double. You have a 100% Tier Activity Bonus. Enjoy your rewards.

## **Life Time Diamond Miles)**

At Diamond your miles would not expire

## **Experience a dedicated and personalised service**

### **Express Check-in Counter and Luggage Tagging**

Queue no more; we have dedicated express check-in counters just for you , and to reduce your luggage waiting period we have luggage tags that will be tagged to your luggage at check-in and your luggage will be offloaded first.

### **Excess Baggage**

At Diamond you are allowed an extra 15 kg excess Baggage Allowance



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Teemane Club  
Gold & Diamond Members  
**Priority Check-in**



Teemane Club





## Lounges

Unwind at our own Pula Lounge at Sir Seretse Khama International Airport and Shongololo Lounge at ORT Airport in Johannesburg; enjoy our complimentary snacks, hot beverages with a range of premium coffees & health teas, cold beverages from soft drinks to alcoholic. It is open for the first flight until the last flight out. You can request for your Teemane account status and updates from our staff at the lounge

Whilst at the lounge you can get TV entertainment with DSTV channels and free wifi.

We understand your needs at diamond, so we allow you to invite a companion to the lounge it could be a business partner that you are travelling with or a potential partner that you just met at the airport and you want to network, you are both welcome. You can also burn 1000 of your earned miles to invite an extra person to our own operated Lounges. You are only allowed to burn for 2 passengers at 1000 miles each.



## Enjoy your rewards

At your convenience you can log into your account and request for your redemption, if you have sufficient miles, it will allow you and once you have finished the process we will automatically be notified on our side. We will issue you with an award which you will use to be issued with a ticket. Alternatively a redemption form is loaded on our website, download, complete and either fax or email to us.

You are free to redeem for any companion of your choice.

Should you not have enough miles on your account you can purchase more miles, miles are sold in batches 1000 miles costs P300 only. However you should have at least 50% miles of the redemption value in your account from normal transactions.

We encourage you to book your award ticket at least 5 days before your intended travel date for your convenience, this way you will be guaranteed a seat and have a hassle free travel.

**NB:** Miles not used will expire after 3 years, so please make use of your miles.





### **Missing Miles**

Log on to your account to claim your missing miles, remember they can only be uploaded within 3 months. You can also call the Teemane office, we would be happy to do it for you.

### **The Teemane Gratitude To You**

We will keep you at this prestigious Tier and only ask you to fly 10 000 miles. For the diamond that you are we will spoil you on special occasions and where possible invite you to special events and give you a platform to engage with our top management to influence decision making especially regarding cabin services and flight schedules.

### **At Diamond your miles would not expire**

Your tier is valid for a year, if you are unable to reach the above requirements you will be downgraded to Gold.

A man with glasses and a mustache, wearing a dark sweater over a white collared shirt and a dark tie, is smiling at the camera. He is sitting at a desk in an office, with a computer monitor visible to his right. The background shows a window with a view of a brick building.

# Personalised service

how can we help you?



## Teemane Offices

Tel: +267 368 8410/592/407 | Fax: +267 3974 802

Email: [teemaneclub@airbotswana.co.bw](mailto:teemaneclub@airbotswana.co.bw)

Website: [www.airbotswana.co.bw](http://www.airbotswana.co.bw)

