

General Terms and Conditions (Sales & Ticketing) (Effective for EX SIN TRAVEL – From 01APR11)

Item	Terms and Conditions	Requirements
1.	Fare Reference & Tour Code	Refer respective fare sheet
2.	Sales and Ticketing	All MU Singapore office appointed agents only
3.	Flights Application	All MU stipulated flights unless otherwise advised
4.	Sales Validity	As stipulated on fare sheet
5.	Travel Validity	As stipulated on fare Sheet
6.	Minimum / Maximum Stay	Minimum / maximum stay as stipulated on fare Sheet
7.	Not Valid Before	For First sector Sin-China: Indicate Departure Date. (Except Year Ticket)
8.	Fare Basis	As stipulated on fare sheet
9.	Nett Fare	All in SGD
10.	Gross Fare	According to SITA AIRFARE.
11.	Stopovers	As stipulated on fare sheet
12.	Open Jaw	As stipulated on fare sheet
13.	Flight / Date Change	As stipulated on fare sheet
14.	Class upgrade one way (from Economy to Business class)	From B/K class to O/Z class SGD300.00 From L/H/E class to O/Z class SGD400.00 From M/N class to O/Z class SGD500.00 From R class to O/Z CLASS SGD600.00 MCO has to be issued from MU only.
15.	Open Dated Ticket	Permitted for Year ticket and 6M ticket ONLY
16.	Endorsement (FIT/GV10)	As stipulated on fare sheet
17.	Baggage Allowance	Weight Concept : Business Class – 30kg / Economy Class- 20kg USA / N. America bound: Piece Concept : Business Class – 2P/32kg each Economy Class – 2P/23kg each
18.	No Show Fee	EX SIN NOSHOW SGD150 (Indicate in FC Column) (Cancellation must be done 24 hours before departure otherwise no show fee applies)
19.	Group Deviation	Permitted only before ticketing upon airline approval.
20.	GV10 Complimentary Ticket / AD Ticket Eligibility	As stipulated on fare sheet. Tickets must be issued in sequence (2 children = 1 adult)
21.	Add On	As stipulated on fare sheet
22.	FIT Ticket Refund / Cancellation (Inclusive of Ticketing Error)	As stipulated on fare sheet
23.	Ticket Reissue	Reissue of ticket is not allowed. Original ticket must be submitted for Refund and new ticket issued. Please refer to ME846 (09Sep08) for details.
24.	Child/Infant Fare	Accompanied Child occupying a seat : Economy Class–75% of applicable adult fare provided otherwise advised. Business Class–100% of applicable adult fare provided otherwise advised. Infant: Refer to IATA Regulation. Infant (Nil seat) – 10% of published fare – no commission
25.	Unaccompanied Minor (UM)	5 – 12 years old unaccompanied child traveller – 100 % of the Applicable adult fare (L Class & Above). Ticket must be issued in MU Office. Please advise passenger contact MU ticketing office at least 7 working days before departure for details.

26.	COMPULSORY Advanced Passenger information Service (APIS) for all PNRs	Information must be accurate as it is a Mandatory Requirement by CHINA EASTERN AIRLINES (Kindly ensure name of passenger printed on ticket and the PNR is reflected in the passport.) Passport Entry Code : SSR DOCS MU HK1 P/COUNTRY OF ISSUE/PSPT NBR/NATIONALITY/DOB/GEN/EXP DTE/SURNAME/NAME/P1
27.	Passport Validity	Passport at least 6 months validity
28.	Electronic ticketing	Passport Details must be input before issuing Electronic ticket Please refer your GDS / CRS for details Revalidation permitted only at MU Office.
29.	Group Deposit Refund	Full Refund is subject to 80% materialization of each group pax, Subject to airline approval.
30.	Flight Cancellation or Retiming	MU will send 'Q' messages to all agents' reservation system to inform. It is agents' responsibility to read daily "Q" messages from the airline and Do the necessary.
31.	PENALTY Non-compliance of the ticketing conditions stipulated will be subject to ADM on full system published fare.	

CHINA EASTERN AIRLINES 24 HOURS SERVICE HOTLINE (WITHIN CHINA): 95530

>>>Please input the country & area code (008621) when making calls from overseas.