

Sales Notice 09-2021

Date : 24 Aug 2021

英國航空-旅客聯絡資訊通告

旅客聯絡資訊

親愛的旅遊同業夥伴，

隨著英航繼續營運動態性時刻表，我們希望確保旅客因航班異動時，能即時收到影響他們旅程的航班異動相關訊息，亦包括政府對於 COVID-19 的入境相關規定。

因此，提醒您詢問每位旅客，是否願意分享他們的聯絡資訊（行動電話號碼或電子郵件信箱）給英國航空公司，以便於航班異動時進行聯繫。您可將此訊息備註於 PNR 中 SSR 裡。

如無正確備註旅客聯絡資訊，導致旅客無法即時收到航班異動相關訊息，將造成他們的不便。

若旅客不願意提供其聯絡方式，請主動告知他們可能無法收到英國航空有關航班異動或 COVID-19 入境限制等相關訊息，同時請備註於 PNR 中 SSR 裡。

請注意旅客聯絡資訊僅用於航班異動等通知，我們不會藉此發送銷售或促銷相關訊息給旅客。備註旅客聯絡資訊係根據 2019 年 IATA 國際航空運輸協會第 830d 決議。

更多相關資訊及 GDS 訂位系統之 SSR 輸入方式，請參閱[英航同業網](#)。

英國航空公司 票務總代理 航達旅行社股份有限公司

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Customer Contact Information

Dear Partner,

As we continue to operate a dynamic schedule, we would like to ensure that passengers receive relevant and timely information on operational disruption that may affect their journey including COVID-19 mandated government entry requirements.

To enable us to do that, we would like to remind you to ask each passenger whether they wish to share their contact information (phone number and/or email) with British Airways for the purposes of contact in operational disruption. You should add this information in the PNR with an SSR entry.

Failure to include passenger contact information will mean that your customers are unable to stay informed of changes to their itinerary causing them unnecessary inconvenience..

If the passenger does not wish to provide their contact information, you should actively advise them that they may not receive information from us relating to operational disruption or COVID-19 mandated entry requirements. You should also add the appropriate SSR entry in the PNR.

Please be aware that contact details will be used exclusively for operational disruption and we will not use these details to send marketing communications or promotions to your customers. Adding this information is pursuant with the 2019 IATA Resolution 830D.

You can find more information and the GDS formats for the SSR entries [here](#).

Regards

British Airways