

**From:** Hainan sales team  
**Sent:** Wednesday, October 31, 2018 3:51 PM  
**Subject:** Customer Card Acceptance Policy



Dear Preferred Travel Professional,

In compliance with the amendment of IATA Resolution 890 (Customer Card Sales Rule), Hainan Airlines requires its Travel Agency Partners to strictly adhere to the following rules when using the card acceptance merchant agreement of Hainan Airlines to collect payment for the sale of passenger air transportation and ancillary services.

- Use of the Hainan Airlines card acceptance merchant agreement by the Travel Agent shall be in accordance with the amended IATA Resolution 890, as applicable.
- The authorization shall be valid only for Customer Card.
- The Travel Agent may not accept any other card or Alternative Payment Method that uses the Hainan Airlines card acceptance agreement, including any card issued in the name of the Travel Agent or any person permitted to act on behalf of the Travel Agent.
- In case of non-compliance by the Travel Agent with this Card Acceptance Policy, Hainan Airlines shall be entitled to take all measures which it deems necessary to prevent or restrict such non-compliance, including but not limited to, the issuance of ADMs,
- To minimize and protect Travel Agency from fraudulent payments, the Travel Agent may not pay the ticket in advance on behalf of customers. As a result of any failure by the Travel Agent to comply with all applicable rules and procedures, and the member/airline is unable to collect the transaction amount due, Hainan Airlines will charge the loss to the agent that issued the traffic document by means of an ADM.

For more information, please visit the following websites:

- Customer Card Sales Rules: [https://www.iata.org/Sites/FMC/Files/reso\\_890.pdf](https://www.iata.org/Sites/FMC/Files/reso_890.pdf)

Thank you for supporting Hainan Airlines!



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