

# **2019 Air China Transit Accommodation for Connecting Flight Passengers in Beijing (Deluxe Hotel)**

**(Product No.:H96)**

**Term of Validity: January 1, 2019 - December 31, 2019**

## **1. Specifics of the product**

Passengers who purchase First Class/Business Class tickets on Air China's international/regional routes and transfer in Beijing are entitled to free stay in a five-star hotel. The partner hotel provides airport pick-up/drop-off, accommodation and breakfast.

## **2. Scope of applicability**

a. Applicable transportation:

i. The product is applicable to connecting transportation via Beijing which contains CA-coded, Air China/Shandong Airlines-operated domestic segment ticketed on Air China ticket stock (including BSP ticket confirmed by “ 999 ” ) and CA-coded, Air China-operated international/regional segment (D-I, I-D); and is also applicable to connecting transportation via Beijing which contains two CA-coded, Air China -operated international segments ticketed on Air China ticket stock (including BSP ticket confirmed by “999” ) (I-I).

ii. The product is applicable connecting transportation via Beijing which contains CA-coded, Air China/Shenzhen Airlines-operated domestic segment ticketed on Air China ticket stock (including BSP ticket

confirmed by “999” ) and CA-coded, Air China-operated international (regional) segment. (D-I, I-D)

b. Applicable classes of service:

First Class/Business Class on international/regional flights (P,F, A, J, C, D, Z, R)

c. Applicable fares:

The product is applicable to international/regional connection fares specified by Air China pricing department. The product is not applicable to children and infant tickets.

d. Time restrictions for layovers:

i. Overnight layover in Beijing (the arrival time of the preceding flight is not on the same day with the departure time of the subsequent flight, crossing 0 o’ clock), the joint transportation is D-I/I-D/I-I flight, with 6 hours  $\leq$  transit time  $\leq$  30 hours.

ii. Same-day layover in Beijing (the arrival time of the preceding flight is on the same day with the departure time of the subsequent flight, not crossing 0 o’ clock), the joint transportation is D-I/I-D/I-I flight, and the scheduled arrival time of the first flight is before 6 a.m. (include 6 a.m.), with 6 hours  $\leq$  transit time .

e. Other information

This product can be booked for both the inbound and outbound segments of round-trip tickets if both segments are eligible.

### **3.Booking channels**

The Air China service hotline

### **4. Booking procedures and deadline**

#### a. Booking deadline

This product must be requested by passengers or Air China sales staff at least 48 hours before the inbound flight departs for Beijing.

#### b. Booking procedures

##### i. Booking requests by passengers or sales staff:

Passengers with eligible tickets purchased through manned or self-service sales channels can book this product directly through the Air China service hotline, or indirectly through Air China sales staff. Calls from Air China passengers or sales staff that are automatically diverted to a regional service centre should be forwarded to the relevant extension: ordinary passengers should be connected to the international team, while PhoenixMiles Elite members should be connected to the Platinum or Gold card team.

##### ii. Booking procedures for front-end hotline operators:

1. After receiving a booking request from passengers or sales staff, the operator should use the "Luxury Hotel Booking" module on the TravelSky Added Value Service Platform to hold a room at the hotel on the check-in date provided. Once a room has been held, the operator should enter the passenger's ticket number and select the inbound flight. The system will then check if the passenger is eligible for the product. If

eligible, the operator should enter the passenger's mobile number, email address and room preference and request a booking.

2. After completing the above steps, a pending booking will be created (requires confirmation from hotel). The operator should promptly call back-end staff in charge of added-value services at the service hotline's flight management centre and provide them with the booking ID or ticket number and other information. Back-end staff should then contact the hotel to confirm the booking.

3. Important information for front-end hotline operators:

a. When holding a hotel room, the operator should enter the date on which they expect the passenger to check in. The operator should estimate the date based on the passenger's scheduled landing time and confirm this later with the passenger. For example, if the passenger's inbound flight will land at 00:30 on 24 July, 2018 and their onward flight will depart at 23:00 on 24 July, 2018 (local time), if they want to check in soon after landing, the operator should enter 23 July, 2018 for the check-in date and remind the passenger to check out by 12:00 – 14:00 the following afternoon; if the passenger wants to check in after 12:00 on 24 July, the operator should enter 24 July, 2018 for the check-in date and remind the passenger to check in after 12:00.

b. Each booking is for one night's accommodation in a hotel room. One eligible accompanying passenger can also be added to each booking. Accompanying passengers must share a room with the main passenger on

the booking. Bookings should only be created for eligible passengers. Accompanying passengers who are not eligible for the product should not be added to the booking to avoid incurring additional breakfast costs; the operator should include their personal information in the booking notes and inform them that breakfast will be at their own expense.

c. The operator should enter the mobile number and email address of the passenger that will stay at the hotel to ensure that they receive the SMS or email booking confirmation that contains the hotel address, contact details and shuttle bus details.

d. In the first instance, the operator should use the "Luxury Hotel Booking" module on the TravelSky Added Value Service Platform to book a hotel. If the booking fails strict verification, such as when there are no vacancies, the supervisor must authorise a privileged user to make the booking using weak verification. The privileged user should enter the reason why weak verification was used in the booking notes, together with the supervisor's name. For example, they could enter "Strict verification failed because there were no vacancies, therefore Supervisor A authorised the use of weak verification to make the booking."

e. Only front-end operators and back-end staff with higher user privileges can make bookings using weak verification. If weak verification is used to make a booking when there are no vacancies, an operator with higher user privileges should call back-end staff to check whether the hotel can make more rooms available. If the hotel agrees to add more rooms, the privileged operator should make a booking and ask

back-end staff to confirm with the hotel and update the number of rooms available in the system.

f. The agreement between Air China and the Beijing Crowne Plaza Hotel contains special booking dates, which include 28 February– 3 March, 25– 27 March, 14– 18 April, 5– 6 May, 21– 24 May, 14 June, 20 -22 August, 4 -7 September, 16– 18 October, 23– 25 October, and 29 – 31 October, 2019.

### 3. Booking confirmation procedures for back-end staff:

a. After receiving booking details from hotline operators, back-end staff should use the TravelSky Added Value Service Platform to look up pending bookings. They should then download the relevant booking using the link provided and send this to the hotel for confirmation.

b. Once the hotel confirms the booking, back-end staff should add the hotel's booking reference to the booking notes and confirm the room type. Back-end staff should then confirm the booking, which will update the booking status from "pending" to "successful".

c. After confirming the booking, back-end staff should notify front-end hotline operators of the booking outcome (status, room type, etc.), who should then notify the passenger or relevant sales staff. Back-end staff should also send the passenger a booking confirmation SMS or email.

## **5. Cancellation procedures and deadline**

### a. Cancellation deadline

Passengers or sales staff must submit a request by 24:00 two days before the check-in date to cancel a booking. For example, if the passenger will check in on 24 July, they must cancel their booking before 24:00 on 22 July.

b. Cancellation procedures

i. After receiving a cancellation request from a passenger or sales staff, the front-end hotline operator should use the TravelSky Added Value Service Platform to search for and cancel the booking. They should then provide back-end staff with the ID, ticket number and other relevant information for the cancelled booking.

ii. Back-end staff should locate and download the cancelled booking through the system and send it to the hotel. Cancellations should be processed within the free cancellation period agreed to by Air China and the hotel where possible.

## **6. Hotel booking changes**

a. Permitted changes

Passengers or sales staff can contact the service hotline to request changes to the passenger's mobile number, email address and ID number on existing bookings. Passengers may also remove the main passenger or accompanying passenger from bookings with two passengers.

b. Change procedures

i. After receiving a change request from passengers or sales staff, front-end hotline operators should update the booking through the TravelSky Added Value Service Platform. After making changes, front-

end hotline operators should promptly provide back-end staff with the ID and ticket number of the updated booking.

ii. Back-end staff should locate and download the updated booking using the TravelSky Added Value Service Platform and send it to the hotel for confirmation.

## **7. How PNR operations affect hotel bookings**

Once a hotel booking made through the TravelSky Added Value Service Platform is confirmed, eTerm will create an SSR and OSI entry for each passenger.

a. Before using eTerm to manually change the segment of a connecting flight in the PNR, the SSR STPC entry and its corresponding OSI entry must first be deleted. The hotel booking will be retained if the SSR and OSI entries are manually deleted.

b. When manually performing an XE command on a PNR in eTerm, any SSR STPC and OSI entries will be remained. This will also retain the hotel booking made through the TravelSky Added Value Service Platform.

## **8. Ticket changes and cancellations**

a. Hotel bookings will be cancelled in the event of a voluntary flight change. If the new ticket is still eligible, but the check-in date has changed, passengers or sales staff should call the service hotline and request a booking for the new date. If the new ticket is still eligible and the check-in date is the same, passengers or sales staff do not need to request a new booking. The front-end hotline operator should nonetheless record any changes and forward these to back-end staff, who should put

them on file and forward them to the product design division of the sales department. There is no need to cancel the original hotel booking. If the new ticket is not eligible, the passenger may not request a new booking.

b. In the event of an involuntary flight change, if only the take-off and landing times of the inbound flight are different, the original hotel booking will remain valid. All other changes to the inbound flight (including the take-off and landing dates, booking class and flight number, segment UN) will result in the maintain of the original hotel booking. If the new ticket is still eligible, passengers or sales staff should request a new booking. If the new ticket is not eligible, the passenger may not request a new booking.

## **9. Direction for use**

a. When booking the product, booking unit or staff shall clearly inform passengers that the transit service arranged by Air China is out of its consideration for passengers' travel convenience, so for the problems taking place during the service period provided by hotel suppliers, Air China does not assume any responsibility.

b. The number of hotel rooms available every day is limited. There is no guarantee that all eligible passengers are able to enjoy the free transit hotels.

c. After arriving in Beijing and claiming baggage, Passenger should contact the hotel and proceed to the shuttle bus station of the hotel at the

airport. The phone number is 0086-10-58108888. The shuttle bus station is located at Gate 5, T3.

d. According to the hotel regulations, check-in time is 12:00 noon and check-out time is 14:00. If passengers want to continue their stay, they will need to pay the room rate according to the hotel regulations.

e. When booking the product, booking unit or staff shall remind passengers to present the valid identification at the time of booking when the passenger arrives at the hotel. The hotel can check in if the information of the reservation is correct.

f. After the check-in, the passenger must sign the reservation form sent by Air China to the hotel. This document is used as the settlement certificate.

g. About the Hotel and its Service

Hotel	Services
Crowne Plaza Beijing International Airport	Deluxe room (including breakfast for one person); free extra bed for infant, in the case of breakfast for two people, the second person is charged RMB 100; in the case of breakfast for two people, the second person is charged RMB 100; free wireless Internet access in the room; free access to fitness center; free ride to and from the hotel

## **10. Contacts**

Call Center Beijing/Chengdu International Team:

Tel: 010-59281539

Fax: 95538-1-0-1

Email: [service@airchina.com](mailto:service@airchina.com)

Fax (emergency): 64593741

(If the call of sales unit/passenger is automatically connected to the regional Call Center, the call should be directed to Call Center Beijing.)

Crowne Plaza Beijing International Airport:

Hours: 08:30 - 20:30

Holidays and weekends: 08:30 - 17:30

Tel: 010-58108888

Fax: 010-58108858

Email: [rsvn@cpairportbj.com](mailto:rsvn@cpairportbj.com)

Address: Capital Airport, No. 60, Fuqian 1 Street, Tianzhu, Shunyi District, Beijing, P.R.China