

# 关于南非航空 SAA 于 2016 年 10 月 30 日起终止与捷特航空 (9W) 代码共享协议及后续航班处理政策的重要通知

各位尊敬的代理人:

## 后续航班安排流程

所有在 2016 年 10 月 7 日前出票的, 涉及南非航空 SAA 与捷特航空 (9W) 代码共享航班的, 均可以免费的、无附加费用的重新安排至同一旅行日期或者最近日期的捷特航空 (9W) 实际承运航班上。

## 后续航班的安排:

需要注意的是, 南非航空只负责安排乘客持有南非航空联运票价票本以及一票到最终目的地的 083 票证。如果乘客单独购买了其他航司承运的分开票证, 南非航司将概不负责这类票证的后续安排。

### A) 散客和团队

#### • 代理人创建的预定

对于该预定的换开以及后续航班安排均应该由出票代理人/记录预定者自行处理, 重新安排至同一旅行日期或者最近日期的捷特航空 (9W) 实际承运航班上。换开需使用下图捷特航空 (9W) 相对应的舱位。

例如: 若南非航空 SAA 与捷特航空 (9W) 代码共享航班预定舱位为 H 舱, 那么, 9W 实际承运航班舱位需要重新预定为 V 舱。

SA	C/J	Z/D	Y/B	M/K	H/S	Q/T/V	LW/G
9W	I	P	K	H	V	O	W

如果捷特航空 (9W) 实际承运航班在其航班舱位显示中没有表格里相对应的舱位, 代理人则先不要取消原有南非航空 SAA 代码共享航班航段, 并需及时联系区域内最近的南非航空 SAA 办事处, 得到相应的帮助。

### B) 其他情况:

1. 南非航空 SAA 拥有最终修改该政策的权利, 恕不另行通知。
2. 误机 NO SHOW 的客人将不适用该后续航班处理政策。
3. 南非航空 SAA 将负责已出票乘客换开可能产生的任何额外的税收费用。
4. 对于这些票证的处理需在 2016 年 10 月 23 日前完成, 出票代理人/记录预定者在换开机票时, 需在记录中添加以下备注 (EI 项):

• *"INVOL Re-route due to SA/9W Codeshare CXD/ Date"*.

### C) 退票:

如果客人不愿再按原票出行, 南非航空 SAA 将会进行全退处理。对于已部分使用的票子, 代理需向南非航空 SAA 提交退票申请而不要在 GDS 中自行退票。

南非航空公司中国代表处  
2016 年 10 月 14 日

## South African Airways Re-accommodation Policy for the Jet Airways (9W) Codeshare termination effective 30 October 2016.

### Re-accommodation Process

All bookings accepted on or before 07 October 2016 for travel on the cancelled marketing flights must be re-accommodated onto the same or closest 9W operated flight *without* penalty or additional charges.

### Re-accommodation:

Please note that South African Airways is only responsible for passengers who are holding SAA ticket stock with through fares or one ticket onto their end destination. If a passenger has purchased separate tickets on another carrier, SAA is not responsible for these tickets.

**A) Individual passengers and groups**

• **Travel agent created bookings**

**Changes or re-accommodation of reservations must be done by ticketing agent / booking owner onto the corresponding or closest 9W operated flight/s using the equivalent 9W booking class as per the class mapping below.**

**For e.g. If the SA marketing flight was booked in H class the 9W flight must be booked in V class.**

SA	C/J	Z/D	Y/B	M/K	H/S	Q/T/V	L/W/G
9W	I	P	K	H	V	O	W

**Should the equivalent 9W booking class no longer be available in the availability display, the travel agent must stop cancelling the SAA marketing flight and contact the nearest SAA office (South African agents must contact Trade Support).**

**B) Other conditions:**

1. **SAA Reserves the right to amend the policy without prior notice.**

2. No-show passengers are not eligible for this waiver.

3. Any additional taxes for ticketed passengers will be absorbed by SAA.

**4. The re-issuance of tickets must be made on/before 23 October 2016. The issuing agent / booking owner must re-issue the ticket with the following endorsement:**

• ***“INVOL Re-route due to SA/9W Codeshare CXD/ Date”.***

**C) Refunds:**

Should the passenger not wish to travel as originally ticketed, we will refund the ticket in full, for the unused portion.

Agents must submit a refund application to SAA and not process it through the GDS.

South African Airways  
2016.10.14