



工 作 文 件

危险品专家组（DGP）

第二十四次会议

2013年10月28日至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

向旅客提供信息

（由 D. Brennan 提交）

摘要

本工作文件提议将第 7 部分 5.1.1 中以前所包括的关于由运营人向旅客提供信息的一些文字重新恢复。根据这些文字，要求运营人在旅客进行电话订票时，通过机票或其他规定方式向旅客提供信息。

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示，修订第 7 部分中的 5.1.1。

1. INTRODUCTION

1.1 A paper was presented at the Twenty-Second Meeting of the Dangerous Goods Panel (DGP/22, Montréal, 5 to 16 October 2009) (DGP/22-WP/23, see paragraph 2.8.2 of the DGP/22 Report) that proposed changes to Part 7;5.1 to address the increasing use of the internet for passengers to make flight bookings and check-in, the use of kiosks at the airport for check-in and telephone check-in. All of these methods were seen as removing the exposure of the passenger to the warning notice required by Part 7;5.1 and a face-to-face transaction with a check-in agent of the operator, or the operator's ground handling agent where confirmation that the passenger did not have any dangerous goods not permitted in baggage could be sought.

1.2 The objective of the proposal at DGP/22 was mainly to ensure that when web or kiosk check-in was used, the passenger would be provided with the dangerous goods information and then for the passenger to acknowledge receipt of the information to be able to complete the check-in process.

1.3 At the same time the provisions in Part 7;5.1.1 regarding ticket purchase were amended to also specifically address web ticket purchase and to also require that the web booking could not be completed until the passenger, or person acting on their behalf had been provided with appropriate information and acknowledged receipt of the dangerous goods restrictions in baggage.

1.4 The proposal in DGP/22-WP/23 was adopted into the 2011-2012 Edition of the Technical Instructions, subject to a two-year transition period, becoming mandatory with effect the 2013-2014 Edition.

1.5 Since the provisions have become mandatory it is now apparent that what has been overlooked with the changed text is the circumstance when a passenger makes a flight booking over the telephone actually speaking to an airline reservations agent. In this case it is believed that it is entirely reasonable for the operator to provide a booking confirmation, by post or email that contains all of the necessary dangerous goods information.

1.6 In reviewing working paper DGP/22-WP/23 and the report of DGP/22 there was never any mention of removing the facility for passengers to provide dangerous goods information over the telephone in the instance of a passenger making a telephone flight booking.

1.7 It is therefore proposed to reinstate the language that existed in Part 7;5.1.1 in the 2009-2010 Edition of the Technical Instructions to make allowance for the operator to provide the dangerous goods information at the point of ticket purchase “or made available in another manner to passengers prior to the check-in process”.

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## 附录

### 《技术细则》第 7 部分的修订提案

## 第 7 部分

### 运营人的责任

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## 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，向旅客提供关于禁止旅客空运的危险物品种类的信息，或者在办理乘机手续之前以另外一种方式向旅客提供此类信息。通过互联网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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