



海南航空
HAINAN AIRLINES

Reemphasis on the Requirement that Minors (under 12 years old) Must Purchase Tickets in the Same Class as the Accompanying Adults

Recently, it has come to our attention that provisions stipulated in HNA's 2017 International and Regional Flight Route Sales Freight Rates Manual have not been strictly followed by some of our agents during ticketing where minors and the accompanying adults were seated separately in business and economy classes without permission, resulting in complaints of various degrees from nearby passengers. It is hereby reemphasized that:

1. Minors traveling with adults must purchase tickets in the same service class as the accompanying adults. If it is requested that tickets in different service classes are to be purchased for an adult and a minor, the minor may use the unaccompanied minor service if he/she meets the unaccompanied minor transportation requirements, but may only be seated in the purchased service class, separate from the accompanying adult.

2. Unaccompanied minors will be charged the adult ticket price

(children's discount does not apply), but will be exempted from the Civil Aviation Development Fund charge.

3. Please refer to the updated Ground Service Manual for the definition of an "unaccompanied minor" and relevant operating regulations.

4. Any minor who does not meet the unaccompanied minor transportation requirements will not be permitted to buy a ticket in a service class different from that of the accompanying adult.

5. Please refer to the updated International and Regional Flight Route Sales Freight Rates Manual for details that have not been addressed in this notice.

All sales units are to be notified of the above provisions and are responsible for ensuring all subordinate sales channels and agents do the same.