



泰航快讯

泰航说明:

2019 年 10 月 31 日泰航快讯

AAA)告知广大代理人,自 2019 年 11 月 01 日起,泰航对 ADM/ACM 需收取每张 USD40 的服务费。这是个新的规定。

BBB)请注意单程有效期及退票需在有效期 90 天内完成并不是新的规定,只是根据近期总部开出的 ADM 中我们发现代理人违反了这两项规定,收到 ADM。

我们以 ADM 为实例,向广大代理人进一步重申释疑,以避免其他代理人犯相似的错误。

针对 ADM 中发现的问题,我们重申,请代理人开票前仔细阅读系统中的相应票规,并告知客人。不同机票,不同舱位对应不同票规。

以下对近期 ADM 中发现的退票问题进行进一步阐明。

- 1) RFND NOT LATER THAN 90 DAYS AFTER TKT EXPIRY(退票需在有效期过后 90 天内完成),这个条款一般直接出现在 ENDORSE 栏,或同时出现在票规中。
- 2) 单程票根据不同票规不同舱位对应不同有效期。部分单程票票面 NVA/NVB 不显示日期,部分票面显示日期。无论哪种情况,都必须看票规中的有效期期限(MAX STAY)。
 - NVA/NVB 不显示日期,参看票规中有效期显示。(请参考 2019 年 10 月 31 日邮件中的范例)
 - NVA/NVB 显示日期,参看票规中有效期显示,并结合 NVA/NVB 的显示日期,以严格为准。
- 3) 如票规中显示 REFUND FEE APPLY BY PRICING UNIT 时,退票费需根据 PU,叠加收取。

范例如下, VTE-BKK-DAC 单程,票规显示为 2 个 PU,每个 PU 退票费均为 USD100,因此此全程未使用机票退票需收取 USD100+USD100=USD200 的退票费。

05 H3MOTG * * 1 * 3683 *RB *Y

AL	FLGT	BK T	DATE	TIME	FARE BASIS	NVB	NVA	BG
VTE								
BKK	TG	H	H	10JUN	H3MOTG		30	
DAC	TG	H	H		H3MOTG		30	

USD 452.00 10JUN19VTE TG BKK160.00TG DAC291.57NUC
 CNY 3130 451.57END ROE1.000000
 CNY 132-YQ XT CNY 8-E7 CNY 8-E7 CNY 4-G8 CNY 4-G8 CNY
 CNY 104-LA 154-TS
 CNY 178-XT
 CNY 3544
 CNY 139 AIRLINE FEES
 CNY 3683 TOTAL
 RATE USED 1USD=6.906563CNY
 PRICING OVERRIDE USED *V*

* FQN5 *

FQN5

5 - PTC 1 ADT

>FQN 5-1 ADT VTEBKK TG H3MOTG PU

1 S VTEBKK 为 PU1

>FQN 5-2 ADT BKKDAC TG H3MOTG PU 2 S

为 PU2

BKKDAC

PU1

TE.TKT ENDORSEMENT

THE ORIGINAL AND THE REISSUED TICKET MUST BE ANNOTATED -
 NON ENDORSE/CANCELLATION/ - AND - CHANGE FEE APPLIED/RFND-
 AND - NOT LATER THAN 90 DAYS - AND - AFTER TKT EXPIRY - IN
 THE ENDORSEMENT BOX.

PE.PENALTIES

ALL CHARGES ARE NOT COMMISSIONABLE.

CHANGES-

ANYTIME-

RBDS W/V/K/T/Q/H/M/J/D/P/A/U PERMITTED WITH CHARGE
 USD100.

 CANCELLATION-

BEFORE DEPARTURE-
RBDS W/V/K/T/Q/H/M/J/D/P/A/U PERMITTED WITH CHARGE
费 USD100
USD100.

退票

AFTER DEPARTURE-
RBDS W/V/K/T/Q/H/M/J/D/P/A/U PERMITTED WITH CHARGE
USD80.

ALL CHARGES ARE NOT COMMISSIONABLE
-GENERAL INFORMATION FOR CANCELLATION/REFUND
1-CHARGE WAIVED IN CASE OF DEATH OF PASSENGER OR
DEATH OF IMMEDIATE FAMILY. CERTIFICATE MUST BE
NOTIFIED
2-THE LOCAL ADMINISTRATION / SERVICE / HANDLING
FEE MAY APPLY IN ADDITION

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* MD *

3-TG MAY REFUSE REFUND IF APPLICATION IS MADE
LATER THAN 90 DAYS AFTER EXPIRY OF E-TICKET / EMD
FOR REFUNDABLE E-TICKET / EMD MUST BE SHOWN IN
THE RESTRICTION BOX

4. REFUND FEE APPLY BY PRICING UNIT.

退票

费按 PU 收取

5.REFUND FOR PARTIALLY USED TICKET IS BASED ON
CALCULATION OF ACTUAL FLOWN SEGMENT USING FARE OF
ORIGINAL TICKET DATE - FOR THE SAME TYPE OF FARE
IF APPLICABLE - IF NOT - THE HIGHER FARE TYPE
AVAILABLE / LESS CANCEL PENALTY / REFUND RESIDUAL
VALUE IF ANY TO ORIGINAL FORM OF PAYMENT.

-GENERAL INFORMATION FOR REROUTING/ REBOOKING TO
TICKETED FLIGHTS FOR THIS FARE ARE AS BELOW-

1- CHANGE EQUALS TO REISSUE REROUTING REBOOKING
CORRECT NAME
2- ONE FEE APPLIED
3- CHANGE OF AIRPORT WITHIN ONE CITY DOES NOT
CONSTITUTE AS REROUTING
4- CHANGE MUST BE MADE WITHIN VALIDITY OF TICKET
5- THE CHANGE FEE- IF APPLICABLE- APPLIES PER

PU2

TE.TKT ENDORSEMENT

THE ORIGINAL AND THE REISSUED TICKET MUST BE ANNOTATED -
NON ENDORSE/CANCELLATION/ - AND - CHANGE FEE APPLIED/RFND-
AND - NOT LATER THAN 90 DAYS - AND - AFTER TKT EXPIRY - IN
THE ENDORSEMENT BOX.

PE.PENALTIES

ALL CHARGES ARE NOT COMMISSIONABLE.

CHANGES-

ANYTIME-

RBDS W/V/K/T/Q/H/M/J/D/P/A/U PERMITTED WITH CHARGE
USD100.

CANCELLATION-

BEFORE DEPARTURE-

RBDS W/V/K/T/Q/H/M/J/D/P/A/U PERMITTED WITH
CHARGE 退票费 USD100
USD100.

AFTER DEPARTURE-

RBDS W/V/K/T/Q/H/M/J/D/P/A/U PERMITTED WITH CHARGE
USD80.

ALL CHARGES ARE NOT COMMISSIONABLE

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ORIGINAL TICKET DATE - FOR THE SAME TYPE OF FARE
IF APPLICABLE - IF NOT - THE HIGHER FARE TYPE
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5- THE CHANGE FEE- IF APPLICABLE- APPLIES PER

泰航上海办事处

2019年11月01日