

关于南非航空 SAA 中国区代理人使用境外配置或协同境外代理人预订出票的重要通知

各位尊敬的代理人：

根据总部的最新调查，近期，市场上出现很多中国区代理人使用境外配置或协同境外代理人预订/出票本航司航班（包括亚太地区始发及非洲内陆航班）的情况。

这样的销售方式对我司造成了诸多负面影响，比如破坏了我司的区域销售政策；因非法销售使我司承担一定的财务甚至法律风险；无法保证合法的购票及报销凭证；非法销售增加了旅客的旅行风险，在退改签服务上也无法保证，对我司造成了声誉上的损失等等。

为了维护消费者合法权益，规范代理人销售行为，我司特发如下通知，即日起禁止中国区代理人使用境外配置或协同境外代理人低价预订/销售任何南非航空航班，请相关代理人遵照执行，如再发现有违规行为，我司将对相关代理人根据内部规定进行处罚。

南非航空公司中国代表处
2016年9月6日

Important Notice About Chinese Travel Agents To Use Terminals From Overseas Agents Or In Cooperate With Overseas Agents To Undercut SAA Ticket Fare

06SEP2016

To: All Respected Agents

From: South African Airways

According to the latest survey by SAA headquarter, recently, the Chinese market has witnessed quite a few abuses of overseas configurations and/or conspiracy with overseas travel agents by Chinese travel agents to generate reservation and/or ticket issuance of South African Airways' outbound flights (including originating from Asia-pacific region and Africa domestic or regional flights).

Major negative influences to airline of above activities, such as: this sales mode enforces deliberate violation to airline's regional diversification sales policies; due to the illegal sales, financial, even the legal risks are inevitable undertaken by airlines; tickets issued under this mode will not come with legally binding invoices and reimbursement claim documents; illegal sales also increase the risk of the passenger's travel, as well as subsequent refund/reissue services; burden the risk of airline reputation damage, etc.

To protect passenger's interests and regulate travel agents' sales activities on South African Airways, we prohibited Chinese travel agents to use terminals from overseas agents or in cooperate with overseas agents to undercut any SAA flights. We expect the concerned SAA agents to follow this policy from now on, in case of mis-use, SAA will make necessary penalty towards the concerned agents.