

From: Hainan Sales
Sent: October 04, 2018
Subject: Updated: Notice on Seasonal Flight Adjustments

Dear Preferred Travel Professional,

We sent out a notification about our seasonal flight cancellation along with a blanket waiver to either reissue or refund tickets that have been affected by the adjustments. We have made a slight alteration to our refund procedure. If the passenger does not agree with alternative schedule/routing due to our flight cancellation, please refer to the following when applying for a refund. Use of any waiver codes will be audited for accuracy against eligible dates and impacted cities. Please use it appropriately to avoid a debit memo.

We kindly ask you to share this email blast with your agents in order to help expedite the reissuance and refunding of tickets affected by the seasonal flight adjustment. Your assistance is greatly appreciated.

Sincerely,

Hainan Airlines US Regional Sales Team

Notice on Seasonal Flight Adjustments

Dear Preferred Partners:

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

Flight Number	City Pairs	Day of CNXL	Periods
HU481/HU482	BOS= PEK	Tue and Thu	Oct.28,2018- Dec.14,2018; Jan.15,2019-Mar.30,2019.
HU495/HU496	SEA = PEK	Mon, Wed and Fri	
HU497/498	ORD=PEK	Sun	
HU7925/7926	MEX=TIJ=PEK	Wed	
HU7989/7990	SJC=PEK	Mon and Sat	
HU7969/7970	LAS=PEK	Sun	

*Flight will be reinstated during the high season 15DEC18-15JAN19. Actual flight schedule are subject to change without prior notice. Please check regularly for updates.

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****

In case of a flight cancellation, passenger may be offered a refund, HU will authorize a full refund of any unused segments without penalty. 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: –waiver code in ARC: INRF[FLIGHT #] [Date]

Example—INRF799005NOV

*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**