

Dear all,

I hope you are doing well during this difficult time.

We are getting in touch as we have recently had a case where a travel agent has cancelled a passenger's tickets without their permission, which has caused a great inconvenience to the passenger involved.

In order to prevent this incompliant behavior from happening again, we would like to kindly remind you that:

All JD's authorized agents must issue tickets in accordance with IATA rules. In any case of ticket changes or refunds for passengers, agents must receive consent from the associated passenger prior to taking any action.

If the passenger has not agreed, has not responded or has not given any instructions to alter or refund a ticket, no changes can be made and any consequences of doing so without the passenger's permission will be borne by the agent in question.

Please let me know if you have any questions or need any further assistance from the airline.  
Kind regards

**Beijing Capital Airlines CO., LTD**

Web: [www.jdair.net](http://www.jdair.net)