

# Hawaiian Airlines Booking & Ticketing Policy

## 夏威夷航空预定和出票规则

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This policy provides guidelines and procedures for every Travel Service Provider (TSP) booking and/or ticketing air transportation on Hawaiian. It also serves as a supplement to all Authorizing Agreements between Hawaiian and any TSP acting on behalf of Hawaiian. Every TSP has the responsibility to ensure all of its employees and contractors comply with this policy and any updates to it.

这个出票规则为所有预定或者出夏威夷航空机票的旅行服务商（以下简称 TSP）提供指导原则和流程规范。该原则对于夏威夷航空和代表夏威夷航空进行操作的 TSP 代理之间所签的授权协议是必要的补充。所有的 TSP 代理有责任确保其所有的员工和合作商遵守该原则并保持知晓最新的消息。

Additional terms and conditions are also contained in Hawaiian's fare rules/tariffs and in our Contract of Carriage. All booking and ticketing activity must follow the fare rules/tariffs, the Contract of Carriage, this policy and any Authorizing Agreement. If there is a conflict between these documents, priority is in the order in which they are listed in this paragraph.

附加的条款也包含在夏威夷航空的票价规则和运输合同中。所有的预定以及出票的行为都要遵循机票运价规则，运输合同，本文中的规则和所有授权的协议。如果在这些协议之间有矛盾的地方，按照这些文件在文章中所罗列的顺序执行优先顺序。

Hawaiian reserves the right to amend this policy at any time with or without advance notice.

夏威夷航空保留在提前告知或者不提前告知的前提下修改该原则的权利。

With this policy, Hawaiian strives to ensure all our travel partners have fair access to our **product**. 根据此项原则，夏威夷航空可以尽全力地确保所有的旅行合作伙伴可以公平的接触到我们的产品。

## 1. Definitions/定义

1.1. **Authorizing Agreement(s)** - The applicable agreement(s) setting forth the terms of the relationship(s) between Hawaiian and the Travel Service Provider and under which the Travel Service Provider is authorized to act as an agent for the sale of Hawaiian's services or to perform services to the benefit of Hawaiian.

授权的协议(s) - 该协议描述了夏威夷航空和旅行服务供应商的关系, 该协议也指明旅行服务供应商是被授权的代理根据夏威夷航空的利益允许销售或者提供夏威夷航空的服务。

1.2. **Travel Service Provider (TSP)** - Any travel agency, accredited subscriber, non-accredited subscriber, GDS user, and any other person or entity accessing Hawaiian's internal reservation system content or acting as a sales intermediary between ticket purchasers and Hawaiian via the Internet or any other electronic means.

旅行服务供应商(TSP 代理) - 任何的旅行社, 被认证的用户, 非被认证的客户, GDS 用户, 任何接触到夏威夷航空内部预定系统的人或实体, 或者任何通过网络或者其他电子途径在机票购买者与夏威夷航空之间销售机票的中介。

## 2. Administrative Bookings /行政预定

Auxiliary segments or non-billable status codes must be used to produce invoices and itineraries and for any other administrative or accounting purposes.

附加的航段或者非计费状态的代码一定要使用在生成发票和行程单上以及用于其他行政或财务方面的用途。

## 3. Cancellations/取消

If a customer cancels his or her reservation with a TSP, that TSP must immediately cancel the reservation and release Hawaiian's inventory. Otherwise, it may result in a no-show for which the TSP will be responsible. Any costs incurred by Hawaiian for such activity may be charged back to the responsible TSP.

如果旅客取消了自己 TSP 代理的预定, 该代理商一定要立即取消预定并释放出夏威夷航空的座位。否则将会导致 *no-show*, 同时该 TSP 代理将对此负责。任何因此操作而产生的对夏威夷航空的损失将由负责的 TSP 代理支付。

#### 4. **Churning/频繁操作**

Repeated cancellation and rebooking is not permitted for any reason. Any costs incurred by Hawaiian for such activity may be charged back to the responsible TSP.

重复的取消和再次预定是任何理由的情况下都不被允许的。任何由此产生的对夏威夷航空的损失都将有负责的 **TSP** 代理来支付。

#### 5. **Cross Border Ticketing/跨境出票**

Hawaiian's unique commission structure differs by country, and it is prohibited to circumvent those policies using any type of cross border ticketing method. These methods include commission sharing, referral agreements, electronic transfer of PNRs, and unauthorized use of branch offices or satellite ticket printers. Hawaiian may recall any such inappropriately claimed commission and may terminate the appointment of any TSP engaging in this practice.

夏威夷航空不同国家有自己独特的佣金体系，采用任何跨境出票的方式规避该原则都是被禁止的。这些违规操作包含，佣金共享，参照协议，电子方式转换 **PNR**,未授权的情况使用分支办公室，卫星机票打印机。夏威夷航空会收回此类不正当的佣金并终止任何从事此类操作的 **TSP** 授权。

#### 6. **Cross TSP Ticketing/跨 TSP 出票**

A TSP permitted by Hawaiian to book and/or ticket Hawaiian space under terms unique to that TSP cannot authorize booking or ticketing under those terms by another TSP without Hawaiian's approval.

在没有夏威夷航空授权的情况下，一家被夏威夷航空授以特别名义可以预定出票的 **TSP** 代理不能授权其他代理以同样的名义预定或出票。

#### 7. **Duplicate Bookings/重复出票**

Duplicate bookings are not permitted.

不允许重复出票。

#### 8. **Fares, Surcharges, Taxes and Fees/票款，附加费，税费和其他费用**

All rules of the applicable fare apply. Fares, surcharges, taxes and fees must be accurately collected and reported. This includes those fees, taxes and charges imposed by any government relevant to the customer's travel.

所有适当的费用规则均适用。票款，附加费，税金和其他费用一定要准确的收取和汇报。包含政府从旅客出行方面征收的税金和服务费。

**9. Fictitious Names/虚假名字**

Fictitious names are not permitted.

不允许虚假的名字。

**10. Inactive Segments/无效航段**

Inactive segments must be removed from the PNR at least 24 hours prior to flight departure.

无效航段至少要在飞机起飞前 **24** 小时之前从 **PNR** 中取消。

**11. Interline Ticketing/联运协议机票**

Only airlines with which Hawaiian has a current interline ticketing agreement may be included on tickets validated HA 173. Further, for electronic ticketing, HA and all marketing and operating airlines on HA 173 tickets must have a current interline electronic ticketing arrangement in place.

只有和夏威夷航空有现行的出票联运协议的航空公司才可以使用 **HA173** 的机票票面出票。进一步而言，对于电子机票，夏威夷航空和所有销售和运营的航空公司只有在签订联运电子票协议的前提下才可以使用 **HA173** 的票面出票。

**12. Married Segments and Journey Controls/捆绑航段和行程控制**

Hawaiian availability for travel requiring multiple connecting segments may be based on married segment and/or journey control logic, thereby creating a different level of availability than if the segments were sold separately. Separating such segments or circumventing such logic is not allowed under any circumstances.

夏威夷航空对于多航段连程旅行的座位开放情况是基于捆绑航段或行程控制的逻辑，因此对比航段分别销售，此类联程航段会呈现一个不同的座位开放情况。在任何情况下不允许分开这类航段和规避次类逻辑。

**13. Name Changes/更改姓名**

Name changes after ticketing are permitted only to correct misspelling.

不允许出票后更改姓名，只能做微小的拼写更改。

#### 14. **Queues**

All queues must be worked promptly.

所有的 **Queues** 要被及时处理。

#### 15. **Rebooking for Schedule Changes, Irregular Operations and Oversales**

对于航变和不正常航班以及超售的重新预定

Rebooking and ticket reissue made necessary by schedule changes, irregular operations or oversales are permitted only with Hawaiian approval.

在夏威夷航空授权的情况，因为航变和不正常航班以及超售情况下的重新预定和机票换开是允许的。

#### 16. **Redistribution/再次发布**

Unless otherwise approved in writing by Hawaiian, a TSP cannot redistribute, share or in any other manner make any of Hawaiian's content available to any GDS, online travel agency, other travel agencies, metasearch and search engine sites, digital assets, or unsuitable/inappropriate web pages such as affiliate pages and domain parked pages. Further, unless otherwise approved in writing by Hawaiian, a TSP cannot accept Hawaiian's content from any such entity noted herein, and a TSP cannot allow such entities to link to the TSP for Hawaiian's content.

如果没有夏威夷航空的书面授权，一家 **TSP** 是不能够以任何形式再次分发或分享任何夏威夷航空的内容到任何的 **GDS** 代理，在线旅行社，其他旅行社，搜索引擎网站，数字资产，或者不适合的网页，例如，附属网页，区域停止的网页。进言之，除非夏威夷航空的书面授权，一家 **TSP** 是不能够从以上陈述的实体代理处接收夏威夷航空的内容。同时一家 **TSP** 也不能够让上述实体代理通过连接获得夏威夷航空的内容。

#### 17. **Re-issued Tickets Due to Schedule Change /因为航变情况的换开机票**

- Tickets shall be re-issued as a **Schedule Change**, and **not as an Involuntary Reroute or INVOL**

在航变的情况下机票需要被重新换开，在非自愿更改路线或者 **INVOL** 的时候无须换开机票。

- The fare calculation line from the original ticket shall be transferred to the new ticket's fare calculation line area, but the GFP area shall reflect the new Origin and Destination, flight number, etc.

原机票的票价计算应转换到新的机票票面计算上来，但是 *GFP* 领域应该体现新的起始地和目的地，航班号等信息。

- The Endorsement Box should contain 'Schedule Change' or 'SKDCHG' along with any other pertinent information. Do not put any verbiage indicating an INVOL, or IRROP.

“*Schedule Change*” 或者 “*SKDCHG*” 标示需与其他永久信息同时包含在 **Endorsement** 项中。无须放入 *INVOL* 或者 *IRROP* 等无用的信息。

#### 18. **Secure Flight Passenger Data (SFPD)/保护航班旅客信息**

TSA SFPD is required for each customer and each segment, and all data must be accurate. Further, it is the responsibility of the TSP to ensure the PNR satisfies TSA and all other applicable governmental requirements. See [www.tsa.gov](http://www.tsa.gov) for TSA requirements. Hawaiian reserves the right to cancel any reservation not containing SFPD at least 72 hours prior to departure. PNRs created within 72 hours must include SFPD when the PNR is initially booked.

**TSA SFPD** 要求每一位旅客，每一个航段，以及所有数据都必须精准。进言之，**TSP** 有责任确保 **PNR** 中的信息满足 **TSA** 和所有相应政府的要求。参见网站 [www.tsa.gov](http://www.tsa.gov) 内容查询 **TSA** 的要求。夏威夷航空有权在飞机起飞前 72 小时取消任何不包含 **SFPD** 的预定记录。在飞机起飞前 72 小时之内的创建的 **PNR** 一定要在 **PNR** 创建的最初就有 **SFPD** 的信息。

#### 19. **Separate Tickets and Minimum Connection Times/分开的机票和最段转机时间**

When connecting travel involves separate tickets, failure to adhere to the published minimum connection time will result in bags not being checked through to the final destination. Hawaiian strongly suggests that each TSP recommends to our mutual customers connection times greater than published minimum connection times whenever separate tickets are used. DOT baggage regulations govern which carrier's baggage allowances/charges apply to an itinerary on a single ticket basis. TSP should be aware that travel issued on separate tickets may result in the application of multiple carriers' baggage allowance and charges, and TSP should be sure to inform customers in such instances.

当旅行中有分开的机票时，如果不能体现出公布的最短转机时间将导致行李无法托运到最终目的地。当使用分开的机票旅行时，夏威夷航空强烈建议每一个 *TSP* 代理需要向我们共同的旅客推荐比公布的最短转机时间更长的转机时间。*DOT* 行李规则是指行李允许的重量和费用是以每张机票中的行程为基础的。*TSP* 代理公司应该有意识如果旅行中包含分开的机票可能会导致多家航司的行李限额和费用的产生，同时 *TSP* 代理应该在此种情况确切的告知旅客该情况。

## 20. Speculative Bookings/投机的预定

Holding Hawaiian inventory through speculative bookings is not allowed for any reason.

任何情况不允许通过投机的预定强占夏威夷航空的座位。

## 21. Ticket Time Limit/出票时限

All bookings are subject to the applicable ticket time limit and may be cancelled by Hawaiian if the ticket is not issued within the described time.

所有的预定都需要遵循相应的出票时限，如果没有在要求的时间内出票将随时有可能被夏威夷航空取消记录。

## 22. Ticketing Without Hawaiian Space/没有夏威夷航空航段的机票

HA 173 tickets cannot be issued unless flights that are both operated and marketed as Hawaiian are included, with the exception of flights marketed by Hawaiian and operated by the following partners on certain local market codeshare routes:

- Korean (KE)
- All Nippon (NH)

只有在航段中包含夏威夷航空执飞和销售的航段时，才可以出 **HA173** 的票本。在有夏威夷航空销售，**KE** 和 **NH** 执飞区域市场代码共享的航线上是例外的情况。

## 23. Trademark and Keyword Usage/商标和关键字的使用

TSPs are subject to Hawaiian's Trademark and Keyword Usage Policy, incorporated by reference and available here:

[HawaiianAirlines.com/Trademark](http://HawaiianAirlines.com/Trademark)

TSP 代理需遵循夏威夷航空的商标和关键字使用原则，整合的资料请参见网站: [HawaiianAirlines.com/Trademark](http://HawaiianAirlines.com/Trademark)

#### 24. Training and Testing/培训和测试

Creation of PNRs for training or testing purposes must be conducted in the GDS training mode. Hawaiian may recover any associated costs if live system sales are made of Hawaiian segments.

以培训和测试为目的创建的 PNR 一定要在 GDS 的培训模式里进行。如果夏威夷航空的航段在真实的系统中产生，夏威夷航空会有相关的费用产生。

#### 25. Prohibited Practices/禁止的操作

In addition to other prohibited practices, Hawaiian does not allow the following:

夏威夷航空禁止的操作还包含以下内容:

- 24.1. Past date ticketing./超过日期的出票操作
- 24.2. Hidden cities/points beyond ticketing./隐藏城市的出票
- 24.3. Ticketing of flight segments showing UC, UN or any status code not reflecting a confirmed status./UC,UN 或者无确认状态的航段出票操作
- 24.4. Waitlisting. /等位状态
- 24.5. Any conduct meant to give the TSP unfair access to Hawaiian bookings and/or meant to circumvent Hawaiian booking procedures (i.e. robots to circumvent limited pricing availability, multiple simultaneous internet sessions to override restrictions on group bookings, etc.).

任何给 TSP 代理带来不公平接触夏威夷航空的预定和任何规避夏威夷航空预定流程的操作（例如：机器人去规避受限的价格，多方同时的网络接触去克服团队预定的限制。）

#### 26. Cost Recovery and Fee Assessment/损失重获和费用评估

In addition to other available legal or equitable remedies, Hawaiian may assess a cost recovery and/or an administrative fee for any violation of this policy statement. These charges may apply regardless of ticket issuance or validating carrier.

根据附加的其他相关法律或同等的补救措施，夏威夷航空将对于违反上述原则的操作实施损失重获方式和收取行政费用。



**27. Termination of Appointment/授权的停止**

Hawaiian reserves the right to terminate the appointment of a TSP for any reason, including but not limited to any violation of this policy statement.

夏威夷航空有权利以任何理由终止 TSP 代理的授权，包含以上违反上述原则的操作但不限于此。

**28. Enforcement of Policy/执行该原则**

Hawaiian may, at its discretion, take any and all appropriate legal action, including but not limited to those listed above, to enforce compliance with the provisions of this policy and to seek costs and expenses incurred by Hawaiian.

为了该原则的执行和遵守，以及追回夏威夷航空所遭受的损失，夏威夷航空会根据自己的判定采取任何和所有适当的法律行动，包含但不限于以上陈述的违规操作。