

# Loyalty Points Fell, Airport Data Leaked, Holidays Cost More

ACCESS · MOVEMENT · SIGNALS / SEPTEMBER 2026

Three unrelated September stories, each one quietly changing what you actually receive for your money or your data.

PUBLIC BRIEF

5 MINUTE READ

# What happened: a loyalty devaluation, a data breach, and a pricier travel season.

In September, three unconnected organisations each changed what their customers actually receive. None of the changes were hidden. None were explained in full before they took effect.

## FLYING BLUE / AIR FRANCE-KLM

A new three-tier redemption structure (Light, Standard, Flex) launched on 8 September, cutting redemption value by 20 to 25 percent for non-elite members booking economy and premium-cabin rewards. Elite members are unaffected. Air France-KLM marketed the change as expanded member choice.

SOURCE 1

## MANCHESTER AIRPORTS GROUP

A breach disclosed in August was confirmed on 4 September: attackers published data from roughly 8.8 million customer profiles, including names, phone numbers, home towns and the IP addresses used to connect, after MAG declined to pay a ransom. The data came from parking, lounge, Fast Track and Wi-Fi sign-ups. MAG says payment data and flight safety were unaffected.

SOURCE 2

## SHOULDER-SEASON TRAVEL

Flights abroad in September and October 2026 cost 26 percent less on average than the July to August peak. Over the same weeks, hotel rates across five major Spanish cities rose to an average of €245 a night, up from €192 the year before, with those cities running at 96 percent occupancy.

SOURCES 3–4

**VERIFIED PATTERN** / Three different organisations changed what a customer actually receives this month. Each one described the change differently: choice, an isolated incident, or a seasonal saving.

# What was advertised, and what you actually got.

Three figures were publicised this month. Each one described only part of what changed.

## FLYING BLUE

Advertised as more choice · delivered up to 25% less redemption value for most members

## MANCHESTER AIRPORTS GROUP

Advertised as safety and operations unaffected · delivered 8.8 million customer profiles made public

## SHOULDER-SEASON TRAVEL

Advertised as a flight 26% cheaper · delivered a hotel bill in several cities up to 68% higher than last year

## THE NEON LACE READ

A lower headline price or a reassuring statement is not the same as a full account of what you are receiving, exposed to, or giving up. September asked readers to do that comparison work three times over.

# What this means if you hold a loyalty card, data with an airport, or a holiday booking.

Three different relationships. One shared task: working out what you actually have, now that the terms have moved.

01

If you hold a Flying Blue account below Elite status, check which tier your usual redemption now falls into before you book.

02

If you have used Manchester Airports Group's parking, lounge, Fast Track or Wi-Fi services, your contact details may be part of the published leak.

03

If you are planning a September or October trip for value, price the hotel before the flight. The saving may already be gone.

## WHAT TO WATCH NEXT

### LOYALTY TIERING

Whether other European carriers copy Flying Blue's three-tier structure.

### BREACH RESPONSE

Whether MAG's direct customer communication, or a regulator, goes beyond its public statement.

### SEASONAL PRICING

Whether the cheap-flight, pricier-hotel gap holds through the rest of autumn.

## WHY IT MATTERS

Every change this month comes down to the same question: could you see clearly what you were entitled to, exposed to, or paying, before you needed to know. None of the three stories was really about more or less access. Each was about whether the terms were legible in time.

One exception this cycle: the LTA's new "She Rallies" padel programme funded preparation support for first-time players directly, rather than leaving them to work it out alone.

# Evidence behind this brief.

This is a public editorial reading, not a complete account of loyalty programmes, airport security or travel pricing generally. It follows three verified developments from September 2026.

1

LOYALTYLOBBY

## Flying Blue's email on the new redemption tiers

[loyaltylobby.com/2026/08/24/air-france-klm-flying-blues-email-about-20-to-25-mileage-devaluation-on-september-8-2026/](https://loyaltylobby.com/2026/08/24/air-france-klm-flying-blues-email-about-20-to-25-mileage-devaluation-on-september-8-2026/)

2

SECURITY AFFAIRS

## Manchester Airports Group breach confirmed at 8.8 million profiles

[securityaffairs.com/198447/data-breach/crooks-behind-manchester-airports-group-hack-leaked-data-of-8-8-million-people.html](https://securityaffairs.com/198447/data-breach/crooks-behind-manchester-airports-group-hack-leaked-data-of-8-8-million-people.html)

3

YORKSHIRE POST / KAYAK

## September flight savings data for UK travellers

[yorkshirepost.co.uk/must-read/kayak-september-travel-savings-uk-8928790](https://yorkshirepost.co.uk/must-read/kayak-september-travel-savings-uk-8928790)

4

MAJORCA DAILY BULLETIN

## Balearic hotel prices during the September travel boom

[amp.majorcadailybulletin.com/news/local/2026/09/09/145621/balearics-braced-for-september-holiday-boom-despite-hotel-price-hikes.html](https://amp.majorcadailybulletin.com/news/local/2026/09/09/145621/balearics-braced-for-september-holiday-boom-despite-hotel-price-hikes.html)

### WHAT TO REMEMBER

Each of these changes was disclosed somewhere. None of them was explained in full before it took effect.

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# Perspective, before it becomes opinion.

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**Market Intelligence Brief / Access · Movement · Signals / September 2026**

A concise public reading of what changed, why it matters and what  
Neon Lace is watching next.