

北京首都航空有限公司业务通告

收件方：北京首都航空各营业部及驻外办事处

发件方：首都航空市场部国际业务分部

签发人：张立伟 经办人：葛根塔娜 联系电话：010-87429737 页数：4

抄 送：北京首都航空相关销售单位

关于旅客在里斯本境外退税的业务通告

各境内代理人：

因里斯本边防人手不足，为避免旅客因退税退款等问题耽误较长时间，保障航班正常执行，现对葡萄牙里斯本及波尔图退税流程及退税地点做以下业务提示：

1. 葡萄牙主要有两家购物退税公司：Global blue 和 Tax Free. 其中 Tax Free 实际运营 NovaCâmbios、Unicâmbio 两家分公司。
2. 两家公司在葡萄牙的主要城市里斯本，波尔图等均设有市区退税点，具体地点、营业时间等明细详见附件。（其中备注 Mailbox 的为退税单投递邮筒）
3. 具体操作流程（注：退税单必须海关盖章后才能退税）：
 - 1) 旅客购物结束后，可以先凭借其购物小票，至相关退税点取得退税现金或退税至其信用卡，同时需要提供个人信用卡担保，以免旅客没有离境或者相关物品没有经过海关查验盖章（不同退税公司的退税单需要至不同公司退税点退税）。
 - 2) 机场办理值机：

- A. 如果退税物品在托运行李中,旅客需先到柜台打印登机牌及行李条,将含有退税物品的箱子拿到值机柜台对面的海关核验处提供退税单盖章,查验退税物品,查验盖章后在此柜台栓行李条,进行托运。
- B. 如果退税物品在手提行李中,旅客需先到柜台打印登机牌、托运行李,持登机牌在过安检后进入免税区前右手边有海关查验窗口,提供退税单盖章,查验退税物品。
- C. 注意:退税单需要根据不同公司分别放置各自的信封中,通过安检后,在海关窗口对面的两个退税公司的窗口进行投递。(如果单据没有盖章或者没有投递,相关退税金额会从担保的信用卡中扣除)

以上相关操作流程,可为旅客节约 30 分钟左右在机场内退税窗口退现金的时间。如果旅客时间紧,也没有在市区退税,建议填写退税单时要求退还至其信用卡中,这样海关盖章后可以同样采用投递邮筒的方式减少排队时间。

另里斯本机场边防在通过免税店之后,边防通关的高峰时间需要排队 30 分钟至 1 小时。退税环节结束后也希望旅客尽快前往边防口岸,进行通关。

特此提示。

市场部国际业务分部

二〇一七年十二月二十六日

附件一：里斯本退税点名单

区域	位置	名称	地址	开放时间	营业时间
Airport	Terminal 1	Global Blue	Departures	Daily	06.00 - 23.00
Airport	Terminal 2	Global Blue (Mailbox)	Departures	Daily	06.00 - 23.00
Airport	Terminal 1	Global Blue (Mailbox)	Departures	Daily	06.00 - 23.00
Airport	Terminal 1	NovaCâmbios	Departures	Daily	06.00 - 23.00
Airport	Terminal 2	NovaCâmbios	Departures	Daily	05.00 - 23.00
Airport	Terminal 1	Premier Tax Free	Departures	Saturdays	06.30 - 23.30
Airport	Terminal 1	Unicâmbio	Departures Central Plaza	Daily	05.00 - 24.00
Airport	Terminal 1	Unicâmbio	Departures Gate 15	Daily	05.00 - 24.00
Airport	Terminal 1	Unicâmbio	Arrivals	Daily	05.00 - 01.00
Airport	Terminal 1	Unicâmbio	Baggage Claim	Daily	05.00 - 24.00
Airport	Subway	Unicâmbio	Airport Subway Station	Daily	09.00 - 18.00
City	Port	Global Blue (Mailbox)	Terminal Jardim do Tabaco dock Cruises		
City	Port	Global Blue (Mailbox)	Terminal Alcantâra dock Cruises		
City	Port	Global Blue (Mailbox)	Terminal Santa Apolónia dock Cruises		
City	Av Liberdade	Global Blue	Av. da Liberdade 236B 1250-090 Lisbon	Monday to Saturday	11.00 - 18.30
City	Amoreiras Shopping Center	NovaCâmbios	Av. Eng. Duarte Pacheco, Loja 1.030	Daily	10.00 - 23.00
City	Colombo Shopping	NovaCâmbios	Av. Lusíada, Lj. 0.166	Daily	10.00 - 24.00

	Center				
City	Colombo Shopping Center	NovaCâmbios	Av. Lusíada, Lj. 0. 510	Daily	10.00 - 24.00
City	Rossio II	NovaCâmbios	Praça D. Pedro IV, 86	Monday to Saturday Sundays & Holidays	09.00 - 19.00 10.00 - 18.00
City	Rua Augusta	NovaCâmbios	Rua Augusta 283	Monday to Friday Saturdays, Sundays & Holidays	09.30 - 19.00 10.00 - 18.00
City	Av Liberdade	Premier Tax Free	Avenida Liberdade 236	Monday to Saturday Sundays	10.30 - 19.30 Closed
City	Colombo Shopping Center	Unicâmbio	Av. Lusíada, Colombo Shopping Center, Lj 003 / 004	Daily	09:00-22:00
City	Freeport Fashion Outlet	Unicâmbio	Praça Central Loja K2	Sunday to Thursday Fridays & Saturdays	10.00 - 22.00 10.00 - 23.00
City	Cascais Shopping Center	NovaCâmbios	Loja 0.048 - Estrada Nacional Nº 9 - Alcabideche Cascais	Daily	10.00 - 23.00
City	Saldanha Shopping Center	MaxPay	Praça Duque de Saldanha 1, Atrium Saldanha	Daily	10.00 - 22.00
City	Praça da Figueira	Unicâmbio	Praça da Figueira, 4	Monday to Friday Saturdays & Sundays	08.30 - 20.00 09.00 - 19.00
City	Rua do Ouro	Premier Tax Free	Rua Aurea 133	Monday to Friday Saturdays Sundays	08.00 - 19.00 09.30 - 17.00 Closed
City	Rua	Premier Tax Free	Rua Castilho	Monday to	09.00 - 18.00 Closed

	Castilho		39, Edif. Castil 8° I	Friday Saturdays & Sundays	
City	Vasco da Gama Shopping Center	Unicâmbio	Espaço Q6, Piso 0 1990-094 Lisboa	Daily	10.00 - 23.00
City	El Corte Inglês Shopping Center	Unicâmbio	Av. António Augusto Aguiar, 31 Piso -4	Monday to Thursday Fridays & Saturdays Sundays & Holidays	10.00 - 22.00 10.00 - 23.30 10.00 - 20.00
City	Cais Sodré Train Station	Unicâmbio	Loja nº6, Praça Duque da Terceira	Monday to Saturday Sundays	09.00 - 19.00 Closed
City	Oriente Train Station	Unicâmbio	Gare Comercial - Gare do Oriente - Loja nº G-219	Monday to Friday Saturdays & Sundays	08.30 - 20.15 09.00 - 20.15
City	Rossio Train Station	Unicâmbio	Rua 1° de Dezembro, Piso 2	Monday to Saturday Sundays	09.00 - 19.00 Closed

附件二：波尔图退税点名单

区域	位置	名称	地址	开放时间	营业时间
Airport	International Area	Global Blue	Manuel Aroso Souvenir Shop	Daily	06.30 - 23.00
Airport	International Area	NovaCâmbios	Departures	Daily	05.00 - 21.30
Airport	International Area	NovaCâmbios	Arrivals	Daily	05.00 - 21.30
City	Mar Shopping Center	NovaCâmbios	Avenida Doutor Óscar Lopes,	Daily	10.00 - 24.00
City	Norte Shopping Center	NovaCâmbios	Rua Sara Afonso, 105-117, Lj. 0.528	Daily	10.00 - 24.00
City	Sá da Bandeira	Unicâmbio	Rua Sá da Bandeira, 7, Porto	Monday to Friday Saturday & Sunday	08:30-19:45 09:00-18:45
City	São Bento Train Station	NovaCâmbios	Praça Almeida Garret	Monday to Friday Saturday Sunday	08:30-17:30 09:00-18:00 10.00 - 14.00
City	Boavista	Unicâmbio	Pingo Doce - Av da Boavista, 1349	Monday to Saturday	09.00 - 19.00