



Ref: 090A/K6-COM

Phnom Penh, Date: 29th April 2020

ANNOUNCEMENT LETTER

Attn: Passengers, Agents & Branch Offices

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

Dear All Our Passengers, and Partners

Warm greeting from Cambodia Angkor Air,

Due to the spread of COVID-19 and for public safety concerns, starting from 29th April 2020, Cambodia Angkor Air (K6) would like to apply new change/rebook/refund policies for passengers holding K6 tickets issued on/before 31st May 2020 for travelling on/before 30th 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:
 - o Free of charge for all routes/tickets mentioned above;
 - o New flight date: before/on 31st December 2020;
 - o Fare differences, other taxes/fees/charges and surcharges and other fees are paid by passengers.
- Refund conditions:
 - o For voluntary refund: Follow the fare rules (apply for refundable ticket only);
 - o For involuntary flight cancel due to the COVID-19: Refund/Charge fee will be waived.



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.

Thanks you for your understanding.

Sincerely yours,

MAI TRUC QUYNH
CHIEF COMMERCIAL OFFICER