

KRCOM21011230

Operation notice for refund with price difference for flight KR961 with PNH-CTU sector

Dear Valued Customers:

With positively instruction and request from Embassy of The People' s Republic of China in The Kingdom of Cambodia to adjust and provide favor for widely China citizens, Cambodia Airways decided to adjust fare to be lower and payback fare difference. Since flight departing from 02 February 2022, the fare had been adjusted from USD 6555 to USD 5055, including taxes and fuel surcharges, with flight KR 961 from Phnom Penh to Chengdu. All BSP agents may submit the refund request for from now onward for passengers till 15 January 2022.

BSP Agent Ticket Operation Procedure

1. BSP agents may apply for fare difference refund, which is based on the influenced and original ticket with all-in price USD 6555, with new adjusted all-in price USD 5055.
2. The fare difference calculated from original fare and new adjusted fare, may be requested for refund.
3. Additional service or handling fee charged by BSP travel agents

are prohibited. If any violation happens and be verified by the passenger's complaint, Cambodia Airlines reserves the right to issue an ADM to fine and recover the related amount.

4. BSP travel agents must follow the original payment channel made be passengers to refund the fare difference. If any violation happens and be verified without following instruction, Cambodia Airlines reserves the right to issue an ADM to fine and collect back related amount with the passenger's complaint.

5. BSP travel agents shall not cancel Passenger Name Record PNR and confirmed seat, HK record, during this operation for fare difference refund, and refund the original E-ticket Number without any surcharge with WAIVER CODE "EMBASSY" input manually.

6. The BSP travel agents shall, after the operation of the above 4 points, issue the new E-ticket Number with the original PNR and seat, reissue/exchange, and manually input TOUR CODE "EMBASSY" (Travelsky command TC:F/EMBASSY) for recording. This operation is prohibited to revise or change any passenger name. If any violation is verified, Cambodia Airlines reserves the right to issue ADM to fine and collect back withdraw this refund.

7. All BSP travel agents apply for refund fare difference with

influenced tickets, please fill up the form as attachment for recording with passenger information, then send to email “sales@cambodia-airways.com” before 16 January 2022.

8. If the seat reservation is cancelled due to the incorrect or improper operation by BSP travel agents, Cambodian Airlines will not be responsible for any compensation or restoration of the original reservation.



Cambodia Airways Co., Ltd.
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