



Shandong Airlines (SC)

Refund policy due to COVID-19

Once the ticket meets one of the 4 requirements (No.1-4) below, involuntary refund without penalty is authorized:

No.	Sector	Date of Issue	FLT Date	Noshow	RFD request	Waiver code
1	N/A	on or before 23.JAN.2020	24-27.JAN.2020	N/A	on or after 24.JAN.2020	WUH2001
2		on or before 23.JAN.2020	on or after 28.JAN.2020	not Noshow	on or after 24.JAN.2020	
3		24-27.JAN.2020	on or after 28.JAN.2020	not Noshow	on or after 28.JAN.2020	
4	contains "WUH"	on or before 31.JAN.2020	01.JAN- 29.MAR.2020	N/A	N/A	

- Ticket are authorized to process full refund for unused sectors in GDS directly and there is no need to ask airline for the authorization.
- Waiver code **"WUH2001"** is mandatory to be input when process the refund.
- If the flight is cancelled, waiver code "CXL+FLT No.+Date" is also applicable, example "CXL4082/07SEP".
- Please do not raise Refund Application in BSPlink.
- "Noshow" means the reservation/PNR is not cancelled before departure time.
- Ticket can be refunded anytime within its valid period.

As BSP representative of Shandong 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.



APG in Hong Kong

APG Hong Kong

10/F, Tung Ming Building,
40 Des Vœux Road Central,
Hong Kong

Contact :

Sales : +852 2524 3233
Helpdesk : +852 2826 9128
Fax : +852 2845 9560
Email: sales@apg-ga.hk

Airline Profile

Shandong Airlines (SC)



Shandong Airlines is an airline based in Jinan, Shandong, China focusing on domestic connections since 1994. At present, it operates over 160 domestic, regional and international routes including more than 3700 weekly flights to over 90 cities in China and also regular international flights to Cambodia, India, Japan, South Korea, Taiwan and Thailand and Hong Kong recently.

GDS:

Sabre
Amadeus
Galileo
Worldspan

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