

北京首都航空有限公司业务通告

收件方：北京首都航空相关单位

发件方：北京首都航空市场营销部

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页数：2

抄送：各营业部、结算中心、95071999呼叫中心

发布对象：营业部、驻外办事处 代理人

关于下发首都航空国际及地区航班 客票当日作废规则的通知

为杜绝恶意占座行为，降低航班虚耗率，现在1E系统中对首都航空国际及地区航班客票当日作废原则规定如下：

一、适用航班：

首都航空国际及地区航班(含首都航空为市场方的代码共享航班、合作航班)。

二、适用票证：

首都航空898国际客票。

三、当日作废原则：

首都航空国际及地区航班客票出票后，一律不允许作废，客票的退改签均须按照我司现行票务规定办理。

四、其他

(一)、各销售单位若违规作废，首都航空将对操作单位按票价对应舱位的退票规则收取退票费。

(二)、各销售单位在违规处理客票作废时，必须在销售当日执

行作废操作，并取消PNR中的相应座位，避免航班虚耗。如造成航班虚耗，将对操作方处以对应航线Y舱公布运价两倍的罚款。

（三）、本规定自下发日起生效。

北京首都航空市场部

二〇一六年七月十日

Beijing Capital Airlines Business Announcements

Recipients: Beijing Capital Airlines relevant units

Sender: Beijing Capital Airlines Marketing department

Issuer: 李雪 Attn: 裴惠英 Pages: 2

Cc: Sales department, Settlement center, 95071999 Call center

Notification target: Business department, overseas offices Agent

Notice for the ticket same day cancellation of International and regional flights

To prevent malicious booking and reduce the rate of NO-show, now the rule of E-ticket cancellation on the same day of Capital Airlines International and regional flights in Travelsky is issued as following:

1.Applicative flights:

Capital Airlines International and regional flights (including Capital Airlines for the market side of the code sharing flights, cooperative flights)

2.Applicable tickets:

Capital Airlines international ticket

3.Same Day cancellation principle

After the ticket issued, cancellation will not be allowed on the same day.

The refund and change of tickets must follow the existing ticketing

regulations of Capital Airlines.

4.Others

(1) If the sales unit voided the ticket, Capital Airlines will charge a cancellation fee, in accordance with the class fare refund regulations.

(2) Each sales unit operating void should cancel the PNR to reduce the rate of NO-show. If you don't do that, Capital Airlines will charge the operating unit two times the Y-Class' price as fine.

(3) The regulations will take effect on the day of issuance.

Beijing Capital Airlines MarketingDepartment

Jun 12th,2016