

Ticket Arrangement for Flight Schedule Changes

Last updated: 12 May 2022

Due to **Force majeure**, Cambodia Airways would like to cancel flights between Phnom Penh- Chengdu and Chengdu - Phnom Penh as below. We sincerely apologize for the inconveniences caused to our customers.

1. Details of Flight Cancellation

Flight No.	Flight Cancellation Date		Departure	Arrival	Flight Status
KR961	25 May 2022	Wed	Phnom Penh	Chengdu	Cancellation
KR962	25 May 2022	Wed	Chengdu	Phnom Penh	Cancellation

1. The following options will be available to affected passengers:

- Free date change to the flight departure within 15 days prior/after affected flight.
- Free ticket cancellation and full refund.

2. Future Notification:

We will promptly notify you about any changes in your travel. You can help us reach you by ensuring your reservation contains correct contact information:

- Mobile Number
- Home Phone Number
- Email Address

GDS reservation, travel agent please input waiver code "**CTUCNL1212**" to waive penalty for change and cancel once.

3. For ticket changes, please contact Cambodia Airways Ticketing Center

- Phone Number: (855) 096 852 5555/ 096 752 5555
- Email: Ticketing@Cambodia-Airways.com
- Service Time: From Monday to Friday 8:00am to 6:00pm (GMT + 7)
Saturday and Sunday 9:00am to 5:30pm (GMT + 7)

**** The ticket refund application shall be submitted within 90 days after announcement released.**

航班時間異動之票務安排

最後更新: 2022 年 5 月 12 日

由於不可抗力，柬埔寨航空取消金邊-成都和成都-金邊部分航班之起飛時間，柬埔寨航空對受影響旅客感到誠摯的歉意，具體內容如下。

1. 航班取消：

航班號碼	取消日期		出發地	目的地	航班狀態
KR961	25 May 2022	週三	金邊	成都	取消
KR962	25 May 2022	週三	成都	金邊	取消

2. 柬埔寨航空機票：

- 針對受影響旅客，柬埔寨航空允許免費修改出發日期至前後 15 天內同行程之航班。
- 允許免費退票並全額退費。

3. 團體票：

- 請聯絡您的旅行代理。

4. 注意事項：

若航班有任何進一步異動，柬埔寨航空將即時進行通知；請務必協助確認和協助提供我們您最新的連絡資訊。

- 手機(移動)電話號碼
- 住家聯絡電話號碼
- 電子信箱

GDS 訂位，旅行代理請加註 waiver code “**CTUCNL1212**” 以免除一次手續費。

5. 如果欲修改受影響之航班，請聯繫柬埔寨航空票務中心。

- 電話：(855) 096 852 5555/ 096 752 5555
- Email：Ticketing@Cambodia-Airways.com
- 服務時間：週一至週五 8:00 am to 6:00 pm (GMT + 7)
週六及周日 9:00 am to 5:30 pm (GMT + 7)

**** 退票申請之截止期限須在本通知公佈後之 90 日內提出申請。**