

**CONDITIONS OF CARRIAGE APPLICABLE DURING DELAYS AND FLIGHT
CANCELLATION IN THE PEOPLE'S REPUBLIC OF CHINA AND HONG KONG SAR.**

中华人民共和国与香港特别行政区航班延误和取消适用的运输条款

1. Definitions:

1. 定义:

“We”, “our”, “ourselves” and “us” mean Air Mauritius Limited. **“You”, “your” and “yourself”** means any person, holding a ticket, who is to be carried or is carried on an aircraft except members of the crew

“我们”、“我们的”，意指毛里求斯航空。**“您”、“您的”**，意指除了机组人员以外的持有机票或由航机承运的人员。

“Flight delay” refers to the situation where a flight’s actual arrival on-block time is 15 minutes later than its scheduled arrival time.

“航班延误”，意指到达航班的实际上轮档时间晚于计划到达时间 15 分钟或以上的情况。

“Flight departure delay” refers to the situation where a flight’s actual departure off-block time is 15 minutes later than its scheduled departure time.

“出发航班延误”，意指出发航班的实际撤轮档时间晚于计划起飞时间 15 分钟或以上的情况。

“Flight cancellation” refers to a flight plan that has been ceased due to estimated flight delay or as a result of flight delay.

“航班取消”，意指由于航班预计会延误或航班延误导致的航班计划被终止的情况。

“Tarmac delay” is when, either after closing the cabin door before departure or before opening the cabin door after arrival, passengers are waiting on-board for longer than aircraft taxiing time limits as regulated by the airport.

“停机坪延误”，意指舱门关闭之后航机起飞前或航机到达后舱门打开之前，旅客在航机上等候的时间长于航机在跑道滑行时限的情况，该滑行时限由当地机场进行规定。

“Force majeure” means unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised by us.

“不可抗力”，意指即使我们已对您进行应有的照料，但情况超出我们控制范围，产生的结果仍然不可避免的不寻常或不可预见的情况。

“Passenger” means any person, holding a valid ticket who is carried or who is to be on an aircraft except members of the crew (see also definition for “you”, “your” and “yourself”).

“旅客”，意指任何持有有效机票或任何除机组外在客机上或由航机承运的人员（同时参考定义-“您”、“您的”）

General Provisions, Cancellation, Delays:

航班取消、航班延误的总规定：

2.1 We shall provide You with information concerning your Flight Departure Delays or Flight Cancellations including reasons thereof every 30 minutes.

我们将每 30 分钟向您提供一次关于出发航班延误、航班取消的消息（该消息包括延误、取消的原因）。

2.2 We shall provide You with a written confirmation of the Flight Delay or Cancellation, upon Your request.

在您的要求下，我们将向您提供关于航班延误、航班取消的书面确认。

2.4 We shall provide You with food and accommodation as appropriate, in the event of Flight Departure Delays or Cancellations due to reasons within Our control.

在我们可控范围内产生的出发航班延误或航班取消，我们将根据具体情况向您提供餐食、酒店住宿。

2.5 We shall assist You in arranging for food and accommodation in the event of Flight Departure Delays or Cancellations in case of “Force Majeure”. All costs shall be borne by You.

在不可抗力的情况下所产生的出发航班延误或航班取消，我们将协助您安排餐食、酒店住宿事宜，但相关费用将由您承担。

2.6 In the event of a Tarmac Delay, We shall ensure the availability of lavatory facilities on board.

在停机坪延误的情况下，我们将确保航机洗手间开放供旅客使用。

2.7 We shall provide You food and water in case of a Tarmac Delay of 2 hours or more.

在停机坪延误 02 小时或以上的情况下，我们将向您提供餐食和饮用水。

2.8 As far as possible We shall allow You to disembark, in case of a Tarmac Delay of 3 hours or more or if there is no definite take-off time.

在停机坪延误 03 小时或以上、或无确切起飞时间的情况下，我们将尽可能安排允许您离开航机。

2.9 You may file complaints relating to Flight Delays and Cancellations to:

您可以就航班延误、航班取消的事件向我们提交投诉意见：

For Mainland China: Email: mkchina@airmauritius.com

For Hong Kong SAR: Tel: +86(21)-6330 0538
Email: eroldan@airmauriti.us.com
Tel: (+) (852)-2523-1114

中国大陆地区: 电邮: mkchina@airmauriti.us.com
电话: +86(21)-6330 0538
香港特别行政区: 电邮: eroldan@airmauriti.us.com
电话: +(852)-2523-1114

2.9 We shall respond to Your complaint, if any and provide You with a status within 7 days of receiving the complaint.

我们将在收到您的投诉意见后 07 天内向您作出回应。