

AGENT INFORMATION BULLETIN:

Xiamen Airlines Exemption Policy for Wuhan tickets

Dear Agent,

Xiamen Airlines (hereinafter referred to as MF) has decided to provide the following exemption policy for Wuhan inbound and outbound flight tickets due to 2019-nCoV public health affair:

I. Eligible Tickets and Flights

Xiamen Airlines (731) validated tickets issued before 21st Jan 2020 (inclusive) involving MF Wuhan inbound and outbound flights (including MF-operated flights and MF-coded, other carriers-operated flights) with travel date between 1st Jan 2020 (inclusive) and 29th Mar 2020 (inclusive).

II. Operating Provisions

1. Involuntary Changes

Passengers can change once the itinerary within the ticket validity without being charged the change fee and fare difference.

2. Involuntary Refund

For fully unused or partially used tickets, the unused segments can be issued a full refund within the ticket validity (including non-refundable tickets according to the fare rules).

For further information or clarification on the above please contact APG UK, GSA for Xiamen Airlines.