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| Обмен производится через переписку или а/к допускает ревалидацию?  -если можно сделать ревалидацию, то в каких случаях?  -разрешает ли а/к upgrade, или обмен только в том же классе?  Как взимается штраф за отмену билета | 1.Компания разрешает Upgrade билета через ревалидацию.  Штраф за обмен зависит от тарифа, информацию можно проверить через систему  Штраф за отмену взимается через OB fees |
| В каком случае нужно вносить DOCS/ DOCA/ DOCO? Некоторые а/к требуют на все рейсы или только международные, или вообще свои особенные условия обозначают. | Необходимыми на всех маршрутах кроме Канады являются толькоDOCS  **International and china domestic routes:**  SSR DOCS JD HK1 ID Type/country of issuing ID/ID Number/Nationality/Date of birth/Gender/Valid period of ID/Passenger name/I infant identification /Pn  **Canada routes:**  SSR DOCA JD HK1 D( indicates the destination)/Country/Detailed address/City/ province, city or state info)/ Postcode/I infant identification/ Pn  SSR DOCA JD HK1 R( indicates the place of residence)/Country/Detailed address/City/ province, city or state info)/ Postcode/I infant identification/ Pn  (Pn is the number of passenger in PNR) |
| Отслеживает ли группы а/к?  Т.е. если агентом будет создано в день несколько бронирований на один и тот же рейс, в общей сложности, например, на 12 человек, а/к это отследит и выставит AMD  за выписанную скрытую группу? Или а/к не отслеживает такие бронирования? | Авиакомпания на данный момент не отслеживает скрытые группы |
| За какое время NO-SHOW наступает? | No show наступает сразу после окончания регистрации на рейс, за 45 минут до вылета |
| Есть ли у а/к невозвратные таксы при невозвратных тарифах? | Пока невозвратных тарифов нет, но есть тарифы с высокой ставкой возврата, информация есть в системе |
| Как сделать вынужденный возврат (GDS/ BSP Link) и какие есть особенности в требованиях к условиям по вын. возвр.? | Вынужденный возврат осуществляется только через BSPlink. Более детальная информация по возврату представлена ниже |
| Как производить выписку для пассажира, который на вылете INF, а на  возврате уже CHD? | Если в билете только JD сегмент, то можно выписать билет в оба конца для INF, если есть сегменты других авиалиний, то нужно уточнить, какие у них правила. Можно также выписать билет на вылет для INF,, а для возвратаCHD, если пассажиру нужно, чтобы ребенок занял отдельное место.  If an infant reaches 2 years old during the journey, the difference between infant fare and children fare will not be charged for JD operated sector. If the itinerary includes segments operated by other airlines, please refer to provisions of the corresponding airlines.  Also 2 separated tickets can be issued, if a child will need a seat on the way back. In this case one ticket will be infant ticket, another one will be child ticket. |
| Разрешено ли изменение в случае ошибочного написания/ смены фамилии?  Какова процедура?  Каким образом необходимо вносить изменения? Только в бронь ремаркой или полностью переписка и перебронирование? | Если ошибочно написано три и менее букв- разрешено внесение ремарки, агент может внести сам или позвонить в коллцентр.  Если ошибочно написано более трех символов, то нужно перебронирование и переписка билета, выплачивается штраф как за добровольный возврат.  Нужно обратиться в коллцентр по телефону +86 10 95071999 или в представительство аиакомпании в Москве |
| Возможно ли войдирование в день брони? | To prevent malicious booking and reduce the rate of NO-show, After the ticket issued, cancellation will not be allowed on the same day. The refund and change of tickets must follow the existing ticketing regulations of Capital Airlines.  1）If the sales unit voided the ticket, Capital Airlines will charge a cancellation fee, in accordance with the class fare refund regulations.  （2）Each sales unit operating void should cancel the PNR to reduce the rate of NO-show. If you don’t do that, Capital Airlines will charge the operating unit two times the Y-Class’ price as fine. |
| С какими компаниями есть Interline? | В данный момент есть возможность выписывать билеты с пула Hainan Airlines 880. В ближайшее время будет подписано соглашение и можно будет пользоваться пулом Аэрофлота 555. Также в ближайшее время будет соглашение с Аэрофлотом на внутрироссийские SPA до Москвы |
| Какие правила провоза детей и младенцев | 1) Ребенок CHD– пассажир, возрастом от 2х до 11 лет включительно (до 12го дня рождения). Детский тариф – 75% от взрослого  2) Дети без сопровождения взрослого оплачиваются по полному тарифу  Младенцы INF до двух лет, если они не занимают место в салоне, тарифицируются 10% от взрослого тарифа. Если занимают место, необходимо тарифицировать как CHD  Children: input “CH25” after FARE BASIS; Infants: input“IN90” after FAREBASIS. |

**15. Ticket Refunding**

**(1) Refund Location**  
1). In principle, the location of voluntary refund should be at the original point of issue. When refunding the ticket, the necessary certificate (e.g. passport etc.) should be provided. If a passenger entrusts a person to refund ticket, that entrusted person’s certificate and letter of authorization written by the passenger are also necessary.

2).If a passenger cannot refund ticket at the original place of issue due to special reason; it can be refunded at another office authorized by the original issuing office according to the following procedure:

The ticket office shall calculate the money according to the fare amount confirmed by the original issuing place and convert it to the local currency based on GDS exchange rate.

**(2) Deadline for refunding ticket:**

If ticket is totally unused, it can be refunded within 12 months from issue date; if a ticket is partially used, it can be refunded within 12 months from the date of commencement of travel of the first sector listed in the ticket. An open date ticket can be refunded within 12 months from the issuing date.

**(3) Beijing Capital Airlines (JD) will refuse to refund a ticket in any of the following cases:**1). Beyond the expiration date of refunding ticket.  
2). Failed to provide valid Certificate or ticket submitted is invalid.  
3). There is no amount to be refunded after calculation.  
4). The coupons are used out of the sequence.

5）The sectors which are given up voluntarily.

**(4) Calculation of amount to be refunded for voluntary refund:**1)For a totally unused ticket: Deduct the refunding fee applicable to the RBD on JD’s international & regional sector, the remaining amount should be refunded to passenger.  
2)For a partially used ticket:

1. If only ADDON/SPA sector is used, deduct the booking class’s OW published fare of ADDON/SPA sector on the date of commencement of travel, and charge the refund fee applicable to the JD international/regional sector of the booking class; the remaining amount should be refunded to passenger.

(B) If ADDON/SPA and JD international sector are both used, for the ADDON or SPA sector deducting the ADDON/SPA fare, and deducting JD international sector corresponding OW published fare of booking class on the day of commencement of travel, and charge the refund fee applicable to JD international sector of the booking class, the remaining amount should be refunded to passenger.

(C) If all JD international/regional sectors and sectors carried by other airlines are used, JD ADDON sectors can be refunded without a refund fee.

(D) If the original RBD of used sectors has no OW published fare, deduct the published fare of its next higher RBD, the fare and ticket validity of which should be higher than original one.  
3) Children refund ticket is handled the same way as adult passenger; refund fee is free for infant passenger.

4.) For an upgraded ticket：If ticket is totally unused, the fare difference should be refunded to passenger and the refunding fee applicable to the original RBD should also be charged. If JD’s international sectors are totally unused and only ADDON/SPA sectors have been used, deduct the applicable OW published fare of used ADDON/SPA sectors and refunding fees applicable to the original RBD on JD international sector, the remaining amount (including the fare difference paid for upgrading) should be refunded to the passenger. If JD’s international sectors have been partially used after upgrading, deduct the published OW fares of used sectors and refunding fees applicable to the new RBD on JD’s international sector, the remaining amount should be refunded to the passenger. The fare difference paid for upgrading will not be refunded.

5) When the passenger refunds before the flight departure, no-show fee will not be charged; when the passenger refunds after the flight departure, no-show fee will be charged. The determination standard of collecting no-show fee is according to whether the seat has been canceled before the flight departure.

**Remark：The above provisions will also apply to the refunding of JD promotional fares**

**(8) Ticket Refund Due to Illness Reason**

Passenger should request to refund ticket prior to flight departure time, and cancel the seat; the ticket should be refunded as an involuntary refund at the original issuing place or the office where JD authorized. The contents (mainly include passenger name, time and symptoms of the illness) of certificate must be accurate, and may not be altered. If not, the certificate will be deemed as invalid, and ticket cannot be refunded the way as an involuntary refund. When refunding a ticket for an illness/medical reason, passenger should provide original certificate. Certificate should be examined and witnessed by the sales clerk and signed. The document submitted to the financial department should preferably be the original; however, if the passenger requires the original for reimbursement purposes, a photocopy is also acceptable.

1) When a passenger requests to refund a ticket for illness reason prior to flight departure time:

A. In mainland China, the valid certificate should be a regular diagnosis proof with the signature of attending doctor and the official seal of the county or higher level hospital, or patient’s medical record, or any receipt of medical fee over 300CNY. The issuing/printing date/time of these certificates must be prior to the flight check-in deadline.

B. Overseas or in Hong Kong, Macao and Taiwan, diagnosis proof must be filled by a qualified doctor recognized by the respective government. For cases in Africa, diagnosis proof can also be issued by Chinese-funded medical institutions. The requirement for the date of the patient medical record, receipt and the printing of certificate being prior to the departure date are the same as above.

2) When passenger requests to refund a ticket at airport or stopover airport (alternate airport) due to sudden occurrence of illness: the diagnosis proof of patient’s medical record issued from an airport medical health center. If the certificate cannot be provided immediately, whether chief attendant or station manager should sign signature on passenger’s ticket in order to obtain approval.

3) If accompanying persons require a refund of their tickets along with the ill passenger, the ticket may be refunded at the same time, as an involuntary refund. The number of accompanying persons cannot exceed two.

4) If passenger has to designate a person to refund a ticket, the original edition of the entrusted person’s certificate and passenger’s certificate are also necessary to make an involuntary refund.

5) If the passenger is deceased, with a death certificate provided, the ticket can be refunded the same way as refunding for illness/medical reason.

6) If passenger requests to refund a ticket due to the death of a family member, the request should be made prior to flight departure time. As long as the Certificate of Kindred and Certificate of Death of family member (Certificate of Death should be issued after the ticket issued date) are provided, the ticket can be handled the same way as illness refund.