

中国旅行社协会

China Association of Travel Services

An Open Letter On Giving Preferential Terms to Chinese Tourists to Prevent the Spread of the Coronavirus Pneumonia

Domestic and overseas travel suppliers and tour operators,

Affected by the coronavirus outbreak, General Office of Ministry of Culture and Tourism of the People's Republic of China Issued the document "Emergency Notice on Prevention and Control of Coronavirus Infections and Suspending the Business Activities of Tourism Enterprises" [2020] No. 29 which orders all national travel agencies and online travel companies to temporarily suspend business group travel and "ticket + hotel" products effective immediately.

Chinese tourism industry is taking a hit from coronavirus outbreak, but in order to avoid further spread, Chinese travel agencies are actively responding by suspending domestic and foreign group travel including "ticket + hotel" products, and assisting with cancellations or deferred travel for tourists. Chinese airlines, hotels, scenic spots, railways, highways, restaurants and other industries have also introduced relevant measures including fully refund or exempt related fees due to reservations, changes, cancellations, and extensions, as an effort to reduce tourist losses.

In view of the increasingly severe situation of epidemic prevention and control, we hope to get your full understanding and support. In addition, we look forward to your introducing relative refund and changes policies to minimize Chinese tourists financial loss. Your great cooperation and support to China tourism industry is highly appreciated and hopefully we could overcome this challenge together.

China Association of Travel Services
26th Jan, 2020

