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**NATIONAL STANDARD OF THE
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**Quality requirements of air-rail intermodal passenger transport
service**

空铁旅客联运服务质量要求

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Foreword

This document is in accordance with the provisions of GB/T 1.1-2020 "Guidelines for standardization work Part 1: Structure and drafting rules for standardization documents" Drafting is required.

Please note that some of the contents of this document may involve patents. The issuing organization of this document does not assume the responsibility for identifying patents.

This document is proposed by the Ministry of Transport of the People's Republic of China.

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Quality requirements for air-rail passenger transport services

1 Scope

This document stipulates the air-rail passenger intermodal service locations and facilities, intermodal service plan formulation, abnormal intermodal handling, ticketing services, etc. service, luggage service, information service and complaint service.

This document applies to air-rail passenger intermodal transport services.

2 Normative references

GB/T 10001.1

GB/T 10001.3

GB/T 10001.9

GB/T 15566.1

GB/T 15566.2

GB/T 15566.3

GB/T 17695

GB/T 20501

3 Terms and definitions

The terms and definitions defined in JT/T 1109 and the following apply to this document.

3.1 air?rail intermodal passenger transport

Continuous transportation of passengers completed by both civil aviation and railway transportation, with the civil aviation and railway ticket fees paid in full at one time.

3.2 air?rail intermodal passenger transport service provider

A transport production and support unit that provides air-rail transport services to passengers.

Note. Providers of air-rail passenger transport services include airlines, railway companies, civil airports, integrated passenger transport hubs, etc.

3.3 abnormal intermodal transport

Due to reasons such as the air-rail passenger intermodal transport service provider or force majeure, the intermodal passengers or baggage cannot arrive at the destination as agreed in the agreement.

The intermodal transport process of the place.

[Source. JT/T 1109-2017, 6.5, modified]