

通知

各位尊敬的旅客、代理：

因受新冠肺炎疫情的传播和影响并为了公众安全着想，我司决定自 2020 年 04 月 11 日起，针对出票日期于 2020 年 5 月 31 日或之前，旅行日期于 2020 年 6 月 30 日或之前，并且受以下情况影响的客票，实行新的退改政策：

- **旅行禁令：**发布禁止旅行的政府通知
- **旅行警告：**政府对非必要旅行的警告
- **检疫要求：**在出发地或目的地接受强制检疫
- **强制封锁：**政府已发布了强制禁飞令，乘客无法抵达机场的国家
- **航班取消：**柬埔寨吴哥航空航班取消

以上情况需提供相关证明文件，并可作如下申请：

- 改期条件：
 - 涉及上述情况的航线/客票可免费改期。
 - 新的旅行日期：2020 年 12 月 31 日或之前。
 - 改期所产生的客票差价、税费、附加费或其他费用均由旅客承担。
- 退票条件：
 - 扣费退票：根据客票规定操作（仅限于可退票的客票申请）。
 - 全额退票：仅限于 2020 年 12 月 31 日之后批准退款。

申请全额退票的联系方式：

1. 旅客烦请联络原购票处（旅行社代理，线上旅游平台，旅游承办商等等），若透过柬埔寨吴哥航空官网购买的客票请在官网上点击“退票”申请。
2. 各代理烦请联络我司相对应的中国，柬埔寨和越南代表处。

如有疑议，请以英文版为准。感谢大家的合作和理解！

柬埔寨吴哥航空有限公司广州代表处

2020 年 04 月 13 日

Ref:/K6-COM
Penh, 09th-April-2020

Phnom

ANNOUNCEMENT LETTER

Attn: Passengers, Agents & Branch Offices

Subject: Announcement about change/rebook/refund policy on flight suspend/cancellation/schedule change on Cambodia Angkor Air routes under effect of COVID-19

Dear All Valued Passengers and Partners,

Warm greetings from Cambodia Angkor Air!

Due to the spread of COVID-19 and for public safety concerns, starting from 11-April-2020, Cambodia Angkor Air (K6) would like to apply new change/rebook/refund policies for passengers holding K6 tickets issued on/before 31-May-2020 for travelling on/before 30-June-2020 who are impacted due to:

- **Travel ban:** Where there is government notification that prohibits travel
- **Travel advisory:** General government advisory against non-essential travel
- **Quarantine requirements:** Mandatory quarantine at origin or destination
- **Mandatory lockdown:** Countries in which government have issued a mandatory lockdown and customers are therefore unable to reach airport
- **Flight cancellation:** Flights cancelled by K6

would be applied as following:

- Change/Rebook policy:
 - Free of charge for all routes/tickets mentioned above
 - New flight date: before/on 31-December-2020
 - Fare differences, other taxes/fees/charges and surcharges and other fees are paid by passengers.

- Refund conditions:
 - Refund with fee: follow the fare rules (apply for refundable ticket only)
 - Refund without fee: will be approved and refund process would be made after 31-December-2020 only.

Contact point for full refund:

1. Passenger please contact your original ticket issuing channels (travel agencies, online travel agency, tour operator ...) or apply “Refund” on our K6 website if ticket purchased via official website of K6
2. Travel agencies please contact our branch offices in China, Cambodia and Vietnam.

Thank you for your understanding.

Sincerely yours,

MAI TRUC QUYNH
CHIEF COMMERCIAL OFFICER