

海航集团海南航空股份有限公司 国际运价通告

关于再次明确儿童需与同行成人购买相同舱等客票的提示

近期部分代理人在出票时没有严格遵照《海南航空 2017 年国际及地区航线销售运价手册》的相关规定，擅自将儿童与同行成人分别安排在公务舱和经济舱，造成周边旅客投诉。现再次明确：

1. 与成人同行的儿童须购买与其同行成人相同服务等级的客票。如旅客要求为儿童及同行成人购买不同服务等级的客票时，儿童须在满足我司无人陪伴儿童运输条件的前提下，办理无成人陪伴服务，且飞机上必须按所购客票的服务等级分别就坐。

2. 无成人陪伴儿童不适用儿童折扣，按成人票价购票，和儿童同样享受免收民航发展基金。

3. 无成人陪伴儿童的定义和办理的操作规范请参见同期地面服务手册

4. 若儿童不符合我司无人陪伴儿童运输要求，则不允许儿童购买与同行成人服务等级不同的儿童客票。

5. 未尽事宜请参照同期国际及地区航线销售运价手册执行
特此通知。

海航市场营销部分部

二〇一七年一月十八日

Reemphasis on the Requirement that Minors (under 12 years old) Must Purchase Tickets in the Same Class as the Accompanying Adults

Recently, it has come to our attention that provisions stipulated in HNA's 2017 International and Regional Flight Route Sales Freight Rates Manual have not been strictly followed by some of our agents during ticketing where minors and the accompanying adults were seated separately in business and economy classes without permission, resulting in complaints of various degrees from nearby passengers. It is hereby reemphasized that:

1. Minors traveling with adults must purchase tickets in the same service class as the accompanying adults. If it is requested that tickets in different service classes are to be purchased for an adult and a minor, the minor may use the unaccompanied minor service if he/she meets the unaccompanied minor transportation requirements, but may only be seated in the purchased service class, separate from the accompanying adult.

2. Unaccompanied minors will be charged the adult ticket price (children's discount does not apply), but will be exempted from the Civil Aviation Development Fund charge.

3. Please refer to the updated Ground Service Manual for the definition of an “unaccompanied minor” and relevant operating regulations.

4. Any minor who does not meet the unaccompanied minor transportation requirements will not be permitted to buy a ticket in a service class different from that of the accompanying adult.

5. Please refer to the updated International and Regional Flight Route Sales Freight Rates Manual for details that have not been addressed in this notice.

All sales units are to be notified of the above provisions and are responsible for ensuring all subordinate sales channels and agents do the same.