

国际业务提示

(2016) 010号

关于下发三星 Galaxy Note7 电池燃烧或爆炸风险的相关提示

鉴于近期三星 Galaxy Note 7 设备多次出现爆炸和起火事故，及部分国际航空公司针对此型号设备发布的禁止托运的公告，为避免给我司航班安全及旅客的生命、财产安全带来风险，现制定三星 Galaxy Note 7 设备电池燃烧或爆炸风险的相关提示。具体内容如下：

一、适用销售渠道：海航 95339 呼叫中心，海航各直属售票处、机场柜台，海航官网，各销售代理。

二、销售告知：由于三星 Galaxy Note 7 设备近期发生了多起爆炸事件，为避免安全风险，我司禁止在旅客的托运行李中放置此型号设备，请您随身携带设备，并在飞行途中保持全程关机并避免对其充电。

三、本文件自 2016 年 10 月 29 日起执行。同时废止国际业务提示 016-009 号。请各销售单位及时打印本提示并摆放在柜台醒目位置，同时在销售时务必要告知旅客；海航官网须在网站醒目位置进行提示。

四、请各销售单位在销售海航国内/国际客票时，做好旅客解释工作，以免影响旅客正常乘机。

特此提示

海航股份市场营销部国际业务分部

2016年10月28日

NOTICE of International Business

Art. (2016) 010

The Notification about The Risk of Burning, Exploding Batteries in Samsung Galaxy Note 7

Regarding the accidents of burning and explosion occurred on Samsung Galaxy Note 7 recently, several international airlines have banned devices of this model to be checked in or carried on to their aircrafts. For reasons of safety and security, terms and conditions will be applied due to the Samsung Galaxy Note 7 battery issue, more particularly set out below

- 1. Suitable Sales Channels:** Hainan Airlines 95339 call center, Hainan Airlines ticket offices, airport counters, Hainan Airlines official website, Hainan Airlines sales agents.
- 2. Sales Notice:** In light of the recent incidents involving battery incidents with Samsung about its Galaxy Note 7 devices globally, it is strongly advised passengers not to turn on or charge these devices on the aircraft and not to stow them in any checked baggage.

3. The policy of notice of international business art.016-009 will be terminated when this policy takes effect. Please print this notification, place it strikingly on the counter and remind the passengers while selling the tickets. Meanwhile, the OTA channel should be noticed at the same time.
4. To prevent the influence of the check-in procedures, all sales units should interpret clearly to the passengers while selling the domestic/international tickets.

We apologized for any inconvenient caused.

Marketing & Sales Dept., Hainan Airlines Co., Ltd.

Oct. 28, 2016