

敬愛的 Travelport · 您好

對於包含第三方承運航班在內的法航 (AF) 或荷航 (KL) 機票，如果乘客因第三方承運航班發生取消或延誤等異常導致後續航班無法銜接而提出非自願退票時，請務必遵循以下操作程序：

- **機票尚未使用**：請同業聯繫 AFKL 客服中心，提交所有必要的證明文件並獲得授權後方可操作退票。
- **機票部分使用**：請同業透過 BSP Link 申請，提交所有必要的證明文件。

任何航班（包括法航荷航的航班）取消，1A 系統未能顯示 UN，請按照上述流程處理。

同業若未依上述程序而直接透過 GDS 辦理非自願退票，法航和荷航保留發送 ADM 的權利。

如需更多退票詳情，請查閱同業網站 www.agentconnect.biz (Sales & Support > Refund)，或聯繫 AFKL 客服中心， Tel : 02-7707 4703, Email : mail.agent.helpdesk@airfrance.fr。

若您不想再收到來自我們的相關訊息, 請回覆要求取消發送

順頌 商祺

法國航空 – 荷蘭皇家航空公司

台灣分公司

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