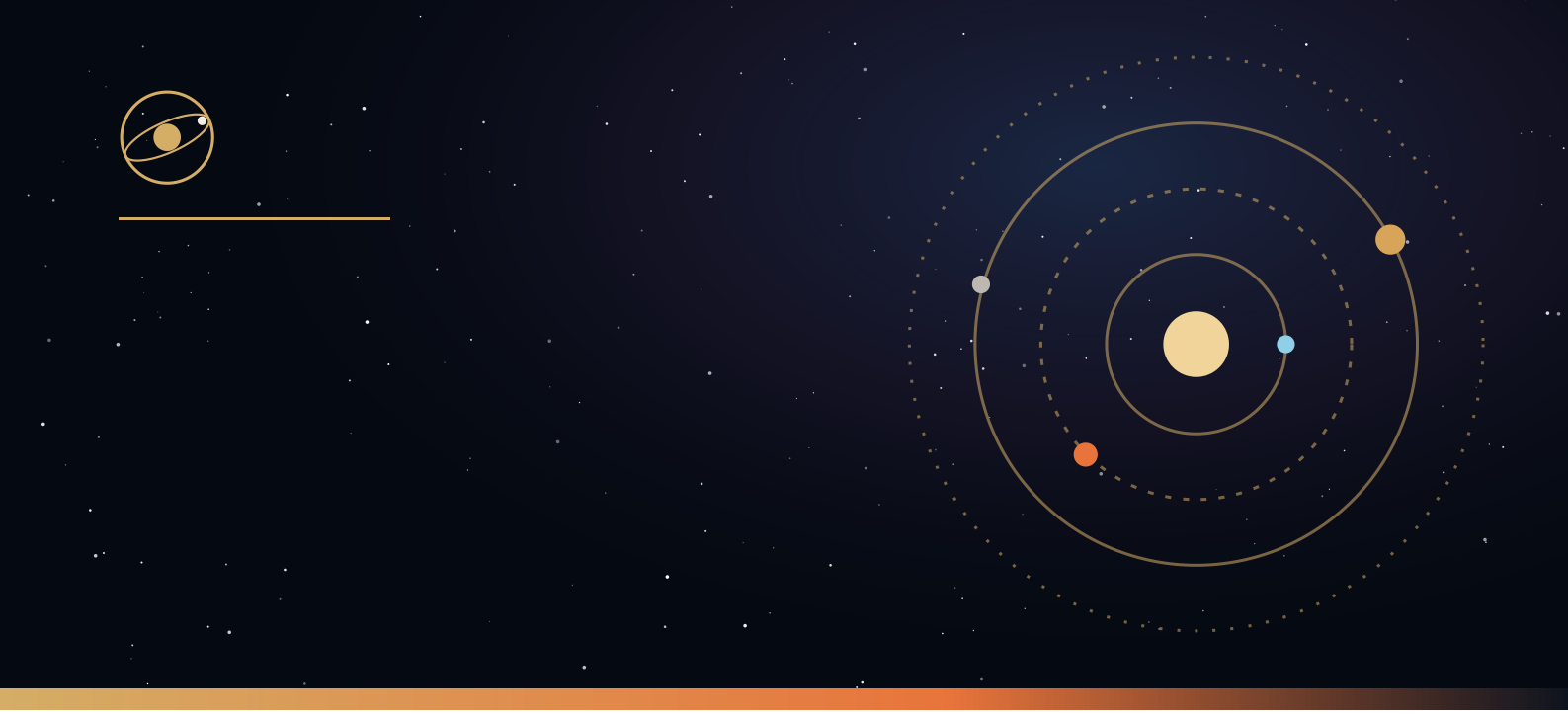


# Orbital Points Loyalty Programme and Account Guide

*Pelorus Voyages · Orbital Points Programme · Edition 3 · Issued 10 June 2042*

This guide covers the Pelorus Voyages Orbital Points loyalty programme — how points are earned, how tiers work, how redemption works, and how Orbital Points relate to other payment methods. It also explains Orbital Credits, payment methods, the companion discount, and corporate accounts. Read the naming note in Section 2 before anything else; the programme names cause significant confusion.

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## 1. Orbital Points — How They Work

Orbital Points are the loyalty currency of the Pelorus Voyages frequent-traveller programme. Points are earned on voyage package purchases and qualifying add-ons. They can be redeemed toward future voyage bookings, cabin class upgrades, excursion purchases, and equipment rental credits.

**Orbital Points are not the same as Orbital Credits.** These are two separate and independent systems that happen to both begin with "Orbital." Orbital Points are a loyalty currency — earned by booking voyages, redeemed for discounts and upgrades. Orbital Credits are a stored-value payment account — like a prepaid balance that can be used to pay for bookings. Points cannot be converted into Credits; Credits do not earn Points. See Section 4 for more on payment methods.

**Earning rate** — the base rate is 1 point per USD 100 equivalent spent on the voyage package price. Add-on purchases (excursions, the gondola descent, Extraction Coverage insurance) earn Points at the base rate only, regardless of cabin class.

**Cabin class multipliers** apply to the base earn rate on the voyage package price:

| Cabin class | Points multiplier |
|---|---|
| **Pioneer (PCL)** | 1× base rate |
| **Navigator (NCL)** | 1.5× base rate |
| **Pathfinder (PFL)** | 2× base rate |

**When Points are credited** — Points are credited to the loyalty account within five business days of voyage departure, not at booking or payment. Points are held as pending from the time of booking until the voyage departs.

**Pending Points** — if a voyage is cancelled before departure, pending Points are removed from the account. If the voyage is cancelled due to a Pelorus Voyages launch scrub, pending Points are held for 90 days. If the passenger rebooks within that 90-day period, held Points transfer to the new booking. After 90 days without rebooking, held Points are released to the general Points balance.

**Points expiry** — Points expire 36 months after the voyage on which they were earned, provided no qualifying voyage has been taken in the intervening period. A new qualifying voyage resets the expiry clock for all Points in the account — not just the newly earned Points. (Navigator tier members receive 48-month expiry; Pathfinder tier members' Points do not expire while the tier is held. See Section 2.)

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## 2. Loyalty Tiers — Pioneer, Navigator, Pathfinder

Pelorus Voyages loyalty tiers use the same names as cabin classes: Pioneer, Navigator, and Pathfinder. **They are completely independent systems.** Booking a Pathfinder cabin does not grant Pathfinder loyalty tier. Holding Pathfinder loyalty tier does not guarantee Pathfinder cabin access. These are two separate systems that share naming conventions.

Loyalty tier is determined by **Orbital Points earned in the preceding calendar year** (not redeemed — Points redeemed do not reduce tier qualification points). Tier qualification is assessed annually on 1 January. The qualified tier is held for the full following calendar year regardless of Points activity during that year.

Loyalty tier does not add an earning multiplier. The Points multiplier depends on the cabin class booked (see Section 1), not on the tier held.

| Benefit | Pioneer tier (0–4,999 pts/yr) | Navigator tier (5,000–19,999 pts/yr) | Pathfinder tier (20,000+ pts/yr) |
|---|---|---|---|
| **Priority boarding** | Standard (cabin class order) | Early — before Pioneer cabin class passengers | First to board, ahead of all cabin classes |
| **Medical bay access** | Standard queue | Standard queue | Priority — queue skipped for non-emergency visits (Pathfinder cabin class passengers also have priority access) |
| **Companion discount** | Not eligible | Not eligible | 15% off the lower-priced passenger's fare (both must be Pathfinder tier) |
| **Gondola booking window** | Standard window | Standard window | 48-hour advance access before standard window opens |
| **Upgrade fee discount** | No discount | 10% off upgrade fees | 20% off upgrade fees |
| **Points expiry** | 36 months from earning voyage | 48 months from earning voyage | Points do not expire while tier is held |
| **Support** | Standard support channels | Standard support channels | Dedicated Pathfinder support line, 24-hour response |
| **Annual review communication** | Email notification | Email notification | Personal account manager contact |

**Reaching Navigator tier** — 5,000 points corresponds to approximately one Inner Planets Survey voyage in Navigator cabin class at standard pricing (1.5× multiplier on the voyage package). Most first-time IPS Navigator passengers earn 4,000–6,000 points on a single voyage depending on add-on purchases, placing them at or near the Navigator tier threshold.

**Reaching Pathfinder tier** — 20,000 points corresponds to approximately one Grand Solar Tour in Pathfinder class (2× multiplier, longer voyage), or two to three shorter voyages in Navigator or Pathfinder class. A GST in Pathfinder class typically earns 18,000–24,000 points in a single voyage.

**Tier and cabin class — the common confusion** — a first-time passenger who books the most expensive Pathfinder suite is still Pioneer tier until they have earned 20,000 points in a calendar year. Conversely, a repeat Pathfinder-tier passenger who books a Pioneer cabin for budget reasons retains all Pathfinder tier benefits (priority boarding, medical bay access, dedicated support line) while travelling in the lower cabin class. Cabin class affects onboard experience and what is included; loyalty tier affects programme benefits. They operate on parallel tracks.

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## 3. Redeeming Orbital Points

Redemption requires a minimum of **5,000 Points per transaction**. Points are redeemed through the account portal — they cannot be applied at the excursion desk, the bar, or any other point of sale during the voyage.

**Voyage credit** — the most common redemption method. Navigate to booking checkout, select the Points redemption option, and choose how many Points to apply. The portal converts the selected Points into a voyage credit that offsets the payment due. Conversion rate: 100 points = USD 1 equivalent of voyage credit. 5,000 points = USD 50 voyage credit. Fractional redemptions above the 5,000-point minimum are permitted — you may apply exactly the number you wish.

**Cabin class upgrade** — use the Upgrade function in the account portal and select Points as the payment method. Points redemption for upgrades is available until **seven days before the departure window opens**. After that seven-day cutoff, upgrades must be paid by credit card, debit card, or Orbital Credits — Points cannot be used for upgrades within seven days of departure, regardless of loyalty tier.

**Excursion purchases** — Points can be applied when purchasing excursions through the portal before departure. Points cannot be used at the excursion desk on the day. All Points-based excursion purchases must be completed before departure from Earth.

**Pending Points cannot be redeemed** — Points earned on a voyage-in-progress or not-yet-departed voyage are pending and cannot be applied to another booking until the voyage departs.

**Points not refunded on cancellation** — Points that have been redeemed and applied to a booking are not restored if the booking is subsequently cancelled. The cancellation refund covers the cash component of the payment; the Points portion is not returned.

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## 4. Orbital Credits and Payment Methods

Orbital Credits are a stored-value account held within your Pelorus Voyages account. They are a **payment method**, not a loyalty currency — distinct from Orbital Points in every way. Credits can be loaded by credit card, bank transfer, or applied automatically as a refund from a cancelled voyage. Credits are accepted for all transaction types and can be used at any point during booking or on-voyage purchases. Credits expire 24 months after the last account transaction if no qualifying voyage has taken place.

**Full payment method list:**

*Credit and debit cards* — accepted for all transaction types (deposits, balances, add-ons, bar and excursion desk purchases during the voyage). Accepted networks: Visa, Mastercard, American Express. Cards from non-Earth banking institutions must be registered in the account portal before use; some Mars Colonial Bank and Lunar Credit Union cards require a one-time identity verification step.

*Bank transfer* — accepted for voyage deposits and balance payments only. Not accepted for on-voyage purchases. Pelorus Voyages supports SWIFT, IBAN, and the Interplanetary Clearing Network (ICN) for non-Earth accounts. Allow 5 to 7 business days for Earth-based bank transfers to clear; ICN transfers may take up to 10 business days. Bookings are not confirmed until the transfer is received.

*Orbital Credits* — accepted for all transaction types.

*Orbital Points* — converted to voyage credits through the portal redemption function. Cannot be used directly as a payment method, cannot be redeemed for cash, and cannot be transferred to another passenger's account. Upgrade redemption must be completed at least seven days before departure.

*Corporate account billing* — net-30 invoicing via bank transfer. See Section 6.

*Gift vouchers* — redeemable for voyage deposits and balance payments. Single-use; no change returned for unused value above a single payment amount unless the voucher terms specify otherwise.

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## 5. Companion Discount

Pelorus Voyages offers a 15 percent companion discount for qualifying passengers travelling together. The discount applies to the lower-priced passenger's voyage package (base voyage only — add-ons and excursions are not discounted). When both passengers are in the same cabin class, the discount is applied to the second booking processed.

**Qualification requirements:**

1. Both passengers must hold **Pathfinder loyalty tier** status at the time of booking. The tier check is at booking; if either passenger is not yet Pathfinder tier, the discount is unavailable. A discount applied at booking is not reversed if either passenger's tier later changes. Equally, it cannot be applied retroactively if a passenger reaches Pathfinder tier after booking.
2. Both passengers must be on the **same itinerary and same departure date**.
3. Both passengers must have **linked Pelorus Voyages accounts**. Linking is done through the account portal by sending a companion link request to the other passenger's registered email address. Once the link is accepted, the discount option appears at checkout.

The companion discount cannot be combined with group booking rates, corporate account discounts, or promotional codes unless the promotion's terms explicitly state otherwise. In most cases the companion discount is more favourable than a standard two-person group rate.

Companions do not need to share a cabin. Two Pathfinder-tier passengers who prefer separate Pathfinder suites still qualify for the companion discount on the lower-priced voyage package, provided both are on the same itinerary and departure date.

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## 6. Corporate Accounts

Corporate accounts are available to organisations that book five or more Pelorus Voyages voyages per calendar year across their employees or clients. Corporate accounts provide consolidated billing, dedicated account management, and access to group itinerary scheduling.

**Establishing a corporate account** — contact the Pelorus Voyages corporate travel team directly. A corporate account cannot be established through the standard online booking portal. Retroactive conversion of individual bookings to a corporate account is not available.

**Billing** — corporate account holders are invoiced monthly for all bookings made in the preceding month, on net-30 payment terms from invoice issue. Payment is by bank transfer only; credit and debit cards are not accepted for corporate billing. Late payment incurs a 1.5 percent monthly finance charge on the outstanding balance.

**Booking management** — corporate account administrators can view all active bookings, make changes, and initiate cancellations through the corporate portal. Individual employees cannot cancel their own bookings under a corporate account without administrator authorisation. Employees on a corporate booking receive their pre-voyage communications (clearance documentation requests, training programme links, voyage manifest) directly at their registered email addresses.

**Orbital Points and corporate accounts** — Points earned on corporate-account bookings are by default credited to the corporate Orbital Points pool, not to the individual passenger's personal account. Administrators can choose to direct Points to individual passengers at the time of booking (not retroactively). Passengers travelling on a personal booking outside the corporate account earn Points to their personal account normally.

**Companion discount** — the companion discount is not available for bookings made through a corporate account. Group rates and corporate pricing do not stack; Pelorus Voyages applies whichever is more favourable.

**Charters and custom itineraries** — corporate clients booking dedicated vessel charters or custom itineraries should discuss requirements with the corporate travel team well in advance. Custom itineraries require a minimum notice period of 18 months before the desired travel date and are subject to fleet availability.

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*Pelorus Voyages Passenger Services. Questions about this guide can be raised through the account portal. Guides are reviewed each year; the version published in the account portal is the current one.*

