



April 6, 2020

UPDATE 1

Notice of Revision in Refund Policy of CZ/784 tickets

Dear Travel Partner,

Pursuant to our notification dated March 31, 2020 on the mentioned subject, please be advised of further revisions for easing the refund policy and the same should be adhered to while processing CZ/784 tickets for refund on or after April 1, 2020. The salient features of the revised policy are as below:

1. China Southern Airlines has suspended Refund Notice function through GDS for all CZ/784 tickets with immediate effect;
2. All refunds may still be submitted through Refund Application (RA) through BSP Link;
3. As a mandatory requirement, all refund applications (RA) processed on or after April 1, 2020 should be accompanied with Letter/email of authority from the passenger(s) clearly mentioning the ticket number(s), date & place of issue with travel routing(s), along with copies of the 1st and last page of their respective passport (s), authorizing the issuing agent to process their tickets for refund;
4. As an alternative to (3), China Southern Airlines will also accept the following undertaking from the issuing agent in the **"Reason for Refund"** box in the Refund Application/Authority:
"Refund processed with the consent of passenger(s). We undertake to ensure refunding of the amount as authorized by CZ to passenger(s),

OR

A one-time Letter of Undertaking from the ticket issuing agent on their respective Agency letterhead addressed to The General Manager, China Southern Airlines, New Delhi stating that (a). Agent (agency name in full) will ensure that all refunds- for full &/or partially utilized tickets issued on CZ/784 document, will be processed after verifying the credentials and obtaining proper consent from the passenger(s) and (b). The agency (agency name in full) undertakes to ensure refunding of the amount as authorized by the airline to the passenger(s).

5. Non-adherence as in (3) &/or (4) will result in RA(s) not being considered for processing for refund.
6. All CZ/784 tickets seeking refund through refund applications (RA) and processed on or before March 31, 2020 will be actioned without seeking any documentation from passenger(s) as mentioned in (3).

Kindly cascade the above information to all concerned to avoid any ambiguities on the subject.

We solicit your cooperation for implementation of the above policy.

Thank you,

TeamCZ

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