

Notice of Special Ticket Handling On PNH-CTU Route

Dear all business partners,

In accordance to the updated official notice issued by China Embassy in Cambodia, especially regarding to the request of the first-time PCR test to be made on the 15th day prior to departure date, Cambodia Airways amended the special ticket handling policy as the followings:

1. Applicable tickets

- 1.1 Air Tickets with ticket number pre-fix as 733, flight date as of 22Sep2021, on KR961
- 1.2 Cancellation Deadline: on/before the 17 days prior to departure date
- 1.3 Applicable to the types of passengers :
 - 1.3.1 Passengers who are holding the valid passport with valid visa, or any valid travelling document to travel to China which is issued by China Embassy in Cambodia
 - 1.3.2 Passenger possesses a record of Covid-19 diagnosed positive
 - 1.3.3 Passenger possesses a record of PCR test positive or Igm blood test positive

2 Change of Reservation and Refund policy

Passengers who are fulfilling the above-mentioned type, and who are holding ticket which is not booked under “G” booking class, are entitled to the following change of reservation and/or refund

2.1 Change of Reservation

- 2.1.1 Free change of reservation on date of departure, with same itinerary and within the ticket validity. Applicable to all booking classes except for “G” class
- 2.1.2 Should the departure date be not yet determined, booking should be cancelled prior to flight departure or else no-show fee will be levied. Within the validity of ticket, the ticket can be revalidated upon new departure date has been determined. Please contact our ticketing office for rebooking and revalidation of ticket

2.2 Refund

- 2.2.1 Within the ticket validity, should passenger intend to apply refund, please channel through the original ticket issued office with all required supporting document submitted. All unused sectors will then be refund in full without any charges imposed by the airlines
- 2.2.2 Ticket which have been revalidated for any flight change, passenger could apply for refund on/before the 17 days prior to the newly booked departure date (which is mentioned on the ticket). Refund will be made in full without any charges imposed by the airlines

3 Channels for Refund application

Please channel through the original ticket issued office (Cambodia Airways' City Ticketing Office, ticket issuing agent, Ctrip, Qunar etc)

Thanks for your kind cooperation.



Commercial Department
Cambodia Airways
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