

## Xiamen Air Group Travel Policy and Conditions

### 厦航团队旅客条款和适用条件

By requesting a quote or a booking with Xiamen Air Group Travel, you accept and acknowledge these Terms and Conditions.

您在向厦航发出团队票报价或订座申请时，表明您已确认并接受本条款和适用条件。

Xiamen Air reserves the right to cancel without notice any bookings held, release seats and apply applicable cancellation or no show fees for breaching these Terms and Conditions. Xiamen Air will issue an Agency Debit Memo ('ADM') or may take other steps to recover these fees.

厦航保留对违反本条款和规定的行为无需事先通知而取消座位、重新开放订座并征收取消或未成行费的权利。厦航将以代理人借项通知单（ADM）或其他形式进行款项征收。

### Definitions

#### 定义

**'Booking Confirmation'** is the date when all flight sectors within the Passenger Name Record ('PNR') are in a confirmed status.

“订座确认日”是指旅客订座记录（PNR）中所有航段均是确认状态的日期。

**'Date of Deposit'** is the date on which the agent agrees to pay, or makes a Commitment to Pay a Deposit Amount per seat. The Date of Deposit can be no later than the Deposit Payment Deadline. If the agent chooses to pay the Deposit Amount earlier than the Deposit Payment Deadline, then that date becomes the Date of Deposit.

“定金交付日”是指代理人同意或者承诺按座位支付定金的日期。定金交付日不可晚于定金支付截止日。若代理人选择在定金支付截止日前支付定金，则定金交付日以该日期为准。

**'Date of Final Payment'** is the date on which the agent agrees to pay. The Date of Final Payment can be no later than the Final Payment Deadline. If the agent chooses to pay the Final Payment earlier than the Final Payment Deadline, then that date becomes the Date of Final Payment.

“尾款结算日”是指代理人同意或承诺按照座位支付尾款的日期。尾款结算日不可晚于尾款支付截止日。若代理人选择在尾款支付截止日前支付尾款，则尾款结算日以该日期为准。

**'Deposit Amount'** is the amount determined by Xiamen Air to hold each seat for the group.

“定金”是指厦航为团队锁定座位而决定收取的金额。

**'Deposit Payment Deadline'** is the date specified by Xiamen Air to pay a Deposit Amount per seat. Payment may be made earlier than the specified date.

“定金支付截止日”是由厦航规定的、按照座位支付定金的日期。实际支付可早于规定日期。

**'Service Fees'** means the fees set out in section 11.

“服务费”是指第 11 节中表述的费用。

**'Final Payment'** is the total of the Group Fare plus all applicable Ticket Taxes, Fees and Surcharges due on a ticket for each passenger in the group, less any transferable Deposit Amount.

“尾款”是指基于团队每位旅客客票的团队票价总和加上所有税项、费用、附加费并减去已付定金的数额。

**'Final Payment Deadline'** is the date specified by Xiamen Air to pay the Final Payment. Payment may be made earlier than the specified date.

“尾款支付截止日”是由厦航规定的尾款支付日期。尾款可早于规定日期支付。

**'Group Fare'** means the base fare and is exclusive of Ticket Taxes.

“团队票价”是指不包括机票税费的团队基础票价。

**'Loss of Deposit'** is the Deposit Amount per person forfeited due to cancellation of seats after the Date of Deposit and prior to Final Payment.

“定金损失”是指在定金支付日后、尾款结算前，定金中因取消座位而被收取的罚金。

**'Minimum Group Size'** for a Xiamen Air Group is SIX (6) or more passengers travelling on the same flights in the entire itinerary.

厦航团队的“最小成团人数”是至少 6 位（含）搭乘同一航班的旅客。

**'Passenger Naming Deadline'** is the last date by which all names of passengers within the group must be advised to Xiamen Air. The Passenger Naming Deadline is no later than 21 days before departure of the first flight in the group booking.

“旅客姓名确认截止日”是指团队所有旅客姓名均须告知厦航的截止日期。旅客姓名截止日应不晚于团队旅程中第一段航班起飞前 21 日。

**'Ticket Taxes'** are all taxes, fees, levies and charges that are payable by the purchaser of an airline ticket, including amounts imposed by airports and taxing authorities and airline imposed charges such as fuel, insurance and environmental surcharges, regardless of whether a fare is payable for the ticket.

“机票税费”是指应由机票购买人支付的所有税金、杂费、应征税费、手续费等，包括机场和税务机关征收的费用，以及航空公司征收的燃油、保险、环境附加费等，无论是否需要支付票价。

**'Ticketing Deadline'** is the last date by which all tickets must be issued for the group. The Ticketing Deadline is no later than 14 days before departure of the first flight in the group booking.

“出票截止日”是指团队所有客票均需出票的截止日期。出票截止日应不晚于团队旅程中第一段航班起飞前 14 日。

## **Terms and Conditions**

### **条款和适用条件**

#### **1. Group Fare, Ticket Taxes, Child and Infant Discounts**

团队票价，机票税费，儿童和婴儿折扣

##### **Group Fare**

###### **团队票价**

These terms and conditions are for the Group Fare. Group Fares are in US dollars. All Group Fares are quoted as net fares and therefore non commissionable.

本条款适用于团队票价。团队票价以美元为单位。所有团队票价以净价计，因此无佣金。

##### **Ticket Taxes and Fuel Surcharge**

###### **机票税费和燃油附加费**

Ticket Taxes & Fuel Surcharge are estimated at the time of quoting the Group Fare, both are to be calculated and confirmed at the time of Final Payment.

机票税费和燃油附加费在查询价格时候预估，但是均要在尾款支付时最终计算并确认。

##### **Child Group Fare (2-11 years)**

###### **儿童团队票价（2-11 岁）**

Child Group Fare discount is not applicable when children travel as part of a group or when an infant occupies a seat. The child Group Fare is 100% of the adult Group Fare.

团队中儿童及占座婴儿的票价与成人同价。

##### **Infant Group Fare (under 2 years)**

###### **婴儿团队票价（2 岁以下）**

An infant Group Fare is applicable when the infant does not occupy a seat. Adult Group Fares apply when infants occupy a seat. The infant Group Fare is 10% of adult's full published airfare.

团队中婴儿的票价为成人公布运价的 10%。不适用占座婴儿。

#### **2. Group Fare Conditions**

##### **团队票价适用条件**

###### **Minimum Stay**

## **最短停留期**

Minimum stay is 2 days.

最短停留期是 2 天。

## **Maximum Stay**

### **最长停留期**

Maximum stay is 45 days from the first departure date.

最长停留期是第一个航段出发日后 45 天。

## **Stopovers**

### **中途分程**

Stopovers are permitted at a Xiamen Air gateway point without fee. Check with the Xiamen Air Group Sales Team for details.

在厦航门户航点，允许中途分程。详情请联系厦航团队客票销售组了解。

## **Combinability of Group Fares**

### **团队运价组合**

Group Fares may be combined on a half round trip basis to form a single or double open jaw itinerary. The Group Fare with the most restrictive terms and conditions will apply.

团队运价可基于往返票价的一半组合一个单程或者双程的缺口旅程，此时团队票价将适用其中最严格的条款和条件。

## **Group Booking Class – Xiamen Air Flights**

### **团队订座舱位——厦航航班**

G or Z class in economy

经济舱 G 或 Z 舱

## **Free Ticket**

### **免票**

One (1) FOC ticket is provided to every 15 paying adult economy group airfare, the free ticket is provided strictly for MF flights only. Any related Ticket Taxes and surcharges of the free ticket are to be charged.

每 15 名成人经济舱团队票价支付的旅客将可得到 1 张免票，仅厦航航班可享受。该免票相关的机票税费和附加费仍需支付。

### **3. Quote**

#### **报价**

A quote can be requested with the Xiamen Air Group Sales Team by email.

可通过电子邮件向厦航团队票销售组申请报价。

No seats are held at the time of the quote and all Group Fares are subject to availability and price at the time of booking.

报价期间无法留座，所有团队票价均以实际订座时的可利用座位和价格情况为准。

Any quote that includes an Interline Carrier is subject to availability, price and acceptance by the other airline at the time of booking. The Interline Carrier may require an increase to the original quoted Group Fare.

包含外航联运在内的任何报价均视订座时的可利用座位、票价和外航的接受情况为准。联运的外航可能会要求在原团队报价基础上加价。

### **4. Booking**

#### **订座**

##### **Booking Request**

#### **订座需求**

To confirm the seats, a request to book the group must be initiated by the travel agent in writing.

为确认座位，预订团队客票必须由代理人书面提出申请。

All group bookings must be made with the Xiamen Air Group Sales Team. Group Fares are subject to confirmation at time of booking and an increase to the original quoted Group Fare may apply. To accept a quote, simply reply to the email in the quote notification.

所有团队客票订座需由厦航团队客票销售组完成。团队票价需在订座时进行确认，可能会出现需要加价的情况。若接受报价，仅需直接回复报价邮件函。

Any booking that includes an Interline Carrier is subject to acceptance by the Interline Carrier. An email will be sent to acknowledge a booking request has been received if some of the flights cannot be confirmed immediately.

包括外航联运在内的任何订座均需视联运外航的接受情况。如果一些航班不能即刻确认，将通过邮件反馈已收到申请。

## **Booking Confirmation and Validity**

### **订座确认和效力**

A Booking Confirmation email will be sent once the booking is confirmed and will advise the Deposit Payment Deadline. Failure to pay a Deposit Amount by the Deposit Payment Deadline will result in the booking being cancelled without notice.

订座确认时将会发送订座确认邮件，并给出订金支付截止日期。若没有在定金支付截止期前支付定金，将可导致订座取消而无需事前通知。

## **5. Payment**

### **支付**

Deposit to secure the seats, Group Fare and fuel surcharge, a non-refundable Deposit Amount per seat is due by the **Deposit Payment Deadline** which is within 14 days of Booking Confirmation, or 45 days prior to the first departure in a group booking, whichever occurs first. For bookings made within 45 days of departure in a group booking, a Deposit Amount is not required, refer to the Final Payment conditions below.

为确保座位和团队票价及燃油附加费，需在订座确认后 14 天内或团队第一段行程出发前 45 天支付定金，且不可退。若团队行程出发日 45 天内的订座，将无需支付定金，按照下文尾款支付条件操作。

The Deposit Amount must be paid by the Deposit Payment Deadline.

定金必须在定金支付截止期前支付。

Failure to pay a Deposit Amount by the Deposit Payment Deadline will result in the booking being cancelled without notice.

未成功在定金支付截止期前支付的定金，将导致订座取消而无需事前通知。

The deposit is non-transferrable and cannot be transferred to another Xiamen Air booking.

定金不可转让，不能转付厦航的另一单订座。

### **Deposit Amount**

## 定金数

The Deposit Amount is **USD100.00** per seat held in Economy.

每个经济舱座位的定金是 100 美元。

## Deposit Amount Utilization and Loss of Deposit

### 定金使用和损失

The Deposit Amount is non-refundable; however utilization of the Deposit Amount is permitted, subject to the Minimum Group Size being met and subject to the restrictions below.

定金不可退，但可抵用，前提是符合最小成团人数条件和以下限制。

If the number of passengers held at the Date of Deposit is different to the number of passenger held at the Final Payment Deadline, provided the group size still meets the Minimum Group Size requirements the following will apply:

若定金交付日和尾款截止日的旅客人数不一致，团队人数仍满足最短成团人数要求时，适用以下条件：

- If 20% or less of the group is cancelled at the Final Payment Deadline, 100% of the Deposit Amount can be used towards Final Payment for the remaining group.
- 如果尾款支付截止日时不超过 20%的团队人数取消，定金的 100%都可用于剩余团队的最终尾款支付。
- If more than 20% but less than 100% of the group is cancelled at the Final Payment Deadline, the Deposit Amount for any cancelled passenger above the 20% cannot be utilized and are forfeited.
- 如果尾款支付截止日时有超过 20%但少于 100%的团队人数取消，定金中超过 20%的取消旅客的定金将不能使用并不予返还。
- If 100% of the group is cancelled prior to the Final Payment Deadline, 100% of the Deposit Amount will be forfeited.
- 如果尾款支付截止日前 100%的团队旅客均已取消，全部定金将不予返还。

The percentages above will be rounded up to the nearest whole number of passengers when calculating the Deposit Amount utilization or Loss of Deposit.

当计算定金使用或损失的时候，上述百分比将靠上按照最接近的旅客整数计。

## Final Payment

### 尾款

The Final Payment amount will be re-confirmed via email prior to the **Final Payment Deadline**. Ticket Taxes will be recalculated at this time.

尾款数将在尾款支付截止日前通过邮件再确认。届时税费将重新计算。

The Final Payment is due no later than 45 days prior to the first departure in a group booking. For bookings made less than 45 days before the first departure in a group booking, Final Payment is due no later than 72 hours after Booking Confirmation. For bookings made 14 day or less before the first departure in a group booking, Final Payment is due within 24 hours after Booking Confirmation.

尾款应不迟于团队票中第一段航程出发前 45 天支付。对于在第一段航程出发前 45 天内订座的团队客票，尾款应不迟于订座确认后 72 小时内支付。对于第一段航程出发前 14 天以内订座的团队客票，尾款应在订座确认后 24 小时内支付。

Failure to pay the Final Payment by the Final Payment Deadline may result in the booking being cancelled without notice. Applicable fees for cancellation will apply.

在尾款支付截止日前未成功支付尾款的团队客票，将导致订座取消且无需事前通知，并收取相应的取消费用。

## **6. Form of Payment**

### **支付方式**

#### **Card Payment and Card Payment Fee**

##### **银行卡支付和手续费**

The Deposit Amount can be paid by card via the Xiamen Air Group Sales Team. Card Payment fees do not apply to a Deposit Amount. Payment by card for the Final Payment is not permitted via the Xiamen Air Group Sales Team.

定金可通过厦航团队客票销售组使用银行卡支付。银行卡支付手续费不含在定金内。尾款支付不支持通过厦航团队客票销售组使用银行卡支付。

The following cards are accepted for the Deposit Amount: American Express; Master Card; Visa; and UATP.

定金可使用以下银行卡支付：美运通卡；万事达卡；维萨卡；环球航空旅行卡。

Once the payment has been received and cleared by the Xiamen Air Group Sales Team, a payment confirmation will be sent via email.

一旦厦航团队客票销售组接收到付款，将会通过电子邮件发送支付确认函。

## **Electronic Funds Transfer (EFT)**

### **电子资金转账**

Payment can be made by Electronic Funds Transfer (EFT). Payment must be made with your unique group quote reference. Allow sufficient time for bank clearance as the Deposit Payment Deadline and Final Payment Deadlines cannot be extended and is subject to Xiamen Air receiving cleared funds by these dates. Allow up to 5 business days for funds clearance.

支付可通过电子转账实现。支付必须按照专门的团队价格来进行。鉴于定金支付截止日和尾款支付截止日无法延后，且以厦航在截止日前收到结算款为准，请留足时间便于银行清算。请留多达 5 个工作日供账款结算。

Bank account details will be provided separately.

银行账户信息将另行提供。

The Xiamen Air Group Travel reference can be found on the booking confirmation email. Failure to provide the reference number may result in delays to payment allocated to your booking and possibly the cancellation of the group booking.

您可在订座确认邮件上找到厦航团队票旅行编号。未提供编号将可导致未能成功将支付款匹配到您的订座上并可能导致团队订座的取消。

Once the payment has been received and cleared by the Xiamen Air Group Sales Team, a payment confirmation will be sent via email.

一旦厦航团队客票销售组接收到付款，将会通过电子邮件发送支付确认函。

## **Electronic Miscellaneous Document ('EMD')**

### **电子杂费凭证**

Payment will be accepted via EMD. All EMD's must be issued as a lump sum amount. The commission level must be manually amended to 0% in the commission box.

通过电子杂费平台的支付将被接受。所有电子杂费需一次付清。在佣金表中，需手动将佣金改为 0%。

Industry standard forms of payments are accepted for EMD issuance. No Card Payment Fee applies when issuing an EMD.

出具电子杂费凭证接受行业标准付款方式。出具电子杂费凭证时不收取支付手续费。

Following issuance of the EMD, the document number and the amount must be advised to the Xiamen Air Sales Team via email. Once the payment has been received and cleared by Xiamen Air Sales Team, a payment confirmation will be sent via email.

出具电子杂费凭证后，凭证号和数额需通过电子邮件发送到厦航团队客票销售组。一旦厦航团队客票销售组接收到付款，将会通过电子邮件发送支付确认函。

## 7. Names with Passport Details and Ticketing

### 护照姓名和出票

#### Names with Passport Details

##### 护照姓名

The name of each passenger, as it appears on their valid passport with other passport details that show nationality, passport number, expiry date and date of birth must be provided to Xiamen Air by the Passenger Naming Deadline. Failure to provide them by the Passenger Naming Deadline may result in the booking being cancelled without notice. Applicable fees for cancellation will apply.

每位旅客在本人有效护照上的姓名、国籍、护照号码、有效期和出生日期均需在旅客姓名确认截止日前提供给厦航。旅客姓名确认截止日前未提供的，将可导致订座取消而无需事前通知，并将收取相应费用。

For an itinerary with only Xiamen Air operated flights, the **Passenger Naming Deadline** is no later than 21 days before departure of the first flight in the group booking.

对于全程由厦航实际承运的航班，旅客姓名确认截止日为不晚于团队票中第一段航程出发前 21 天。

For an itinerary that includes flights operated by an Interline Carrier, the Passenger Naming Deadline is no later than 45 days before departure of the first flight in the group booking.

对于包含外航联运在内的航程，旅客姓名确认截止日为不晚于团队票中第一段航程出发前 45 天。

#### Ticketing

##### 出票

A ticket must be issued for all passengers by the **Ticketing Deadline**. Failure to issue tickets by the Ticketing Deadline may result in the booking being cancelled without notice. Applicable fees for cancellation will apply.

在出票截止日前必须完成出票。出票截止日前未成功出票将可能导致订座取消而无需事前通知，并将收取相应费用。

For an itinerary with only Xiamen Air operated flights, the Ticketing Deadline is no later than 14 days before departure of the first flight in the group booking.

对于全程由厦航实际承运的航班，出票截止日为不晚于团队票中第一段航程出发前 14 天。

For an itinerary that includes flights operated by an Interline Carrier, the Ticketing Deadline is no later than 45 days before departure of the first flight in the group booking.

对于包含外航联运在内的航程，出票截止日为不晚于团队票中第一段航程出发前 45 天。

## **8. Changes**

### **变更**

#### **Maintaining Minimum Group Size**

维持最小成团人数

If a group falls below the Minimum Group Size, Xiamen Air reserves the right to either:

如果团队人数减少后低于最小成团人数，厦航保留以下权利：

- cancel the group, any amounts already paid to Xiamen Air will be forfeited to Xiamen Air and may not be used towards further travel.
- 取消该团队，已付款项将不再退还并可能无法用于后续航程。
- apply a 10% surcharge to the applicable Group Fare for any remaining passengers.
- 在适用的团队票价上和剩余旅客中收取 10%的额外费用。

#### **Outbound date change**

Not permitted. For groups departing from LAX: group passengers must all leave on same departure date

出发日变更：不允许。洛杉矶始发团队所有团队旅客必须同一个航班出发。

#### **Inbound / return date change**

Individual return date change only allowed before final name list. Individual return dates permitted at a surcharge of USD50 p.p. per time (subject to availability); exchange by ticketing agent only. After final name list is provided to MF, return date change not possible anymore.

回程日期变更：名单确认日期前，在可利用座位数允许的情况下允许部分变更返程日期，收取 50 美元/人次手续费。名单确定后不可变动回程日期。

## **Name Correction**

### **更名**

Name correction is allowed before ticket issuance.

出票前允许更正旅客姓名。

Corrections after a ticket has been issued, can be processed by calling Xiamen Air customer service +86 592 95557(Chinese language) or 02 8317 5555(English language) according to Xiamen Air passengers name correction rules and policies. In case of people replacement, refund the old ticket and then reissue, only fuel surcharge and tax refunded.

出票后的更名，请致电厦航官方客服电话按照厦航《国际地区旅客信息变更规定》的相关规定进行变更和收费。换人按退票重开处理，退票票款不退仅退燃油及税费。

## **9. Cancellation and Refunds**

### **订座取消和退票**

**Cancellation penalty before ticketing** (for regulation after ticketing, see "Refund" below):

#### **出票前订座取消**

If a booking or part of a booking is cancelled, the following will apply:

如果订座全部或部分取消，适用以下规则：

- Before Date of Deposit: No Fee.
- 订金交付日前：不收费。
- After Date of Deposit and prior to Final Payment: Loss of Deposit Amount subject to Deposit Amount utilization above.
- 订金交付日后、尾款支付日前：订金损失遵照上述订金使用规则。
- After Final Payment and 21 days prior to the first departure in a group booking: The Cancellation Fee is 80% of the Group Fare for each of the cancelling passengers.
- 尾款支付后、团队行程的第一段行程出发前 21 天：每个订座取消旅客的取消费用为团队票价的 80%。
- After Final Payment and 14 days prior to the first departure in a group booking: The Cancellation Fee is 80% of the Group Fare for each of the cancelling passengers.
- 尾款支付后、团队行程的第一段行程出发前 14 天：每个订座取消旅客的取消费用为团队票价的 100%。

## **No Show**

### **未成行**

In case of no show, the group fare and fuel surcharge for each flight sectors is forfeited.

旅客 No-show, 后续航段客票作废, 票款、燃油不退。

## **Refunds**

### **退票**

- After ticket issued: a 100% penalty of the applicable group fare will apply.
- 出票后: 每个退票旅客的退票费用为团队票价的 100%。
- After ticket issued and completely/partially used: the group fare and fuel surcharge for each flight sectors is forfeited.
- 出票后客票已使用或部分使用不得退票。票款、燃油不退。

## **10. Other Important Information**

### **其他重要信息**

#### **Special Service & Special Meal**

##### **特殊服务和特殊餐食**

Special ground or air handling services and special dietary meal request must be received by Xiamen Air in writing 14 days in advance prior to departure of the first flight in the flight booking.

特殊的地面或空中服务和特殊餐食申请必须在航程的第一个航段航班离站前 14 天通过书面向厦航提前申请。

#### **Additional Baggage Allowance**

##### **超额行李**

If the group is travelling with bulky and/or oversize or large amounts of excess baggage, details should be provided by the Ticketing Deadline. Arrangements to pay in advance for excess baggage, at a reduced rate, may be made with Xiamen Air Group Sales Team. Failure to give advance notification may result in the additional baggage being charged at standard rate at the airport and/or not being uplifted as required by the group.

若团队旅客携带过大、过重、过量超额行李，需在出票截止日前提供细节。厦航团队客票销售组可提供一个对提前支付超额行李费的折扣优惠。未能提前提供超额行李细节反馈的将可导致在机场按标准规定征收费用并/或不能按要求进行搬运。

### **Checked Baggage Allowance**

#### **托运行李额**

Standard baggage allowance applies to group passengers. Any baggage in excess to this will be charged at the applicable additional baggage allowance rate.

团队旅客适用一般行李额规定。超额行李将按照适用的超额行李费率征收费用。

### **Xiamen Air Frequent Flyer**

#### **厦航常旅客**

Xiamen Air Frequent Flyer Points are not awarded to passengers travelling on G & Z economy group airfares.

订座舱位为 G 和 Z 的经济舱团队旅客无法累积厦航常旅客积分。

Frequent Flyer points cannot be used in part or as full payment for any group booking.

常旅客积分无法部分或全部适用于团队订票。