国 际 民 用 航 空 组 织

工 作 文 件

DGP/24-WP/26
21/8/13

危险品专家组（**DGP**）

第二十四次会议

2013 年 **10** 月 **28** 至 **11** 月 **8** 日，蒙特利尔

议程项目**2**： 拟定对《危险物品安全航空运输技术细则》（**Doc 9284**号文件）的修订建议，以便纳入**2015**年—**2016**年版

在线买票和办理乘机手续 — 信息的提供

（由 G A Leach 提交）

摘要

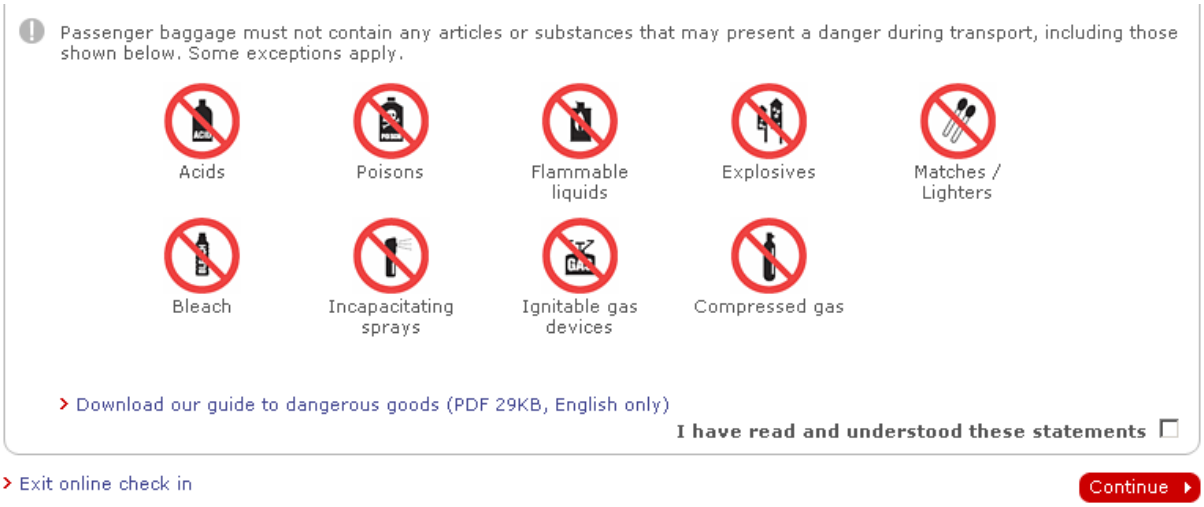
本文件提议修订《技术细则》第 7 部分的第 5 章，要求在在线购买机票或办理乘机手续时应向旅客提供信息，并进一步要求只有在旅客表示已经理解行李中携带危险品的相关限制之后，方可完成购票手续或办理乘机手续。

由危险品专家组采取的行动：请危险品专家组按本工作文件附录中所述，对《技术细则》第 7 部分的第 5 章进行修订。

1. INTRODUCTION

1.1 Part 7;5.1.1, 5.1.4 and 5.1.5 of the Technical Instructions requires information to be provided to passengers when purchasing tickets or checking in on line and further requires that the actions cannot be completed until the passenger has indicated that they have understood the restrictions on the carriage of dangerous goods in baggage. Use of the word “provided” has caused different interpretations and this working paper seeks to clarify what is expected.

1.2 Some operators have implemented systems that ensure information is presented on screen to the passenger who must then use a tick box to acknowledge they are aware of the requirements. It is suggested this is what was envisaged when the text of Part 7 was added to the 2011-2012 Edition of the Technical Instructions. An example of such a system is as follows:



1.3 Other operators, however, believe that placing the information anywhere on their website, not necessarily apparent to the passenger, meets the requirement of being "provided". An example of this is as follows:

☑ I confirm that I have read and accepted the general conditions of carriage, dangerous goods terms and fare rules

Clicking on the underlined text takes the passenger, via a hyperlink, to further information, but they do not have to do this to complete the ticket purchase or check-in process; realistically very few passengers will take the time to do this. It is suggested this method achieves little more than an acknowledgement of an operator's terms and conditions which was what the addition of the text (via DGP/22-WP/23) sought to improve. However, despite this, it has been argued that the information has still been "provided" and therefore is in compliance with the Technical Instructions. It is suggested that using the word "presented" would address any possible mis-interpretation.

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附录

《技术细则》第 7 部分的修订提案

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第 7 部分

运营人的责任

…

第 5 章

有关旅客和机组的规定

5.1 向旅客通报的信息

5.1.1 运营人必须确保在旅客购买机票时，向旅客~~提供~~提供了关于禁止旅客空运的危险物品种类的信息。通过互联网~~提供~~提供的信息可以是文字或图像形式，但必须确保只有在旅客或代表旅客的人员表示已经理解行李中的危险物品限制之后，方可完成购票手续。

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5.1.4 如果允许远程（例如通过互联网）办理乘机手续，则运营人必须确保向旅客~~提供~~提供了关于禁止旅客空运的危险物品种类的信息。信息可以是文字或图像形式，但必须确保只有在旅客或代表旅客的人员表示已经理解行李中的危险物品限制之后，方可完成办理乘机手续。

5.1.5 如果允许旅客在无他人介入的情况下在机场完成办理乘机手续（例如自动办理乘机手续的设施），则运营人或机场运营人必须确保向旅客~~提供~~提供了关于禁止旅客空运的危险物品种类的信息。信息应该是图像形式，并必须确保只有在旅客表示已经理解行李中的危险物品限制之后，方可完成办理乘机手续。

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