



**中國東方航空**  
**CHINA EASTERN**



16 November 2021

**Subject : Passenger's Personal Contact Information or Email -id in the PNR**

Dear Trade Partner,

This is in continuation to earlier circular dated 25<sup>th</sup> March, 2020 on the above subject.

Please be informed that the travel agents are required to enter passenger's personal contact information or email id in the PNR so that airline can contact passengers in the event of flight irregularities ( i.e. flight cancellation, Planned flight changes or flight delays).

If the passenger contact information is not updated in the PNR then it will be the responsibility of the travel agent to inform the passenger about the flight irregularities.

**Please inform your respective Ticketing and Reservation teams to follow correct booking procedure to avoid any discrepancy in the future.**

Kindly contact your China Eastern sales representative or desk for any query.

Thank you for your understanding and support!

**China Eastern Airlines - India**

Gurugram: 0124-4823633

Kolkata: 033- 40448887/88

E-mail: [mu.reservations@interglobe.com](mailto:mu.reservations@interglobe.com)