

From: Hainan Airlines
Sent: Friday, August 31, 2018
To: USA HelpDesk
Subject: Notice on Seasonal Flight Cancellation



Dear Preferred Travel Professional,

Hainan Airlines (HU) will be cancelling transpacific flights below as winter schedule adjustments from Oct. 28, 2018 through Mar. 30, 2019. Travel waivers currently in effect are listed below.

Flight Number	City Pairs	Day of Week	Periods
HU496	SEATTLE TO BEIJING	Wed and Fri	Oct.28,2018- Mar.30,2019
HU498	CHICAGO TO BEIJING	Sun	
HU7990	SAN JOSE TO BEIJING	Mon and Sat	

For TICKETED passengers who are affected by these cancellations, HU will allow a one-time* only free change of affected flights without an add-on charge. Detailed instructions as follows:

****Alternate Traveling Date ****

Please book the same inventory for the new flight departing 7 days before or after the original travel date. If the booking class is not available, please add waitlist segment(s) and send an e-mail to the HU Agency Sales Help Desk (address: usahelpdesk@hnair.com) to confirm the seat(s).

Reissue: In ticket endorsement box –INVOL REISSUED DUE TO FLT [FLIGHT #] [Date]

Example—INVOL REISSUED DUE TO FLT HU497 05NOV

*The cancelled flight number and date have to exactly follow the format in the example above

****Refund****

If the passenger does not agree with alternative schedule/routing, HU will authorize a full refund without penalty regardless of the original fare rules. The refund has to be processed by the original ticketing agency via ARC and funds must be refunded back to original form of payment.

Refund: In ticket endorsement box – For Refund: INVOL REFUND DUE TO FLT [FLIGHT #] [Date]

Example—INVOL REFUND DUE TO FLT HU497 05NOV

*The cancelled flight number and date have to exactly follow the format in the example above

****Alternate Routing****

If keeping the same travel date, but changing the routing, please contact the HU Agency Sales Help Desk (e-mail address above or call 312-374-3700) for further assistance.

We are truly sorry for the inconvenience. If you have any questions, please call the **HU Agency Sales**

Help Desk: 312-374-3700.

Thank you for supporting Hainan Airlines!



Address: 221 N LaSalle St Suite 1850 Chicago, IL,

60601

Direct Line: (312) 374-3700

Global Website: www.hainanairlines.com

