

Special Processing of CZ Tickets during International Flight Adjustment Period

Dear travel agent:

In order to resolutely preventing the spread of imported COVID 19 cases, every airline is required to operate only one flight between China and any other country, with the limitation of one flight per week according to the Notice on *Further Reducing International Passenger Flights during the Pandemic* issued by the Civil Aviation Administration of China on 26th March 2020.

Meanwhile, airlines are required to limit the load factor on each international flight to 75 percent. From 00: 00 on March 29 to 24: 00 on May 2, China Southern Airlines has adjusted the flight schedule accordingly. In order to protect the passengers' interest, China Southern Airlines would like to advice following special processing of the impacted tickets:

1. For those tickets that are impacted for international or regional flight cancellations, if a passenger wants to cancel the trip, his or her ticket could be refunded free of charge through the original ticket-issuing channel within the validity period. Should the passenger want to change the itinerary, the first revalidation will not incur any extra charge if processed within the validity period of the ticket. The changed itineraries must be used within the validity of the original tickets.

Rerouting for the first time is free of charge within the validity period for any flights operated by CZ from/to any other destination in the same region. For this clause, "same region" means travels between mainland China and North America (LAX/JFK/SFO /YVR/YYZ); travels between mainland China and Schengen countries (PAR/AMS/LON /FRA/ROM); travels between mainland China and Australasia (SYD/MEL/BNE/PER/AKL /CHC). Any expense incurred herein other than air service should be borne by passenger.

2. In regard to those flights on schedule, revalidation or refund will not incur any extra charge before 23:59 on 6th April. Any revalidation or refund occur afterward (from the 0:00 on 7th April), the change fees or the fare difference between different sub-classes and between seasonality should be collected according to the fare loading.

3. As required by CAAC, please ensure the valid contact information of the passenger is updated in the system with the booking.

4. Agents must behave well to make sure their sales related activities are in line with the fare rules and relevant regulations issued by China Southern Airlines. It is not allowed for illegal markup on any published fare. The tickets must be issued with the actual amount of fare price collected. For any violation to the relevant regulations and fare rules, spoil of interests of any CZ passenger, or any damage to the CZ reputation, China Southern Airlines shall immediately terminate the sales authorization and end any business relationships with the fault agent against which China Southern Airlines will still reserve the right to take further legal actions.

China Southern Airlines also reserves the rights to interpret, update, and terminate this policy.

Please process the impacted tickets in line with the above instructions.
Thank you for your cooperation.



BSP TICKET REFUND NOTICE

Estimados agentes de reserva,

Durante este período de crisis causada por el Covid-19, China Southern ha suspendido la autorización de reembolso directo en todos los GDS para todos los mercados hasta nuevo aviso.

Por lo tanto todos los reembolsos han de solicitarse por BSP LINK.

Si tiene más preguntas, por favor no dude en ponerse en contacto con nuestro equipo de ventas en España: reservas@chinasouthern.es

Apreciamos mucho su amable comprensión y su gran apoyo durante este período especial.

China Southern Airlines

Abril 2020



Following the epidemic prevention policy from the superior level and the latest requirements of the Guangdong Provincial Government, the notice of the latest epidemic prevention requirements of Bai Yun Airport (CAN) is updated as follows:

1. All inbound passengers arriving in Guangzhou after 00:00 on March 27 (including international arrival and domestic transit passengers, regardless of nationality) will be quarantined in the hotel for 14 days, during which the accommodation expenses will be bear by passengers their own.

After 00:00 on March 27, the check-through service under one ticket for both passenger and baggage with international to domestic I-D connecting flights that landed in Guangzhou will be suspended. The follow-up ticket change policy for transit passengers will be announced later.

2. Domestic to international, domestic to domestic check-through service of passengers and baggage under one ticket will continue to be processed in accordance with the requirements and will not be affected.

The above are the latest requirements for epidemic prevention. If the subsequent procedures are updated, we will notify you accordingly. Please assist to inform the passengers.

Thank you!

Estimados agentes de reserva,

Debido a la situación de coronavirus en China, la aerolínea China Southern Airlines (CZ-784) **actualiza sus políticas para reembolso y cambio de billetes.**

Reembolso sin gastos:

Para aplicar el reembolso sin gastos, los billetes tienen que cumplir los siguientes requisitos:

1. Estar placados con 784, con destino a China, o con escala en China.
2. Vuelos operados por China Southern Airlines
3. **Emisión antes del 31 de enero 2020.**
4. La fecha de vuelo es entre el 02 de febrero y 10 de junio de 2020.
5. Dentro de la validez del billete (dentro de 1 año desde la fecha de emisión)
6. Hay que cancelar las plazas antes de la salida para evitar el no- show. En caso de no haber cancelado las plazas antes de la salida, se aplicará la condición de tarifa para el reembolso.
7. Se procede por GDS directamente
8. Waiver code: **INVOL DUE TO VIRUS OUTBREAK**

Cambio sin gastos:

Para aplicar el cambio sin gastos, los billetes tienen que cumplir los siguientes requisitos:

- **Si el itinerario contiene Wuhan (WUH)**
 1. Estar placados con 784.
 2. Contiene vuelos a Wuhan (WUH), o pasar por Wuhan (WUH) entre 01 de enero y 29 de marzo 2020
 3. Emisión de billete antes del 31 de enero 2020
 4. Re-routing permitido
 5. Se autoriza el primer cambio gratis, siempre que sea en una clase de la misma cabina.
 6. Hay que cancelar las plazas antes de la salida para evitar no- show
 7. Waiver code: **INVOL DUE TO VIRUS OUTBREAK**
- **Si el itinerario va o pasar por otras ciudades chinas:**
 1. Estar placados con 784.
 2. Se autoriza el primer cambio gratis, siempre sea en una clase de la misma cabina.
 3. Re-routing permitido.
 4. La nueva fecha para cambiar tiene que ser antes o después de 14 días de la salida original, y antes del 10 de junio 2020.
 5. Si no hay vuelos válidos para cambiar en un periodo de 14 días (antes o después) se aplicará el reembolso sin gasto.
 6. Hay que cancelar la plaza antes de la salida para evitar el no- show
 7. Waiver code: **INVOL DUE TO VIRUS OUTBREAK**

Si tiene dudas sobre la condición de reembolso por coronavirus, escribe a:
reservas@chinasouthern.es