

国际业务提示

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关于加强国际中转旅客服务信息提示的业务提示

各销售单位：

为提升我司国际中转旅客服务水平，现要求各一线代理人在销售环节加强对国际中转联程旅客服务信息的告知，并在出票时严格遵守各中转机场 MCT 时间要求，请各单位阅知并尽快下沉渠道！

一、 适用旅客

购买海航国际中转联程航班的旅客

二、 中转服务告知内容

旅客购买海航中转联程票后，代理商需告知旅客海航中转相关服务信息，主要告知内容如下：

(一) 中转住宿

当日中转 6 小时以上及次日中转的旅客可在境内中转站享受一晚免费中转住宿（备注：北京国内国际当日中转在 T1 中转休息室休息）。

(二) 行李提取

非通程值机航线，在中国境内中转站全部需旅客自行提取托运行李后再重新托运（北京国际转国际/地区航线除外）；

托运行李中禁止放置锂电池、充电宝、打火机/火柴等中国安检禁止放置的物品。

(三) 中转流程

部分境内外中转站转机流程建议旅客登录海航官网—旅行信息—中转服务界面查询。

(四) 中转服务电话

见附表一

三、 不正常航班保障

(一) 始发站

1. 承运人原因

- 1) 承运人原因导致旅客无法中转，海航负责安排旅客改签当日海航最近的航班成行；若当日无海航航班，安排旅客改签当日其他公司航班。
- 2) 承运人原因导致旅客无法中转，并且当日无可中转航班，海航将安排旅客改签次日航班并按照不正常航班标准安排食宿。
- 3) 因海航原因造成后续航班无法衔接，改签的后续航班时间与原中转航班的时间相隔 4（含）-8 小时，可进行补偿，补偿标准每人 200 元或等额积分（始发站已经进行补偿的除外）；改签后续航班的时间与原中转航班的时间相隔 8 小时以上，可进行补偿，补偿标准每人 400 元或等额积分（始发站已经进行补偿的除外）。金额以人民币为单位，可在现场发放，可在事后由旅客本人到达指定地点领取或通过向旅客本人中国境内有效银行帐号转账等其他形式发放；

2. 非承运人原因

安排旅客改签当日我公司最近的航班成行。若当日无我司航班，安排旅客改签当日其他公司航班，机票差价由旅客自行承担。

（二） 中转站

1. 承运人原因

因海航原因造成后续航班无法衔接，改签的后续航班时间与原中转航班的时间相隔 4（含）-8 小时，可进行补偿，补偿标准每人 200 元或等额积分（始发站已经进行补偿的除外）；改签后续航班的时间与原中转航班的时间相隔 8 小时以上，可进行补偿，补偿标准每人 400 元或等额积分（始发站已经进行补偿的除外）。金额以人民币为单位，可在现场发放，可在事后由旅客本人到达指定地点领取或通过向旅客本人中国境内有效银行帐号转账等其他形式发放；如航班落地时间与改签的后续航班时间间隔国内中转在 4 小时（含）（国际中转在 6 小时（含））以上，中转站按照中转住宿标准安排旅客住宿，并在供餐时间段按照航延标准提供餐食。

2. 非承运人原因

因非海航原因造成后续航班无法衔接的海航中转旅客（不含中转外航班），改签海航后续航班，签转产生的费用由旅客承担，航班落地时间与改签海航后续航班时间在 4 小时（含）（国际中转在 6 小时（含））以上，中转站安排旅客免费住宿（见中转住宿标准）；改签其他公司后续航班衔接，中转站协助安排，签转和住宿费用由旅客承担。

四、 其他

1. 代理商需严格按照航司系统中 MCT 时间要求出票，不得擅自调整时间。
2. 如因渠道未告知产生投诉（代理人有责任及义务留存沟通记录），航司将对出票代理人进行追责，并根据签约协议，进行后续处理。

海航市场营销部国际业务分部

二〇一七年五月二日

附表一：海航境内各地中转服务电话

国内中转站	中转咨询电话
北京首都国际机场	010-64590021
西安咸阳国际机场	029-88797806
海口美兰国际机场	0898-65751890
广州白云国际机场	020-86112059
深圳宝安国际机场	0755-23459358
兰州中川机场	0931-8168603
乌鲁木齐地窝堡国际机场	0991-3807913
大连周水子国际机场	0411-83887221
上海浦东国际机场	021-68345036
重庆江北国际机场	023-966666
长沙黄花国际机场	0731-84798076
郑州新郑国际机场	0371-58517615
天津滨海国际机场	022-59099315
呼和浩特白塔机场	0471-4941020
昆明长水国际机场	0871-96566
银川河东国际机场	0951-2098102

The Notice of Transfer Service For International Transfer Passengers

All Sales Units,

In order to promote the service provided for international transfer passengers of Hainan Airlines, more awareness is required when it comes to informing those passengers of International Flight Connection Service. All sales agents should strictly conform to the MCT of transfer stations when ticketing. Please read the following instructions and implement them as soon as possible.

1. Passengers That Can Apply

Passengers who purchase international connection flights of Hainan Airlines

2. Transfer Service Notice

Sales agents are required to inform passengers of transfer service after they purchase international connection tickets of Hainan Airlines. The main points are as follows:

1)Accommodations For Transfer Passengers

Transfer passengers can have access to free transfer accommodation for one night at domestic transfer stations if the transfer time is 6 hours or more on the same day or next day transfer. (The lounge at T1 is provided for passengers who purchase international/domestic connection tickets and need to transfer on the same day at Beijing Capital International Airport)

2)Baggage Claim

As for non-through-check flights, passengers need to claim their baggage at domestic transfer stations and make it checked-in again(excluding all international transfer routes via Beijing, including to Hong Kong, Macau and Taipei).

Lithium batteries, portable chargers, lighters/matches are forbidden in check-in baggage.

3)The Procedure of Transfer

As is shown in some domestic and overseas transfer procedures, it is suggested that passengers log in the official website of Hainan Airlines—Travel Information—Transfer Service.

4)Transfer Service Telephone

See Attachment1

3. Irregular Flights Arrangements

Departure Airports

1)Operating Carrier Caused Missed Transfer

- a. Hainan Airlines is responsible for arranging the endorsement of the first subsequent same day flight of Hainan Airlines if passengers fail to transfer due to operating carriers. If there is no other flight of Hainan Airlines on the same day, Hainan Airlines is responsible for arranging the endorsement of the flights of other carriers.
- b. If passengers fail to transfer due to operating carriers and there is no other transfer flight on the same day, Hainan Airlines is responsible for arranging the endorsement of next day flights and provide standard accommodation of irregular flights.
- c. If passengers fail to connect subsequent flights due to Hainan Airlines and the delays caused are between four (four hours included) and eight hours, Hainan Airlines will provide compensation of passengers of 200 yuan or the equivalent point value (passengers who receive compensation from the departure airport are not included). If the delay is over eight hours, passengers will be given 400 yuan or the equivalent point value (passengers who receive compensation at the departure airport are not included). The currency is RMB. The compensation can be given on the spot; passengers can claim it at designated locations or use bank accounts that are valid in China to claim compensation.

2) Other Reasons Caused Missed Transfer

Hainan Airlines will assist passengers in endorsing first subsequent same day flight of Hainan Airlines; if there is no HU flight on the same day, Hainan Airlines will help passengers to endorse the flights of other carriers and price difference will be undertaken by passengers

Transfer Stations

1) Operating Carrier Caused Missed Transfer

If passengers fail to connect subsequent flights due to Hainan Airlines and the delays caused are between four (four hours included) and eight hours, Hainan Airlines will provide compensation of passengers of 200 yuan or the equivalent point value (passengers who receive compensation from the departure airport are not included). If the delay is over eight hours, passengers will be given 400

yuan or the equivalent point value (passengers who receive compensation at departure airports are not included). The currency is RMB. The compensation can be given on the spot; passengers can claim it at designated locations or use bank accounts that are valid in China to claim compensation; if the interval between landing time and the time of subsequent connection flights (endorsed) of Hainan Airlines at domestic airports is over four hours (included) (for international transfers, six hours or more), transfer stations will provide passengers with accommodation equivalent to the accommodation provided to regular transfer passengers, with meals included, transfer stations will provide passengers with accommodation equivalent to the accommodation provided to regular transfer passengers, with meals included.

2) Other Reasons Caused Missed Transfer

If other reasons cause passengers' transfer failure (transferring by other carriers is not included), the fee occurred during the endorsement of subsequent flights of Hainan Airlines will be undertaken by passengers. If the transfer time is four hours or more (international transfer time is six hours or more) with HU's connections flights that have been endorsed taken into consideration, transfer stations will provide free accommodation (see standard of transfer flights); as for passengers who endorse other carriers, the transfer stations will assist with arrangements; the endorsement fee and accommodation fee will be undertaken by passengers.

4. Other

1) Sales agents should issue tickets strictly in accordance with the MCT of airline systems and the MCT cannot be changed without permission.

2) If complaints are made by passengers (sales agents have the obligation to reserve records of communication), airline companies will hold sales agents accountable for the loss according to agreement

International business division

2nd May 2017

Attachment1: Domestic Transfer Service Telephone:

Domestic Transfer stations	Transfer Service TEL
Beijing Capital International Airport	010-64590021
Xi'an Xianyang International Airport	029-88797806
Haikou Meilan International Airport	0898-65751890
Guangzhou-Baiyun International Airport	020-86112059
Shenzhen Bao'an International Airport	0755-23459358
Lanzhou Zhongchuan International Airport	0931-8168603
Urumchi Diwopu International Airport	0991-3807913
Dalian Zhoushuizi International Airport	0411-83887221
Shanghai Pudong International Airport	021-68345036
Chongqing Jiangbei International Airport	023-966666
Changsha Huanghua International Airport	0731-84798076
Zhengzhou Xinzheng International Airport	0371-58517615
Tianjin-Binhai International Airport	022-59099315
Hohhot Baita International Airport	0471-4941020
Kunming Changshui International Airport	0871-96566
Yinchuan Hedong International Airport	0951-2098102