

惡劣天氣下的票務安排

天氣	航行情況	購票渠道	改票	退票
3 號風球	正常航行	1. 透過金光飛航碼頭售票處、金光飛航網站和金光飛航應用程式所購之船票	✓	✗
		2. 透過金光旅遊、各大旅行社、各大澳門酒店購買之船票	✓	✗
		3. 以旅行社換票券換取的船票、酒店及娛樂套票贈票及金沙會贈票	✓	✗
✧ 以上購買的船票均可在金光飛航碼頭售票處辦理改票，或透過原訂票渠道辦理改票。 ✧ 改票需於原有航班日期起的7 天內提出。改票可改為原有航班日期起 45 天之內之航班。改票只能與原船票航線相同且票價相同或更低。如新更改票低於原票價，差價將不予退還。如更改更高的票價，則需支付差額。 ✧ 當香港天文台或澳門氣象局發出 3 號強風信號，金光飛航會因應天氣情況而停止服務。如航班於 3 號強風信號下停止服務，票務處理與懸掛 8 號或以上風球時船票處理方法一樣。				
天氣	航行情況	購票渠道	改票	退票
8 號風球或以上	服務暫停	1. 透過金光飛航碼頭售票處、金光飛航網站和金光飛航應用程式所購之船票（適用於特定票種）	✓	✓
		2. 透過金光旅遊、各大旅行社、各大澳門酒店購買之船票	✓	✓✖
		3. 以旅行社換票券換取的船票、酒店及娛樂套票贈票及金沙會贈票	✓	✗
✧ 以上購買的船票均可在金光飛航碼頭售票處辦理改票，或透過原訂票渠道辦理改票。 ✧ ✖透過金光旅遊、各大旅行社、各大澳門酒店購買之船票，乘客需向所購票之平台查詢退票手續，具體退票情況受該旅行社之相關條款約束。 ✧ 退票或改票手續需於原有航班日期起的30 天內辦理，無需收取手續費。改票可改為原有航班日期起 45 天之內之航班。改票只能與原船票航線相同且票價相同或更低。如新更改票低於原票價，差價將不予退還。如更改更高的票價，則需支付差額。 ✧ 透過金光飛航官方網站預訂並使用信用卡付款但尚未領取的船票，可以在30 天內（以原有航班日期為準）透過 customer@cotaiwaterjet.com 聯絡我們的客戶服務人員，將退款退回至相應的信用卡。對於符合資格的交易，退款將退至原來使用的信用卡。若部分船票已使用，旅客可於金光飛航售票處辦理退票。				
天氣	航行情況	購票渠道	改票	退票
黑色暴雨警告信號	正常航行	所有船票	✗	✗
✧ 如遇黑色暴雨警告信號，持有當天船票的旅客可候補乘坐當天內的其他航班，如由日間航班候補至夜間航班，請先前往售票處補付票價差額。由於航班服務正常，恕未能提供免費更改出發日期之服務。				

Ticket Handling Under Adverse Weather Conditions

Weather	Sailing Situation	Booking Channel	Re-schedule	Refund
Typhoon No. 3	Normal Sailings	1. CWJ Terminal Ticketing Office / CWJ Official Website / CWJ Smartphone APP	✓	✕
		2. Ticket issued by CotaiTravel, Travel Agents, Hotels	✓	✕
		3. Ticket redeemed by Travel agent voucher, hotel and entertainment package or complimentary ticket of Sands Rewards Club	✓	✕
✧ All above purchased tickets can process reschedule at Cotai Water Jet Terminal Ticketing Office, OR reschedule can be processed through the original booking channel. ✧ Reschedule request must be done within 7 days upon initial sailing date. Reschedule sailing departure date must be within 45 days upon initial sailing date. A ticket can only be rescheduled for the same route with the fare equal or lower than the original publish fare. No refund will be issued for the price difference if the new ticket has a lower fare. If the rescheduled ticket has a higher publish fare, the passenger must pay the difference. ✧ When Hong Kong Observatory and Macao Meteorological and Geophysical Bureau (SMG) announce Strong Wind Signal No.3 or inclement weather, Cotai Water Jet may suspend service for safety reasons. Passengers affected by this cancellation could follow the procedure same as suspension under Typhoon Signal No. 8 in handling their ferry tickets.				
Weather	Sailing Situation	Booking Channel	Re-schedule	Refund
Typhoon Signal 8 or above	Service Suspended	1. CWJ Terminal Ticketing Office / CWJ Official Website / CWJ Smartphone APP	✓	✓
		2. Ticket issued by CotaiTravel, Travel Agents, Hotels	✓	✓*
		3. Ticket redeemed by Travel agent voucher, hotel and entertainment package or complimentary ticket of Sands Rewards Club	✓	✕
✧ All above purchased tickets can process reschedule at Cotai Water Jet Terminal Ticketing Office, OR reschedule can be processed through the original booking channel. ✧ *Tickets purchased through CotaiTravel, travel agents, or hotels should have refunds processed through the original booking channel, subject to their terms and conditions. ✧ Refund (apply to particular ticket types) or reschedule ticket request must be done within 30 days upon initial sailing date. Reschedule sailing departure date must be within 45 days upon initial sailing date. A ticket can only be rescheduled for the same route with the fare equal or lower than the original publish fare. No refund will be issued for the price difference if the new ticket has a lower fare. If the rescheduled ticket has a higher publish fare, the				

passenger must pay the difference.

- ✧ Ticket booked via CWJ Official Website and paid by credit card but not yet collected. Refunds to the respective credit card can be done by contacting our Customer Service via customer@cotaiwaterjet.com within **30 days** (upon initial sailing date). For eligible transactions, refund will be issued to the original credit card used. If part of the tickets has been used, passengers can refund at the CWJ Terminal Ticketing Offices.

Weather	Sailing Situation	Booking Channel	Re-schedule	Refund
Black Rainstorm Signal	Normal Sailings	All tickets	✕	✕

- ✧ In the event of a Black Rainstorm Signal, passengers holding tickets for the day may standby for other sailings **on the same day**. If transferring from a daytime sailing to a nighttime sailing, please proceed to the ticketing counter to pay the fare difference. As services are operating normally, free changes to the departure date is not offered.