

APG in Hong Kong

APG Hong Kong

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Hong Kong

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Airline Profile

APG Airlines (GP)



APG Airlines, a French airline based in Toulouse Blagnac Airport, which operates scheduled flights between Toulouse and Lorient. Also, it is the platform for the Interline product (APG IET) with more than 90 airline partners.

APG Airlines – A Single Ticket With A Global Reach

GDS:

Sabre
Amadeus
Galileo
Worldspan

Check our updates
www.apg-ga.hk

APG AIRLINES (GP)

Special ticketing guideline due to COVID-19

This policy overrides all other refund policies for all tickets issued on GP stock and is applicable for BSP only.

For GP tickets having a flight scheduled between 1st of March 2020 and 30th of June 2020 involved in the itinerary:

- **Cancelled flights:** if one of the flights scheduled on a 275 ticket is cancelled by the operating airline or with a schedule change higher than 5 hours:
 - You may change the date for free (ADC to be collected) for a travel date before 31MAR2021. If the sales are not open yet, or your passenger needs time to think about new dates, you must add a retention line in your PNR to maintain it as active, the reissue must be done before 30SEP2020 (date of travel can be later)
 - If ticket is not reissued before the 30SEP2020, you will be authorized to ask for a full refund through BSP Link from 01JAN2021, do not forget to attach the PNR history with the cancelled flight.
- **Operated flights:** flight operates but your passenger wants to cancel or is denied to enter a country due to his nationality or situation
 - You may change the date for free (ADC to be collected) for a travel date before 31MAR2021. If the sales are not open yet, or your passenger needs time to think about new dates, you must add a retention line in your PNR to maintain it as active, the reissue must be done before 30SEP2020 (date of travel can be later)
 - Or refund the ticket as per the operating airline fare rules, you may send your request through BSP Link, a fee of EUR 3.00 will be applied per ticket and refund will be processed in the coming weeks.

For GP tickets having a departure from 1st of July 2020:

- **Cancelled flights:** if one of the flights scheduled on a 275 ticket is cancelled by the operating airline or with a schedule change higher than 5 hours:
 - You may change the date for free (ADC to be collected) for a travel date before 31MAR2021. If the sales are not open yet, or your passenger needs time to think about new dates, you must add a retention line in your PNR to maintain it as active, the reissue must be done before 30SEP2020 (date of travel can be later)
 - If ticket is not reissued before the 30SEP2020, you will be authorized to ask for a full refund through BSP Link from 01JAN2021, do not forget to attach the PNR history with the cancelled flight.
- **Operated flights:**
 - Fare rules apply for any changes or refund.
 - Refund may be requested through BSP Link, a fee of EUR 3.00 will be applied per ticket and refund will be processed in the coming weeks.

This procedure might be changed without notice, depending of the evolution of the COVID19 pandemic.

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Procedure for retention line:

The following entry must be added in the PNR, it will allow you to keep it active until 30SEP2020, deadline for reissue.

Amadeus :

Entry: RU1AHK1PAR30SEP*RETENTION LINE DUE COVID19/P1

1= number of pax without infant (seats)

PAR = issuing office city code

1A answer: MIS 1A HK1 PAR*RETENTION LINE DUE COVID19/P1

Sabre/Abacus :

Entry : 0OTH(carrier code)GK1(city code)30SEP- RETENTION LINE DUE COVID19

(Carrier code) : operating carrier code

1 = number of passengers (without infant)

(City code) : issuing office city code

Galileo :

Entry : RT.T/30SEP*RETENTION LINE DUE COVID19

1G answer: 1. T ** TEXT ** 30SEP-** RETENTION LINE DUE COVID19**

Worldspan :

Entry : TNZZMKnMIS30SEP/AN-RETENTION LINE DUE COVID19

n = number of pax without infant

1P answer: 1 TVL ZZ MK1 MIS 30SEP/AN-RETENTION LINE DUE COVID19

Other GDS :

Your PNR will be purged but keep the ticket number and use it as FOP in a new PNR when your passenger will know his date of travel (deadline for reissue 30SEP2020)

As GSA of APG Airlines in Hong Kong, should you have any questions, please do not hesitate to contact us at +852 2524 3233 or email sales@apg-ga.hk.

