

公告

CI【中華航空】加拿大新乘客保護法(Air Passenger Protection Regulations, APPR) – 同行未滿 14 歲佔位兒童選位辦法

各位旅遊同業先進：

自2019年12月15日起，依加拿大交通部(Canadian Transportation Agency, CTA)新乘客保護規定，如旅客是預訂由中華航空執飛往/返加拿大(含銜接航線)且與未滿14歲佔位兒童同行，我們將依規定盡力為旅客與同行兒童免費安排鄰近座位，煩請聯繫中華航空各地訂位票務中心。相關注意事項如下：

1. 請各位旅行同業務必在預訂時正確註記同行14歲以下兒童的相關資訊，例如SSR CHLD或DOB等年齡資料。此外，請將成人與兒童預訂於同一筆訂位記錄，或於不同訂位紀錄中相互註記同行。
2. 如購買無法於訂位時免費選位之票價產品，我們將安排兒童與一名同行成人於鄰近座位。
3. 豁免選位費用旅客由中華航空安排鄰近座位，恕無法指定座位號碼。
4. 如無法於訂位時提供鄰近座位，我們將於機場報到櫃台、登機口或班機起飛前再提供協助或詢問是否有其他自願更換座位旅客，但最終也可能因座位有限而無法安排於鄰近座位，因此建議您為旅客與同行兒童提早選位。
5. 相關法規資訊請參閱加拿大交通部(Canadian Transportation Agency, CTA)官網
<https://www.otc-cta.gc.ca/>。

中華航空公司 敬上

CI [China Airlines] Canada's New Passenger Protection Regulations (APPR)-Assignment of Seats to Children under the Age of 14 Years

Dear Valued GDS Partners:

Starting from December 15, 2019, in accordance with the Canadian Passenger Agency (CTA) new passenger protection regulations, for passengers travelling with a child under the age of 14 years on China Airlines flights to / from Canada (including connecting routes), we will do our best to arrange free seats for one of the passengers accompanying children in accordance with regulations. Please contact China Airlines Reservation/Ticketing Centers. Relevant precautions are as follows:

1. All travel agencies must correctly note the relevant information of children under 14 years of age when booking, such as SSR CHLD or DOB. In addition, please book the same booking record for adults and children, or do cross-reference in different record.
2. In case that a fare product purchased cannot select seat free of charge at the time of booking, we will arrange a child and a companion adult in a nearby seat.
3. Seat assignments will be appointed by China Airlines for passengers who had seat selection fee waived.
4. In case adjacent seats cannot be provided at the time of booking, we will provide assistance at the airport check-in counter, boarding gate, or before flight departure or ask if there are other passengers who voluntarily change seats. However, due to limited seats, adjacent seats may not be arranged in the end, we recommend you to select seats as soon as you purchase your ticket.
5. For related regulatory information, please refer to the official website of the Canadian Transportation Agency (CTA) <https://www.otc-cta.gc.ca/>.

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