

## 重要通知

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/出票在中国区始发的外航航班的情况。

这样的销售方式对航空公司造成了诸多负面影响：

1. 违背了航空公司的区域销售管理政策，对航空公司在不同地区制定的有针对性的销售政策带来了负面冲击。
2. 由于汇率的不稳定，以及涉及非法洗钱行为，对航空公司来说，势必承担着一定的财务风险甚至法律风险。
3. 根据国家税务总局 国税发[2012]83号通知规定，这样的出票行为无法提供给旅客具有法律效力的购票凭证和报销凭证，以及相应的退改签服务也很难保证。航空公司承担了非法代理人欺诈旅客带来的风险和名誉损失。

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，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/销售在中国区始发的汉莎集团航班，请相关代理人遵照执行，如有违规行为，我司将对相关代理人根据内部规定进行严厉处罚。

## Important Notice

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 foreign airlines' outbound flights from China.

Major negative influences to airlines of above activities:

1. This mode enforces deliberate violation to airlines' regional diversification sales policies, and therefore brings serious adverse impacts on them.
2. Financial and legal risks are inevitable for airlines due to the currency exchange instability and illegal nature of money laundry.

3. According to the *Decree of State Administration of Taxation [2012] Notice No. 83*, tickets issued under this mode will not come with legally binding invoices and reimbursement claim documents, as well as subsequent refund/reissue services; however it is the airlines, rather than the falsely conducting agents, that have to burden the risk of reputation damage.

To protect passenger's interests and regulate travel agents' sales activities on Lufthansa Group Airlines, we prohibited Chinese travel agents to use terminals from overseas agents or in corporate with overseas agents to undercut LHG ex-China ticket fare. We expect the concerned LHG agents to follow this policy, in case of mis-use, LHG will make necessary penalty towards the concerned agents.

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