Connecting flight Missed ? Changed?

(How to inform us)

(Student use) Xi'an English version

1. **Your connecting flight may be changed because of your first flight delayed significantly or even be cancelled.**

- *When you confirm that your connecting flight changing will be Unavoidable, Inform us using **Wechat** immediately. Please do it before you get the new flight info. We need to know your status ASAP.*
- ***Yes, in this case, you have to contact us twice.** When you know the changing is Unavoidable and when you get the new flight detail.*

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2. **Sometimes, the airport may change your connecting flight without informing you! so you won't know it has been changed. Then the car you booked will still wait for the flight you won't fly with…… It is not your fault. However, you need to do something to avoid it.**

- ***Check your connecting flight boarding pass with your original ticket**. If the flight number is different to your original ticket, inform us using **Wechat** immediately. we will re-arrange the car and won't charge you extra.*

- **How to inform us**

- Most airports have free Wi-Fi. It should be OK to use **Wechat** to build a connection. However, some Chinese airports require you to use a Chinese cell phone number to receive a Wi-Fi pass code. If that is the case, ask airport staff or any Chinese people to help you. Using their cell phone to receive a pass code.

- **Show them the sentences below. (Maybe it s better to print out)**

你好，
我是外国留学生，想要连接机场Wi-Fi。但是我没有中国手机号接受密码。您能用您的手机帮我接收一个密码吗？ 我不会说中文。

机场Wi-Fi 允许每个手机号接受多个密码同时使用，所以不会影响您自己的使用。
谢谢

(Excuse me,
I am an international student. I am connecting the Wi-Fi. However, I do not have a Chinese cell phone number to receive the pass code.Could you please help me to get a pass code using your cell phone?
I do not speak much Chines.
The airport WIFI allows multiple connections so it won't affect your WIFI connection.
Thank you.)

- **If your wechat eventually does not work, please fill your details below and then ask an Airport staff or any Chinese people to use their Wechat to send it to us.**

- **Show them the sentences below. (Maybe it s better to print out)**
- **(Fill your info first)**

您好，
我是一名外国来华留学生，我需要通知接机团队那边我错过了航班。但是我的**微信**连不上，请您帮我用您的**微信**联系他们。以便他们重新安排接机。

请扫描这个二维码，然后把这张纸下方的**手写信息 和/ 或登记牌**拍照发给他们。

非常感谢您的帮助

(Excuse me,
I am an International student. I have to contact Airport transport team to inform them that my connecting flight is changed. However, My **Wechat** does not work at the moment. Could you please help me to use your **Wechat** send a photo of this page to them? So they can rearrange the Airport pick up. Please scan the QR then take a photo and send them the photo.)
Thank you very much)

★ Fill your detail here: (Hand writting need to be clear and readable)

Passport Name/s :名字

University:大学

The conneting flight you missed：错过的航班号

- **Once you get your new flight boarding pass**, attach it here and ask another Chinese people to help you take a photo and send it to us. Show the above Chinese paragraph again.

★ You may have to inform us twice.

- **First informing** is for confirming that your flight is going to be changed. We can then cancel the car you booked.
- **Second informing** is for the new flight details so we can re-arrange a car for you.
- **Do not ignore the first one** as you won't know when you can get your new flight detail. If you do not inform us that you missed the connecting flight immediately, the car at Xi'an Airport may waste the time to wait for you. In that case we will not rearrange a new service for you.