

## **To: All Travelsky Agents in China**

### **To Reissue BSP Tickets in Travel Sky System**

In order to make it easier for Chinese agents to serve passengers, Royal Brunei authorize all Chinese BSP agents (exclude HongKong and Macao) to reissued RB tickets in Travel Sky. Following are guidelines that shall be adhere:

1. Agents are authorized to reissue tickets for all RB's networks, as long as the route fare list can be displayed in Travel Sky.
2. For date change without additional charge, agents must reissue to match up the new bookings and tickets.
3. For any change with additional charge including No Show fee, agents must insert correct penalty and fare different before ticket's reissuance. ADM shall be raised against the agents for any surcharge or incorrect input.
4. Code share flights are allowed to reissue as well.
5. Operational approach please contact to Travel Sky technical support.

For further information, please contact local RB office.

Shanghai Office Tel: 021 - 5302 7288

Guangzhou Office Tel: 020 - 8332 3120

**END OF NOTICE**

**Issue by Royal Brunei Shanghai Office (GSA)**

## 关于客票换开之通知

尊敬的代理人：

为方便服务旅客，文莱皇家航空授权各 BSP 代理人（香港、澳门地区除外）自行在 Travel Sky 系统内为客人办理客票换开的服务。

1. 适用于所有文莱皇家航空的航线，只要在 Travel Sky 能显示出票价的线路，各机票代理人均可自行换开。
2. 对于日期变更但不产生额外费用的客票，各代理人重新预订后必须换开新客票。
3. 如有任何变更需另加费用（包括误机费），各代理人必须在换开前输入正确的费用或差额。如有输入错误，将会产生 ADM 罚单。
4. 此政策适用于代码共享航班。
5. 机票换开之指令可联络 Travel Sky 技术支持。

更多信息请联络文莱皇家航空中国地区办事处：

上海办事处 电话： 021 - 5302 7288

广州办事处 电话： 020 - 8332 3120

2017 年 06 月 01 日