

非自愿退改签规则

乘客有权选择一次在航班变动（仅限受影响的预订）后 3 个月内更改航班时间/日期：

- 1) 航班提前超过 30 分钟
- 2) 航班延误超过 30 分钟

或者乘客如果对于航班变动要求全额退款：（仅限受影响的预订）

- 1) 航班提前超过 30 分钟。
- 2) 航班延误超过 2 小时。
- 3) 航班已被取消

请注意，航班改签只免费一次。

旅行社代理机票（请委托旅行社取消计划）。

要确认其中一个选项，请联系我们的呼叫中心，因为我们不允许通过电子邮件进行交易。

Passengers are entitled to one time to opt to change flight time/date within 3months in the event their flight (only on affected reservation) :

- 1) has been scheduled earlier by an excess of 30mins.
- 2) has been scheduled later by an excess of 30mins.

Or passengers would like to request a full refund in the event their flight:
(only on affected reservation)

- 1) has been scheduled earlier by an excess of 30minutes.
- 2) has been scheduled later by an excess of 2hours.
- 3) has been cancelled.

Kindly note that flight exchange is only allowed once, Free of Charge

For Travel agent tickets(kindly refer travel agents for cancellation policy)

To confirm one of the options available, please contact our call centre, as we do not permit transactions over email.