

# 海航集团海南航空控股股份有限公司 国际业务规定

## 关于多伦多机场公务舱旅客车接送规定的通知

为进一步提高我司北美航线对公务舱旅客的服务品质,推出加拿大多伦多皮尔逊场站的公务舱车接送产品,以便丰富我司境外公务舱产品体系,提升我司在加拿大的品牌形象和知名度,进而吸引公务舱旅客选择我司航班,增加公司收益。

一. 适用日期: 自文件下发之日起生效, 终止时间另行通知。

Eligible date: Since the document issue date, the terminal date is subject to further notice

二. 适用舱位: C / D / Z / I

Eligible cabin: C / D / Z / I

### 三、产品内容

乘坐多伦多国际航班(HU7975/HU7976, 不包含代码共享航班), 享受在机场周围 50 公里之内的公务舱旅客免费接、送的服务(车辆使用奔驰商务车或同等级的车辆), 具体服务流程如下:

多伦多-北京进港	多伦多-北京出港
司机在机场出口处举海南航空标识牌迎接客人	司机到客人指定的地点接客人(司机在车前头举海南标识牌等待)
司机陪同指引旅客上车。到达目的地后与客人礼貌话别	到达机场出发大厅门口, 司机与客人礼貌话别

1、受理时间: 航班起飞前 30 天内至航班起飞前 24 小时前。

2、受理单位:

2.1 有海航国际客票销售资格的代理人(国内、国外);

2.2 海航直属售票处;

2.3 海航呼叫中心;

2.4 海航地面服务单位(贵宾室、值机)。

3、预定流程:

3.1 只有已出票的旅客才能享受该服务内容;

3.2 凡是符合预订该服务条件的旅客,各受理单位应主动向旅客进行推介;

3.3 对于需要该服务的旅客,各受理单位需要代旅客填写《海航接送服务预定单》(具体见下方附件),以便租车公司安排接送服务。

3.4 各受理单位应及时将《海航接送服务预订单》邮件发至海航呼叫中心,海航呼叫中心联系方式:邮件地址;[limo@hnair.com](mailto:limo@hnair.com),

3.5 呼叫中心在收到各受理单位的服务预定信息1小时内,应向受理单位确认服务已受理;对于未在1小时内收到海航呼叫中心确认的单位,应电话跟进海航呼叫中心是否收到相关信息,具体联系电话为95339(国际拨打0086-898-950718-4);加拿大客服电话:

1-888-688-8876; 905-362-1328; 905-362-1327

3.6 海航呼叫中心根据《海航接送服务预订单》相关信息统一向AOYEE租车公司进行服务确认。在24小时-48小时以内预订的,在3-5个小时内完成;48小时以外的预订的,在24小时以内完成服务确认。AOYEE订单的发送邮件地址:[hainan@aoyee.ca](mailto:hainan@aoyee.ca)AOYEE租车公司24小时服务热线:1-888-986-9688; 416-847-3909 预定进港旅客服务需提供下列信息给AOYEE:旅客姓名,旅客手机号,航班日期,航班到达时间,到达机场,航班号,出发地,是否有加拿大护照或枫叶卡,目的地的详细街道名(包含城市名),其他特殊需求。预定出港旅客服务需提供下列信息给AOYEE:旅客姓名,旅客手机号,航班日期,接

客人时间(在机场周围 50 公里之内于航班起飞前 3 小时), 接客人地点详细地址(包含城市名), 出港航班号和目的地, 起飞时间, 其他特殊需求。

3.7 海航呼叫中心在定妥接送服务后, 应在预定旅客的 PNR 中进行标注, 标注格式为: OSI TYO PICKUP, 并向接受该服务预定的旅客直接发送确认短信或电子邮件, 主要信息包括: 旅客姓名、航班信息、车辆信息、车牌号、接送时间、接送地点、司机联系方式。

**四、退改签规定:**同我司多等级舱位管理规定。

#### **五、注意事项**

5.1 对于 PNR 中有接送服务预定标识的旅客, 如航班发生变动(自愿或非自愿时)或出现不正常, 客票预定单位应及时通知呼叫中心更改相应服务。

5.2 呼叫中心接到订单后务必告知旅客后续变更及取消需在服务时限以外联系我处。否则下次变更不再享受接送车服务。

5.3. 呼叫中心提前一天核对预订台账, 如发现已取消的编码和客票及时通知供应商取消服务。

5.4. 呼叫中心在接到旅客客票改期或退票后, 尽快联系服务商做相应更改。在 24 小时-48 小时以内申请, 在 3-5 个小时内完成; 48 小时以外的申请的, 在 24 小时以内完成服务确认。

5.5 呼叫中心和 AOYEE 完成预定确认的服务, 如果需要取消服务时, 海南航空需在提供服务前 12 小时通知澳 AOYEE, AOYEE 须记录

并注明海南航空来电人员的姓名和时间。如未在规定时间内（最晚在提供服务前的 12 小时内）取消服务，费用仍然按一次服务收取。

5.6 该服务现阶段只接受机场周边 50 公里范围内的订单，具体以适用城市清单（附件五）上的目的地为准。超出 50 公里范围将不享受此项服务。

5.7 在到达同一目的地，同一辆车的情况下，商务舱贵宾同行的家人可同行，最多行李数为三件托运行李，两件随机行李，两个人。若申请额外一辆车，需支付\$85.00/车；

5.8 超出范围收取标准：五十公里 - 七十五公里范围内额外收取 CAD\$40.00/人/车；七十五公里 - 一百公里范围内额外收取 CAD\$80.00/人/车；一百公里-一百五十公里范围内额外收取 CAD\$150.00/人/车，不包括 13%HST。

5.9 全程服务时间限 3 小时内，超时费用为每半小时 CAD\$30.00，服务时间自飞机实际落地时间起计算，不包含航班延误原因引起；由客户自身原因造成的超里程及超时费用需由旅客自费承担，并直接支付给接机司机。

附件一：服务指南

附件二：订单

附件三：场站相关单位联系资料

附件四：订单举例

附件五：适用城市清单

海航市场营销部国际业务分部

2017年10月24日

附件一:

## Hainan Airlines

### Toronto Pearson Airport

## Ground Service Guide for Business Class Passenger

### Eligible Passengers:

- Passengers purchasing tickets in Business Class of Hainan Airlines between Toronto=Beijing flight.
- International co-share flights and free tickets are invalid.
- Booking classes: C/D/Z/I

### Available Flights:

Routes	Flight Number
YYZ=PEK	HU7976/HU7975

### **Complimentary Service:**

We offer our Business Class customers a complimentary personal chauffeur-driven Limousine Transfers within 50 KM radius around airport area. The executive sedan services process is as below:

Hainan Airlines Reservations e mail address: [limo@hnair.com](mailto:limo@hnair.com)

Hainan Airlines Reservations telephone: 1-888-688-8813      011-86-898-950718

AOYEE Reservations e mail address to submit advanced service requests: [hainan@aoyee.ca](mailto:hainan@aoyee.ca)

AOYEE Reservations CANADA telephone number: 1-888-986-9688; 416-847-3909

**Service Request information required for each request:**

### **Arrivals**

- Passenger Name
- Number in party
- Passenger Mobile Phone number
- Vehicle type – Sedan or SUV
- Date of service
- Flight Arrival Time
- Arrival Airport – YYZ
- Hainan Flight Number & Origin
- Canada Passport or Maple Card
- Destination Hotel & address or Street address
- Destination city and state
- Special instructions if any
- Any billing data if required by Hainan. PNR #, Ticket #, etc.

### **Departures**

- Passenger Name
- Number in party
- Passenger Mobile Phone number
- Vehicle type – Sedan or SUV
- Date of service
- Pickup Time – Suggested minimum is 3 hours prior to Flight departure time within 50 KM radius.
- Pickup Hotel & address or Street address

- Pickup City and State
- Hainan departure flight number and destination
- Departure time
- Special instructions if any
- Any billing data if required by Hainan. PNR #, Ticket #, etc.

### **AOYEE Airport Arrival Meeting Procedures**

#### **Toronto**

AOYEE Representative will be located at door 33-34 outside of T3 Arrival. The greeter will then call down the chauffeur from the holding lot which can take up to 12 minutes but it is generally a little bit quicker.

#### **Remarks:**

1. Hainan Airlines Check-in counter at YYZ airport.
2. Please inform us if your schedule is changed before 4 hours of your arrival.

#### **Valid Booking Time:**

Within 30 days till 24 hours prior to the departure time of flights.

#### **Booking Path:**

Booking is available via all the international and domestic IATA agencies; Hainan Airlines' Local Ticketing office/Call Center/Ground Service Dept/GSA of Hainan Airlines

#### **Booking Procedure:**

- 1、 Fill out the application form shown in Appendix 1;
- 2、 Send the application form to [hainan@aoyee.ca](mailto:hainan@aoyee.ca) by email;
- 3、 Call Center of Hainan Airlines shall reply each application within three hour after receiving the booking request, if the flight date is within valid booking time. If agent doesn't get any confirmation from Hainan Airlines, please dialing 0086-898-950718-4 or 1-888-688-8813.
- 4、 Call Center of Hainan Airlines shall remark into PNR as 'OSI TYO PICKUP', send confirmation to passengers directly by email or SMS including passenger's information、 the time & place of pick-up and driver's contact information;
- 5、 If the flights are delayed or cancelled, booking agencies shall inform the call center of Hainan Airlines to change the service booking with remarks in PNR as soon as possible.

附件二:

<b>Toronto Business Class Chauffeur Service</b>			
<b>Part 1: For HU only</b>			
Passenger Name		Reference Number	
		Ticket no.	
		E-mail	
		Tel	
Canada Passport		Nr of Passengers	
Permanent Residence		Nr of Cars	
		Check Luggage	
		Carry-on Luggage	
<b>Airport Arrival Pick-up</b>			
Flight No.		Route	
Pick up date		Pick up time	



Address			
Note	Please offer your detailed address, including the street/avenue, city, state and zip code with no abbreviation.		
<b>Airport Departure Pick-up</b>			
Flight No.		Route	
Pick up date		Pick up time	
Address			
Note	Please offer your detailed address, including the street/avenue, city, state and zip code with no abbreviation.		
<b>Part 2: For Aoyee Vehicle Service Only</b>			
Vehicle Type		Car No.	
Driver Name		Contact Information	
Note			
Confirmation Date/Time			Confirmed By:
Note (Flight delay is not included.)	<p>1、 We provide free pickup service within 50km from the airport.</p> <p>2、 Please inform us 24 hours before departure once there are any changes, or passenger cannot enjoy a second pickup service.</p> <p>3、 Passenger will be charged for extra miles. Surcharge for extra miles is as follows:                      (1) For 50km-75km away from the airport, it is 40.00 CAD/person/car.                      (2) For 75km-100km away from the airport, it is 80.00 CAD/person/car.                      (3) For 100km-150km away from the airport, it is 150.00 CAD/person/car, which does not include 13% HST (tax).</p> <p>4、 The whole service time is within 3 hours, Passenger will be charged for extra time. Surcharge for extra time is 30.00 CAD/half hour. The service time is calculated from the actual arrival time.</p>		

附件三:

**Hainan Airlines Airport Telephone Number for special services assistance:**

YYZ station----

Operation office:

TEL: 1-888-688-8876;

905-362-1328;

905-362-1327

附件四:

<b>Business Class Service Booking form of Hainan Airlines</b>				
Booking no. 20150627				
<b>Part 1: For Passenger</b>				
<b>Passenger Information</b>				
Passenger Name 1: YANGYANGYANG			Tel/Email:416-8888888	
Passenger Name 2:			Tel/Email:	
Passenger Name 3:			Tel/Email:	
_____ Airport Arrival Pick-up				
CANADAPassport : <u>yes</u> , Maple Card:			Nr of Passengers:1	
Arrival Date: 2015/06/27			Arrival Time:14:10	
Flight Nr: HU7975			Destination:2 REAN DR.TORONTO.	
Route: from <u>PEK</u> to <u>YYZ</u>			Special instructions: No Bag	
_____ Airport Departure Pick-up				
Flight Nr:			Nr of Passengers:	
Departure Date:			Departure time:	
Pick up address:			Pick-up time	
Route: from _____ to _____			Special instructions:	
Remarks: Hainan Executive				
<b>Part 2: For HU Only</b>				
Please confirm the booking service as following				
Date	Pick-up Time	Pick-up Place	Passenger Name	Number of Passengers
<b>2014/06/27</b>	<b>14:40</b>	<b>Toronto Pearson Airport</b>	<b>YANGYANGYAN</b>	<b>1</b>
PNR	Passengers Tel		Passenger's e-mail	
MB7V8R				
Remarks: Hainan Executive				
Booked By: Amy Fu      Date: 2015/06/27				
<b>Part 3: For AoyeeVehicle Service Only</b>				
Please fax or email back with confirmation soon				
Passenger's Name			Number in Party	
OP Dept:	Confirmation No.		Tel:	
Confirmed by:			Date:	

附件五适用城市清单

Brampton
Etobicoke
Mississauga
Markham
Milton
North York
Oakville
Richmond Hill
Scarborough
Toronto
Vaughan