

2020年03月12日

业务通告

国航(2020)1770

关于做好疫情期间乘机提示的通知

国航各销售代理人：

因疫情影响，为提醒旅客加强自身防护，确保顺利出行，现将有关乘机提示要求通知如下：

一. 在客票销售环节须将新型冠状病毒感染肺炎疫情的乘机提示内容告知旅客（乘机提示内容见三）。

二. 在代理自营的网站、移动客户端销售客票，应将新型冠状病毒感染肺炎疫情乘机提示内容设置为旅客购票环节的必读内容。

三. 新型冠状病毒感染肺炎疫情乘机提示内容模板如下：

（一）中文版：

针对新型冠状病毒感染肺炎疫情的乘机提示

尊敬的旅客：

为做好新型冠状病毒感染肺炎疫情防控工作，保障广大旅客的身体健康，对于有出行需求的旅客，我们建议您查看以下乘机提示，加强自身防护，确保顺利出行。

一、合理计划出行时间。目前各地机场已采取措施进行防控，如测量体温、填写健康情况申报表、申领健康码等。请您合理安排到达机场的时间，为防控措施的执行预留充足时间。

二、佩戴口罩。无论您是在机场内还是客舱内，为了您和他人的健康，请您全程佩戴口罩。

三、配合体温检测。请您配合机场有关部门和航空公司，主动接受体温检测。

四、如实填报个人信息。如您乘坐国际、地区入境航班，依据《中华人民共和国国境卫生检疫法》等法律法规及有关部门要求，为全面加强入境检验检疫工作，请您在机上完整填写《中华人民共和国出入境健康申明表》，并对所填报的内容保证真实无误，以保障您与其他旅客的健康安全。如有不实申报，根据中华人民共和国有关法律法规的规定，您将可能受到行政、刑事处罚，对航空公司及他人造成损失的，根据中华人民共和国法律法规的规定将承担相应的法律责任。

国航将密切关注疫情发展情况，根据国家政策和旅客的需求，适时调整相

关乘机政策，为旅客提供安全放心的服务。

感谢您的理解与支持！

（二）英文版：

Notes for taking flights with the epidemic of novel coronavirus pneumonia

Dear passengers,

In order to implement effective prevention and control of the pneumonia epidemic caused by the novel coronavirus and guarantee the health of passengers, those with travel needs are suggested to pay attention to the following notes for taking flights to strengthen personal protection and ensure smooth travel.

I. Properly schedule travels. At present, airports around the world have taken prevent and control measures, such as measuring body temperature, filling in health declaration form, applying for health code, etc. Please arrange your arrival time reasonably and allow sufficient time for the implementation of the prevention and control measures.

II. Wear masks. Whether you are at the airport or in the cabin, please wear masks for the health of you and others.

III. Cooperate for temperature measurement. Please cooperate with the relevant departments of the airport and airlines to accept temperature measurement actively.

IV. Fill in your personal information truthfully. If you are taking an international and regional incoming flight, in accordance with the Frontier Health and Quarantine Law of the people's Republic of China and other laws and regulations as well as the requirements of relevant departments, in order to comprehensively strengthen the entry inspection and quarantine, please complete the the PRC Health Declaration Form for Inbound and Outbound Travelers on the airplane, and ensure that the contents filled in are true and correct, so as to guarantee the health and safety of you and other passengers. In case of false declaration, you may be subject to administrative and criminal penalties according to the relevant laws and regulations of the People's Republic of China. If you have caused losses to airlines and others, you should bear corresponding legal liabilities according to the laws and regulations of the People's Republic of China.

Air China will pay close attention to the epidemic dynamics, adjust relevant boarding policies according to national policies and the needs of passengers, and provide safe and reassuring services for passengers.

Thank you for your support and understanding!

此通知。

