Subject : Strengthening the Control of Invalid Flight Segments by Agents

Dear Trade Partner,

In order to regulate the booking practice of Travel Agents through GDS and reduce the cost of booking, Airline will monitor and manage invalid flight segments as below.

•   • Invalid flight segment management: After the Airline cancels the Flight Segment booked by the agent through GDS before the flight departure and in case the agent does not actively delete the cancelled flight segment on the GDS, **24 hours** before the flight departure, it will be considered as an invalid flight segment violation and a penalty amount of **USD 10** per passenger segment will be charged.

•   • The above rule will be implemented effective 1st Jan,2022 and applicable on all flights operated by China Eastern and Shanghai Airlines, including all codeshare flights.

•   • The data will be collected on monthly basis and ADM's will be issued automatically through the local BSP management platform.

Kindly contact your China Eastern sales representative or reservation desk for any query and bookings.
Thank you for your understanding and support!