

尊敬的美亚同仁们：

以下的常见问题供您参考。谢谢！

Q&A related to the OTA whitelist policy, for your info and answer to inquires from OTA/agents.

关于 OTA 平台白名单若干问题的 Q&A 供大家参考并回答 OTA/代理的询问。

1. Restriction of OTA whitelist policy for China local agent and sales.

OTA 白名单制度对境内代理人及销售航线的限制。

A: The OTA whitelist policy is applicable to the local agent (POS is China) and includes all routes operated by SQ (includes POO fare).

答：OTA 白名单制度适用于中国境内（出票地为中国）的新航代理及新航所有执飞航线（包含 POO）。

1. Restriction of OTA whitelist policy for overseas agents and sales.

OTA 白名单对境外代理人及销售航线的限制。

A: Non-local agent distribute SQ products on China OTA platform, it is also required to comply with the whitelist policy if it sells ticket of CN departure. The following actions will be considered violations.

答：非中国境内的新航代理将新航产品投放在国内 OTA 平台，售卖中国始发的新航产品也需遵守白名单政策规定。以下行为将被视为违规。

1. The agent fare is more than 5% lower than our publish fare.

代理所投放价格低于新航所发布的票价（不含税）5%以上

2. Agent still places the fare when the flight booking is full or system has no inventory displayed.

或者航班已满，系统中已经无座位显示，代理人仍然投放价格

1. The policy of ticket refund/change is not conformity with our terms/conditions.

或者退改签政策与新航所发布的票规不符

2.4 Other violation of SQ ticket rules/policies/terms and conditions.

其他任何违反票规或新航政策的行为