

CHINA READY COURSE



VISIT GREENLAND & Co.
26. OCTOBER 2021



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DIGITAL DEVELOPMENT MANAGER



CHINAVIA
PROJECT

WONDERFUL
COPENHAGEN



AGENDA

1. Why China? The Chinese travel market
2. Perceptions of Chinese travelers & “A short trip to China”
3. Chinese travellers and language skills
4. Chinese habits and culture
5. Chinese travelers' perceptions of Greenland

BREAK (10 mins.)

6. Do's and don'ts
7. Shopping, gifts & superstition
8. Q&A



AGENDA

1. Hvorfor Kina? Det kinesiske rejsemarked
2. Opfattelser af kinesiske rejsende og "En kort tur til Kina"
3. De kinesiske rejsende og deres sprogkunderskaber
4. Kinesiske vaner og kultur
5. De Kinesiske rejsendes opfattelse af Grønland

PAUSE (10 min.)

6. Do's and don'ts
7. Shopping, gaver og overtro
8. Q&A



CHINAVIA TASKS

- Digital marketing
 - Social media (Weibo, WeChat, Mini-Program)
 - Websites
 - Display, outdoor, etc.
- Influencers
- Press trips
- Fam trips
- Culture courses
- Miscellaneous

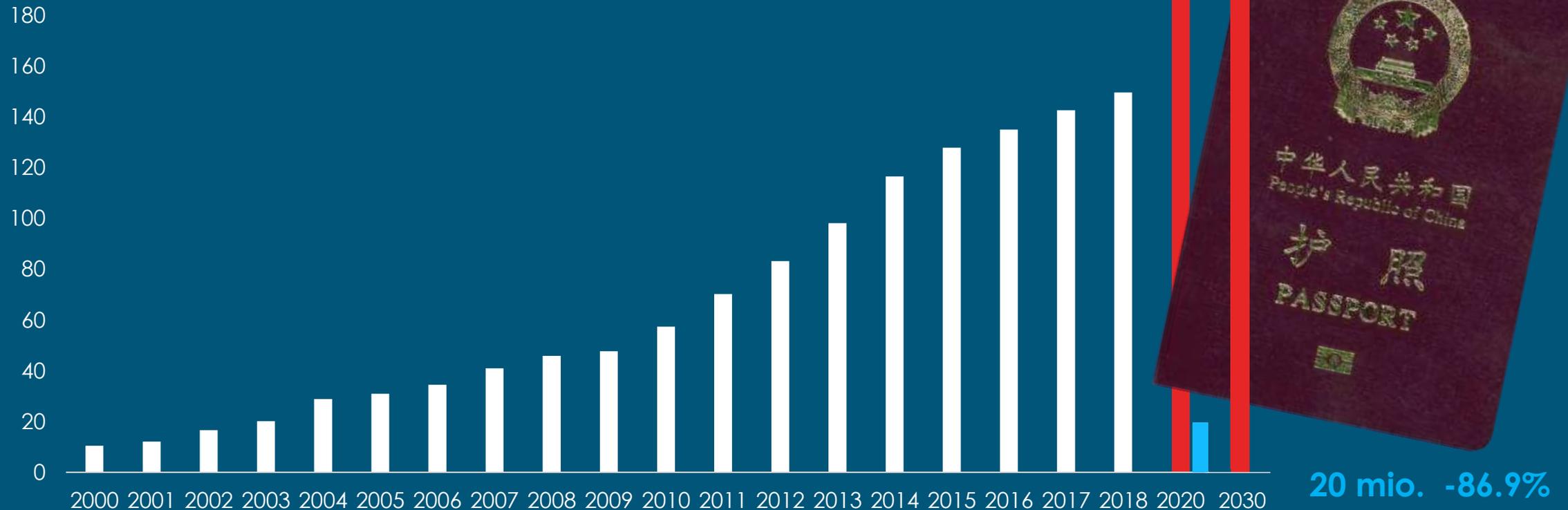


WHY CHINA?

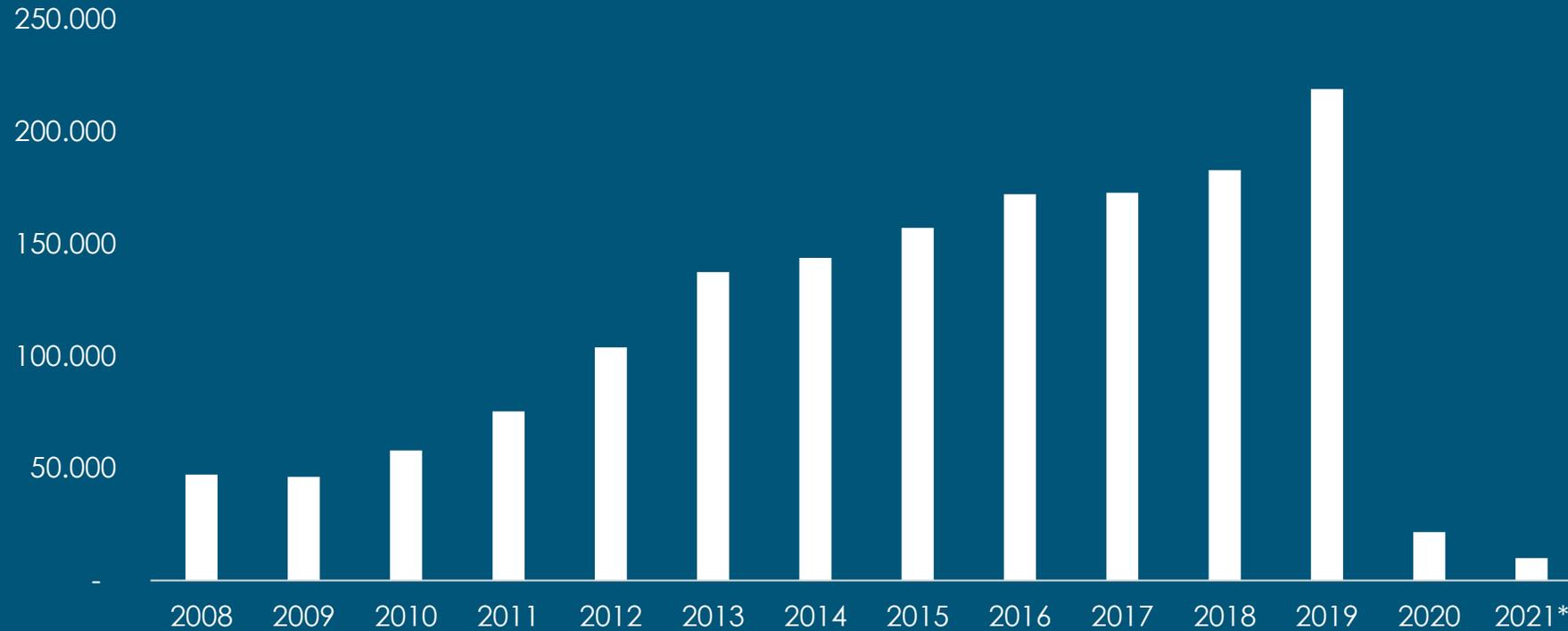


DEVELOPMENT IN CHINESE OUTBOUND TRAVEL

200 MILLION OUTBOUND TRAVELS



CHINESE BEDNIGHTS IN GREATER COPENHAGEN



CHINESE BEDNIGHTS

2019

- Chinese: 218.879
- Total: 7.7 mio. (14 mio. w. DK)
- 2.8 %

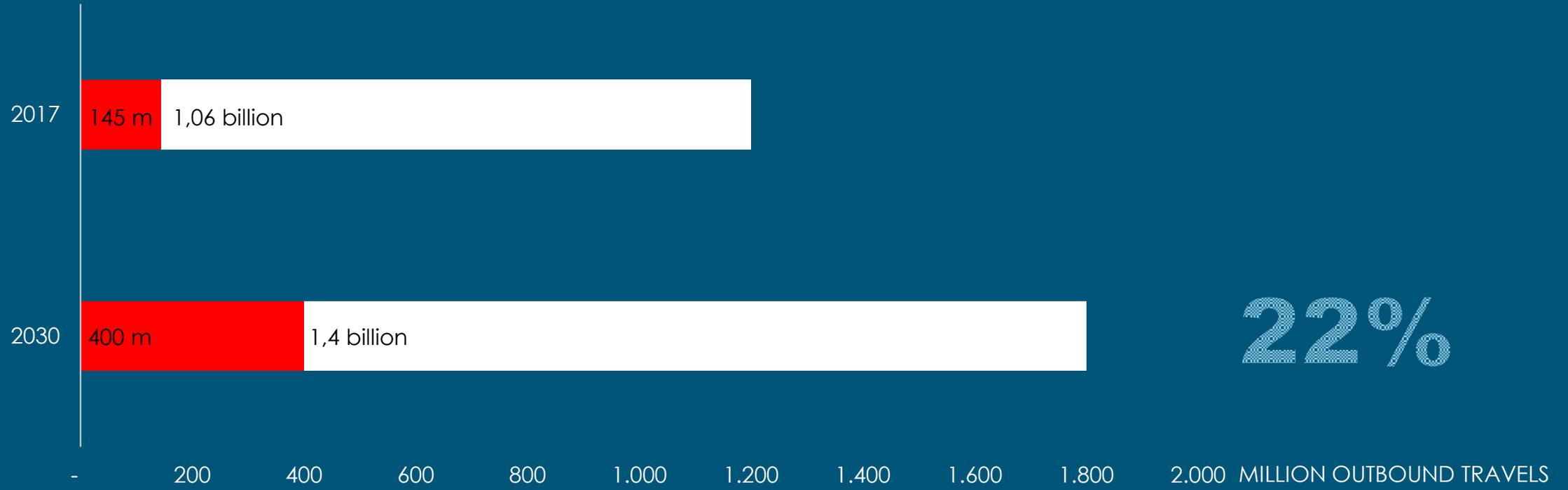


Overnatninger efter område, overnatningsform, periode, gæstens nationalitet og tid

	2018	2019	2020	2021
Region Hovedstaden				
Alle typer				
Hele året				
I alt	13 248 682	14 046 950	7 022 068	0
Verden udenfor Danmark	7 456 795	7 683 278	2 133 524	0
Tyskland	1 265 572	1 390 865	726 666	0
USA	695 999	741 132	101 915	0
Kina	182 758	218 879	21 584	0
År til dato				
I alt	8 334 267	8 827 524	4 204 648	4 450 028
Verden udenfor Danmark	4 770 723	4 842 032	1 387 391	1 108 219
Tyskland	598 241	635 485	278 361	278 113
USA	507 828	537 605	85 070	68 767
Kina	124 620	154 872	19 479	6 736
Januar				
I alt	579 218	620 994	637 586	154 503
Verden udenfor Danmark	327 028	333 070	343 324	32 175
Tyskland	29 210	28 355	33 017	3 970
USA	23 237	24 654	28 283	2 296
Kina	6 673	9 470	11 672	813
Februar				
I alt	587 849	611 404	648 244	188 024
Verden udenfor Danmark	323 231	326 571	351 805	45 116
Tyskland	31 257	29 028	34 563	5 402
USA	21 731	23 634	29 045	5 548
Kina	8 828	10 805	5 168	712
Marts				
I alt	757 413	772 553	282 328	221 569
Verden udenfor Danmark	430 511	412 567	127 521	42 024
Tyskland	46 679	40 581	15 379	4 837
USA	36 700	35 381	11 336	2 291
Kina	8 593	10 147	1 069	1 341

Enhed : Antal

CHINESE VS. INTERNATIONAL TRAVELLERS



INCOME SPENT ON TRAVEL



**WHAT IS YOUR
PERCEPTION
OF THE CHINESE?**

WHAT IS THEIR
PERCEPTION
OF US?

“服务人员态度恶劣，服务态度较差”

The staff had a bad attitude and the service was horrible

“极个别人不太尊重中国人”

Some people didn't seem to respect the Chinese

“会讲中文的服务太少”

Not enough service personnel speaks Chinese

WHY DO THEY TRAVEL ALL
THE WAY TO EUROPE TO EAT
NOODLES?











TDC 12.42

Done millenniumhotels.com

查找酒店 | 会员登录



9 颗星(共 10 颗星) X

北京千禧大酒店

中国北京市朝阳区东三环中路七号财富中心
100020 [查看地图](#)

+86 10 8587 6888

发送电子邮件

今天

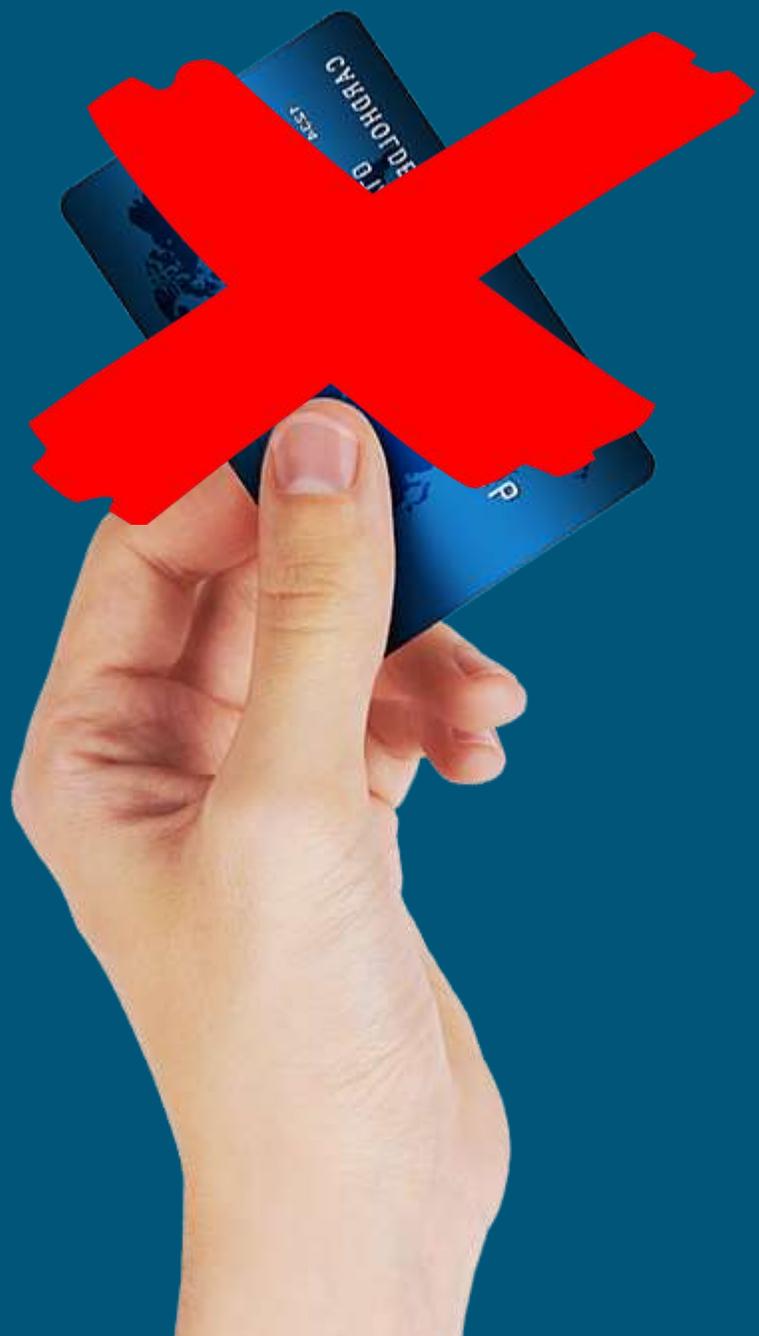
明天

日期

预订客房













超級乳鴿皇 ④ 和菜

A 紅燒頂鴿 雙
荷芹鮮球
滑查鮮蝦仁
菠蘿片燻肉

29.⁹⁹

B 紅燒頂鴿 雙
煎蜂馬友魚
時菜炒牛肉
八珍豆腐煲

33.⁹⁹

C 紅燒頂鴿 雙
清蒸鮫魚 條
京都焗肉排
時菜炒三鮮

36.⁹⁹









24小时营业

McDonald's

甜品站

24小时营业

买大鸡送可乐

麦当劳

NISSIN
日清食品

NOODLES

合味道

香港制造

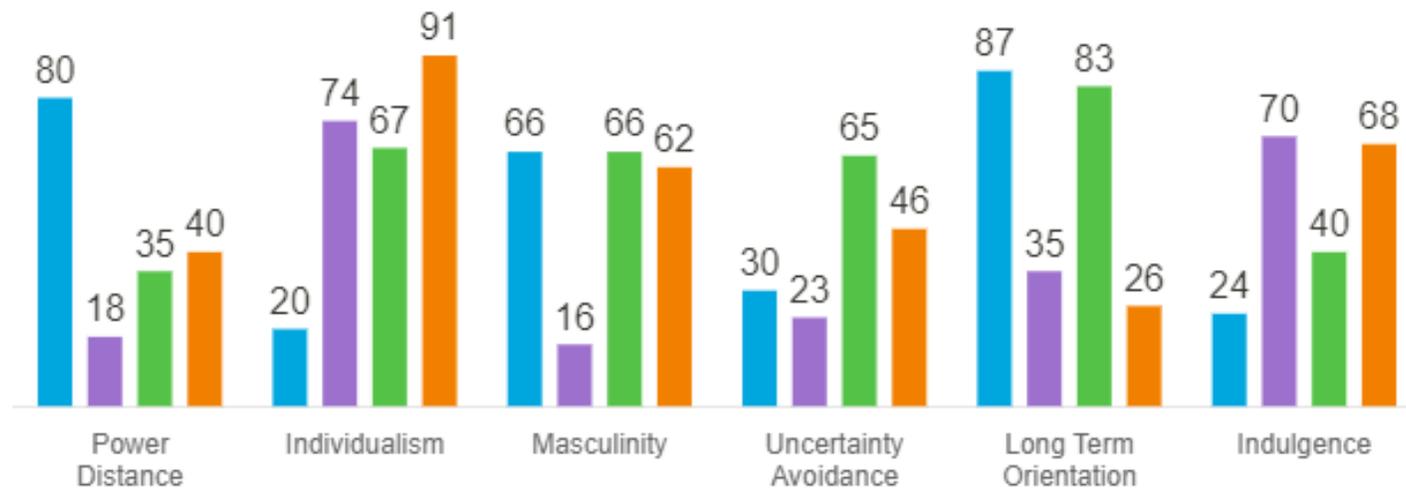
虾仁原味
Prawn Flavor
Arôme crevette

保持新鲜
锁住味道
QUALITY OF
KEEP BETTER





HOFSTEDE'S CULTURAL DIMENSIONS



* estimated

China

Denmark

Germany

United States

超多明星佩戴的魔性口罩



WHICH DO YOU PREFER?

Rice
Porridge



Bread and jam

CHINESE TRAVELLERS



SHANGHAI

This is a historical aerial photograph of Shanghai, China, from 1987. The image captures the city's dense urban landscape along the Huangpu River. In the foreground, several prominent buildings are visible, including the Bund Building on the left and the clock tower of the Bund on the right. The river is filled with numerous boats and ships, and the city extends far into the distance under a hazy sky.

1987 VS. 2014



SHANGHAI

1987 VS. 2014

CHINESE TRAVELERS 10 YEARS AGO

1. Inexperienced
2. Bought pre-packaged tours
3. Travelled in large groups
4. Followed tight schedules
5. Spent little on accommodation
6. Spent most on shopping

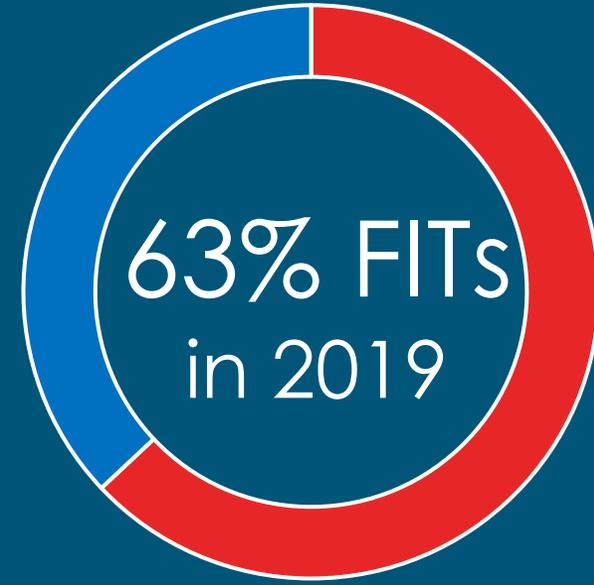
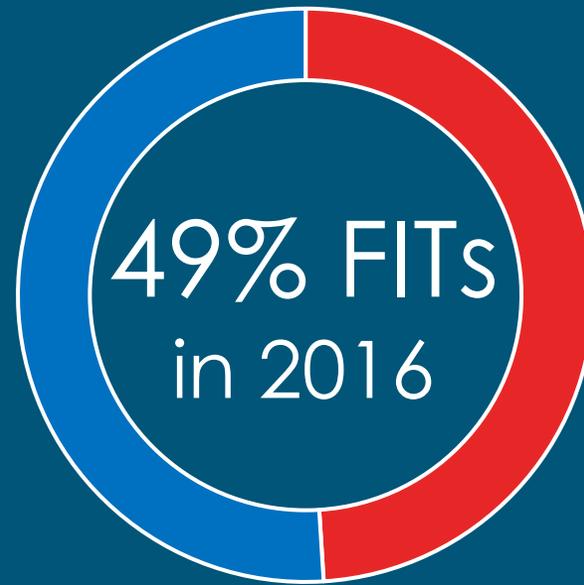
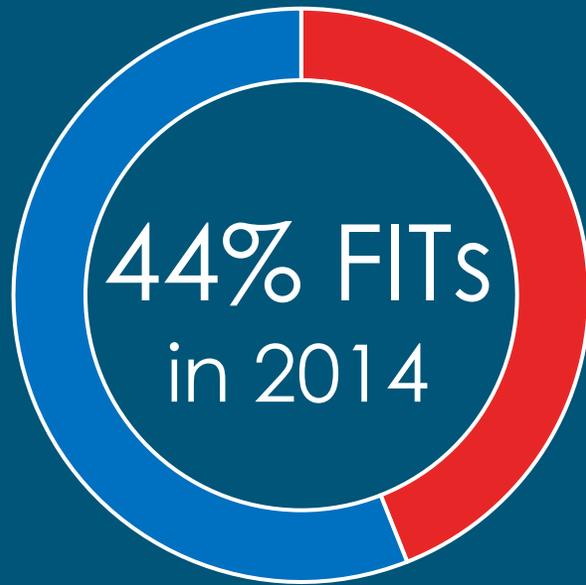
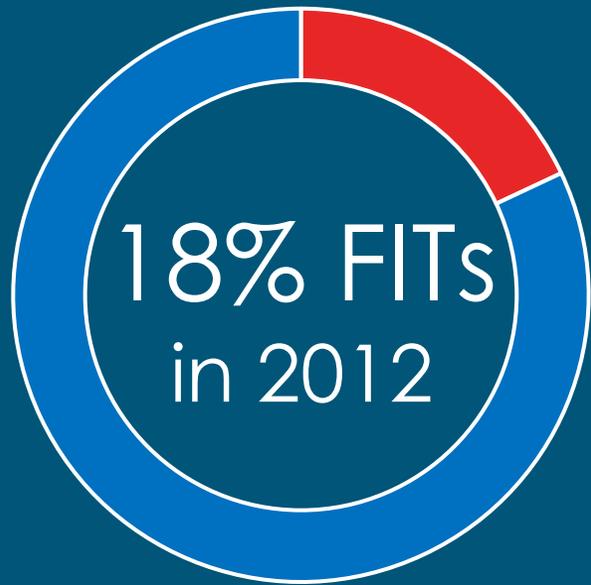


CHINESE TRAVELLERS TODAY

1. Increasingly sophisticated
2. Require ever more exciting experiences
3. Seek novel and untouched destinations
4. Travel in smaller groups or on their own
5. Decide where to go a what time



FIT SHARE DEVELOPMENT IN COPENHAGEN

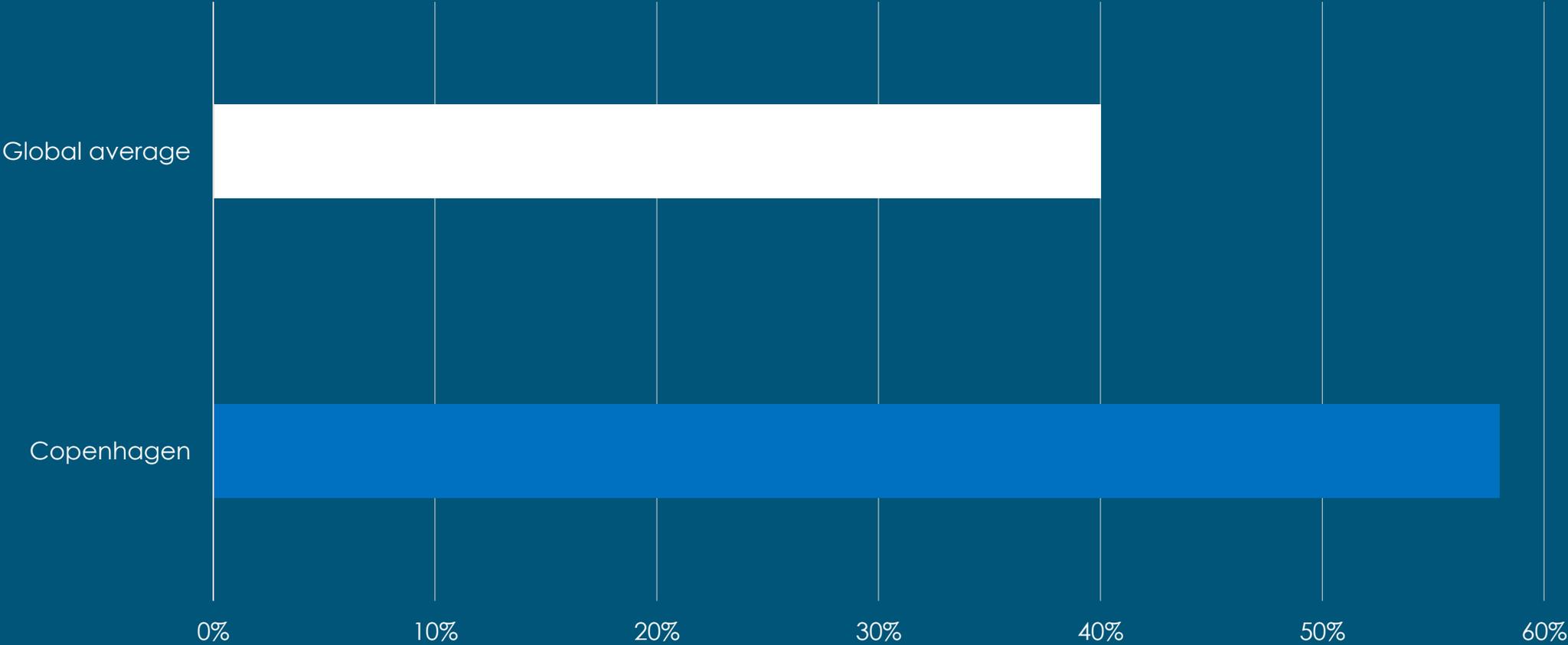


FIT'S

1. 70% have been to Europe before (vs. 55% of groups, 2019)
2. Spend more time in each destination
3. Spend more money
4. Visit more attractions at the destination
5. Wish to immerse themselves in the local lifestyle and learn more about other ways of living

=> Much less of the '4 countries in 1 trip' tours

SHARE OF FIT'S



Source: Chinavia survey of Chinese visitors 2019 & WTCF Market Research Report on Chinese Outbound Tourist (City) Consumption 2017-2018

中文

(CHINESE)

&

英文

(ENGLISH)

ENGLISH PROFICIENCY

Very High Proficiency

01	Netherlands	70.27
02	Sweden	68.74
03	Norway	67.93
04	Denmark	67.87
05	Singapore	66.82
06	South Africa	65.38
07	Finland	65.34
08	Austria	64.11
09	Luxembourg	64.03
10	Germany	63.77
11	Poland	63.76
12	Portugal	63.14
13	Belgium	63.09
14	Croatia	63.07

High Proficiency

15	Hungary	61.86
16	Romania	61.36
17	Serbia	61.30
18	Kenya	60.51
19	Switzerland	60.23
20	Philippines	60.14
21	Lithuania	60.11
22	Greece	59.87
23	Czech Republic	59.30
24	Bulgaria	58.97
25	Slovakia	58.82
26	Malaysia	58.55
27	Argentina	58.38
28	Estonia	58.29
29	Nigeria	58.26

Moderate Proficiency

30	Costa Rica	57.38
31	France	57.25
32	Latvia	56.85
33	Hong Kong, China	55.63
34	India	55.49
35	Spain	55.46
36	Italy	55.31
37	South Korea	55.04
38	Taiwan, China	54.18

39	Uruguay	54.08
40	China	53.44
41	Macau, China	53.34
42	Chile	52.89
43	Cuba	52.70
44	Dominican Republic	52.58
45	Paraguay	52.51
46	Guatemala	52.50

Low Proficiency

47	Belarus	52.39
48	Russia	52.14
49	Ukraine	52.13
50	Albania	51.99
51	Bolivia	51.64
52	Vietnam	51.57
53	Japan	51.51
54	Pakistan	51.41
55	Bahrain	50.92
56	Georgia	50.62
57	Honduras	50.53
58	Peru	50.22

59	Brazil	50.10
60	El Salvador	50.09
61	Indonesia	50.06
62	Nicaragua	49.89
63	Ethiopia	49.64
64	Panama	49.60
65	Tunisia	49.04
66	Nepal	49.00
67	Mexico	48.99
68	Colombia	48.75
69	Iran	48.69

Very Low Proficiency

70	U.A.E.	48.19
71	Bangladesh	48.11
72	Maldives	48.02
73	Venezuela	47.81
74	Thailand	47.61
75	Jordan	47.21
76	Morocco	47.19
77	Egypt	47.11
78	Sri Lanka	47.10
79	Turkey	46.81
80	Qatar	46.79
81	Ecuador	46.57
82	Syria	46.36
83	Cameroon	46.28
84	Kuwait	46.22
85	Azerbaijan	46.13

86	Myanmar	46.00
87	Sudan	45.94
88	Mongolia	45.56
89	Afghanistan	45.36
90	Algeria	45.28
91	Angola	44.54
92	Oman	44.39
93	Kazakhstan	43.83
94	Cambodia	43.78
95	Uzbekistan	43.18
96	Ivory Coast	42.41
97	Iraq	42.39
98	Saudi Arabia	41.60
99	Kyrgyzstan	41.51
100	Libya	40.87



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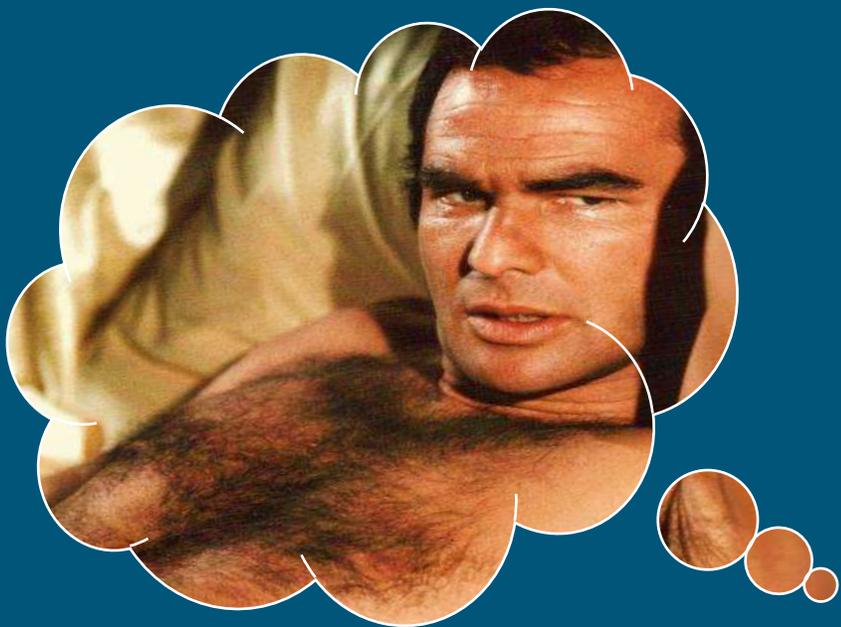
rang

妈 麻 马 骂 吗
mā má mǎ mà ma



妈妈骑马 马慢 妈妈骂马

Mā mā qí mǎ mǎ màn mā mā mà mǎ



胸毛

Xiōngmáo



熊猫

Xióngmāo



Hello

你好

[ní hǎo]

Thank you

谢谢

[xièxie]

Goodbye

再见

[zàijiàn]

CHINESE HABITS

CHINA IS 'MOBILE FIRST'

- 55% use smartphones
- 802 million internet users
- 98% access the internet from their mobiles



- buy services and goods
- order taxis and food
- make doctors' appointments
- unlock bikes
- rent cars
- pay your electricity bills
- plan your trips
- and almost everything else of your daily life...

DIGITAL TRAVEL PLANNING

- Before
- Inspiration
- Planning
- **Booking**
- While traveling
- Sharing of travel moments
- => It all takes place online **on the mobile phone!**

WECHAT CHINA'S SUPER APP



- Biggest social media platform in China
- 90% of Chinese professionals prefer WeChat for work communications (instead of emails)
- 98% of 50-80-year-old smartphone users in China use WeChat
- 60% of the users open the app more than 10 times a day
- 21% of them do so more than 50 times a day!

CONVENIENCE

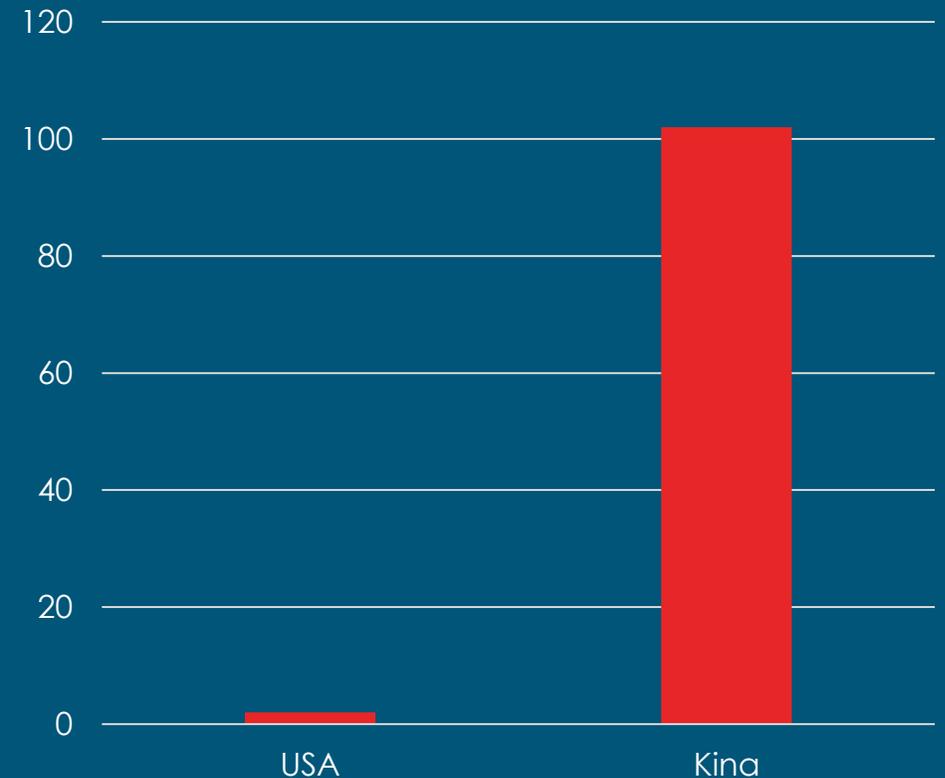
- ✓ No useless waiting time
- ✓ No paper menu
- ✓ Everyone can add to the order
- ✓ No cash or change
- ✓ Faster in and out



MOBILE PAYMENT



Mobile payments in 2017
in trillion DKK



SMART LIFE · TRAVEL MOBILE PAYMENT IS NOW THE STANDARD

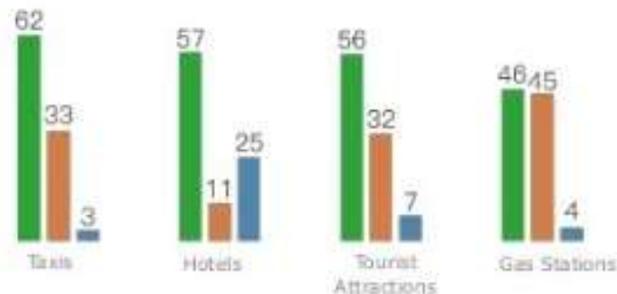


Traveling

Travel is easier with mobile payments. Now people can travel any where with a few quick taps on their smartphone. In China, it's become routine for consumers to use mobile payments to pay for taxis.

- Mobile payment
- Cash
- Credit card

% by payment method





- 65% of Chinese tourists have already used mobile payment while traveling overseas
- 91% said they were more likely to buy from a merchant if they supported Chinese mobile payment services



Chinese travelers' perceptions of Greenland

格陵兰岛的奇幻世界
The fantasy world of Greenland

世界尽头与冷酷仙境
The End of the World and the Cold Wonderland

格陵兰岛 世界最大的神秘冰封岛
Greenland, the world's largest mysterious frozen island

格陵兰绿色炫目北极光 来自外太空的美
Greenland's dazzling green aurora borealis - beauty from outer space

与格陵兰人一起畅游野外 享受极致清凉乐趣
Explore the wild outdoors with Greenlanders and enjoy the ultimate cool fun

人间净地 静观蓝白色的库鲁苏克
A pure world - watching the blue and white Kulusuk

探索北极冰雪之旅 亲临“冰山小镇”格陵兰
Exploring the Arctic Ice and Snow - Visit "Iceberg Town " Greenland in person

藏在丹麦的一个隐世小岛，绝对是洗肺胜地
A hidden island in Denmark, it is definitely a great place for lung washing

世界第一大岛格陵兰岛，壮丽的北极风光无与伦比
Greenland, the largest island in the world, has unparalleled magnificent Arctic scenery



DO'S & DON'TS

FACE

“A lot of complicated literature has been created around the concept of “having face” or “losing face” in East Asian cultures. In fact it is quite simple:

Avoid any action that might make the Chinese visitor feel bad in front of other people.

This includes contradicting the person, openly criticizing or making jokes about the person or putting the visitor in situations that are difficult to handle and might make them look bad.”











沙拉 SALAD

綜合沙拉 (5-6人份)

千島、鄉村、凱薩三種一
Mixed green salad (thousand island, ranch, caesar)
\$310



可另加 Add:
酪梨 \$60
Avocado/Seven half
燒雞 \$100
Baked chicken
鮭魚 \$200
Smoked salmon

新鮮蔬菜、高鈣、季節蔬菜、
麵包丁。

墨西哥脆餅沙拉

牛肉或豬肉
Mexican taco salad (beef or pork)
\$270



可另加 Add:
墨西哥辣椒 \$15
Jalapeño
酪梨 \$30
Smoked Salmon
酪梨 \$60
Avocado
肉醬(牛或豬) \$100
Old beans with ground meat (beef or pork)

組合多種新鮮生菜、肉醬、莎莎醬、起司醬，
特別從食用口感清爽酥脆，讓不吃吃生菜的人也
會愛上它。

湯品 SOUP

天然食材自行熬煮
不使用人工化學合成粉

蔬菜牛肉湯

Beef and vegetable soup
\$120



馬鈴薯、牛蒡、西洋芹、等多種材
料熬煮，營養美味。

主廚洋葱湯

Chef's chicken onion soup
\$120



蔥湯上拌炒至金黃香脆的洋葱，
清甜濃醇。

杏鮑菇濃湯

Abalone mushroom cream soup
\$120



以鮮奶、洋蔥調煮，奶香濃郁。

舊金山經典蛤蜊/杏鮑菇濃湯

Clam chowder / Abalone mushroom soup in a sour
dough bowl
\$180



不加香料及改良劑，
特選美國的蛤蜊種，
細心培養成天然鮮甜，
用天然酵母菌的麵包，
會散發獨特的風味與香氣，
好消化、不易脹氣！

來自舊金山漁人碼頭的特色餐館，
自製的麵包與濃湯新鮮蛤蜊熬煮的湯，
在台灣也能享受經典美味。

開胃菜 APPETIZERS

薯條/起司薯條 \$100/\$140

French fries / Cheese fries

德州香辣雞翅 \$190(4支)

Texas hot wings \$370(8支)



特選大嫩卜的三神翅，使用獨家
醬料調製，香辣多汁~吮指調味。

德州鮮魚薯條 \$260

Fish and chips



鮮嫩的魚片炸至外酥內嫩，
沾美味塔塔醬，搭配超辣薯條。

墨西哥玉米餅佐起司醬

Mexican nachos w/cheese \$90



進界燒烤玉米餅 \$240

可另加 Add:
墨西哥辣椒 \$15
Jalapeño
莎莎醬 \$15
Salsa
墨西哥辣豆 \$30
Chili beans
鮮菜丁 \$30
玉米、洋蔥、黑胡椒
Fresh veggie
酪梨 \$60
Avocado
肉醬 \$100
(牛或豬)
Old beans w/ground meat (beef or pork)

墨西哥紅辣椒豆 \$100

Chili beans w/cheese and onion

手工蟹肉餅 \$320

Home made crabs cake



主廚手工揉製製作，肉飽豐富
讓您享受滿口香濃滑順的蟹肉。

酥炸花枝圈 \$230

Fried calamari w/dipping sauce



Q彈的花枝圈上特製麵糊，
酥炸至金黃，沾美味塔塔醬。

海鮮雙拼 \$380

Seafood plait

鮮嫩的魚片加上彈牙的花枝，
一次滿足喜愛海鮮的您。

冰山爆發蝦 \$240

Ice cold shrimp cocktail (seasonal)



季節限定



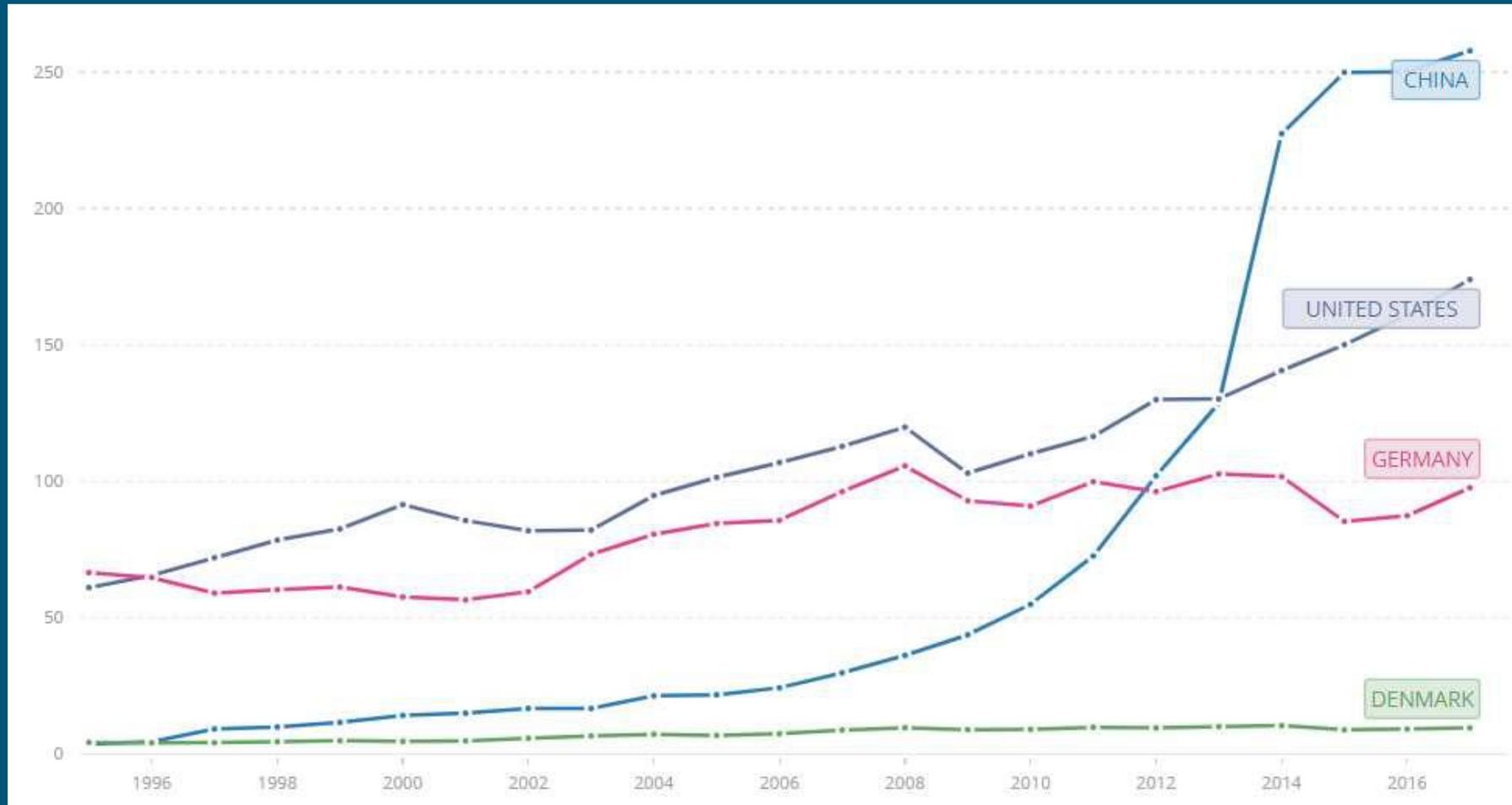




SHOPPING, GIFTS & SUPERSTITION

TOURISM EXPENDITURE

(IN BILLION USD)



TOURIST SPENDING HABITS

OVERSEAS TRAVEL EXPENSES BY NON-CHINESE TOURISTS (TOP 3)



OVERSEAS TRAVEL EXPENSES BY CHINESE TOURISTS (TOP 3)



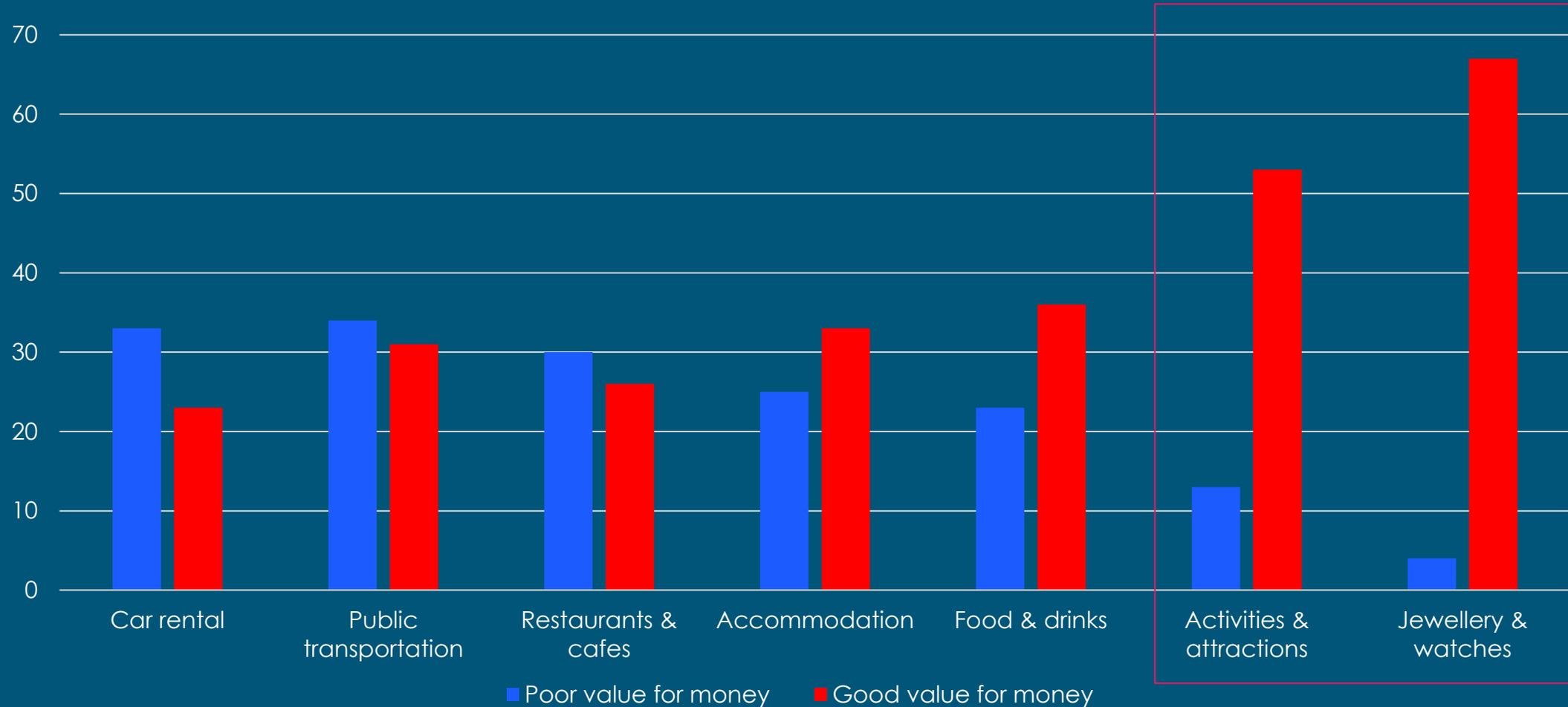
TRAVEL PURPOSE DEVELOPMENT

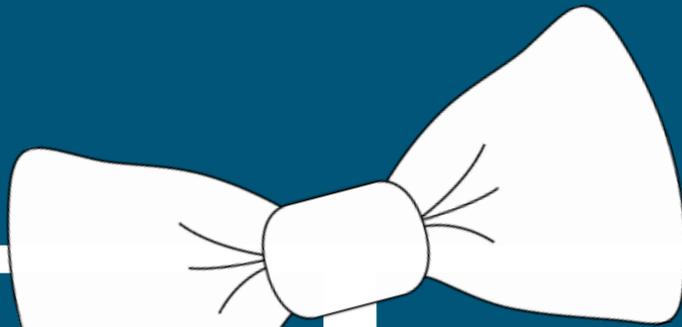


MATERIAL TO IMMATERIAL SHOW OFF



VALUE FOR MONEY





25%

HAD MADE SHOPPING
PLANS BEFORE TRIP

57%

WENT SHOPPING FOR
LOCAL DESIGN

67%

WENT SHOPPING
FOR SOUVENIRS

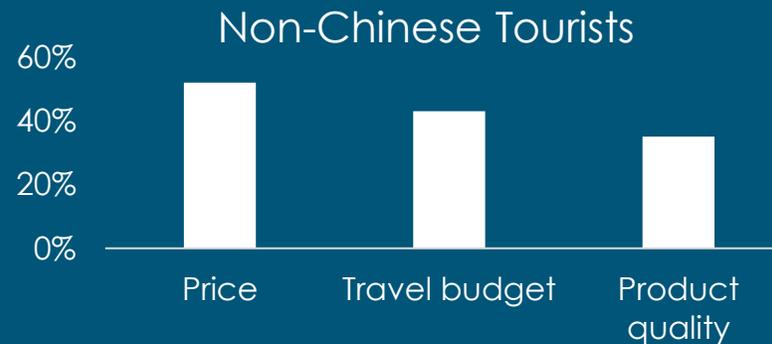
47%

ACCOUNT FOR ... OF
TOTAL TAX FREE SALES

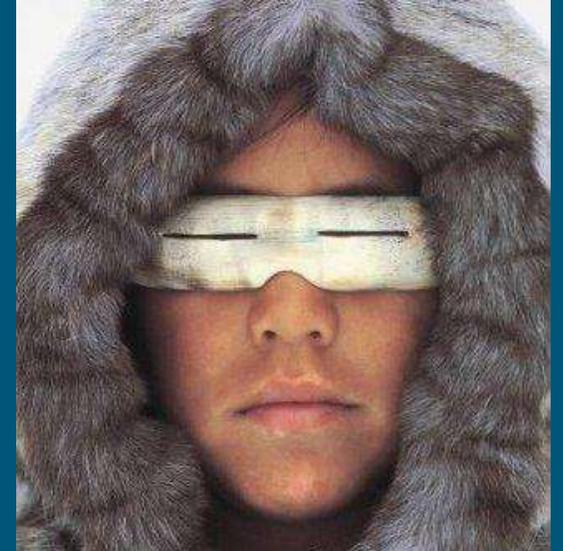
VOLUME DISCOUNT



Top 3 factors affecting tourists' shopping habits

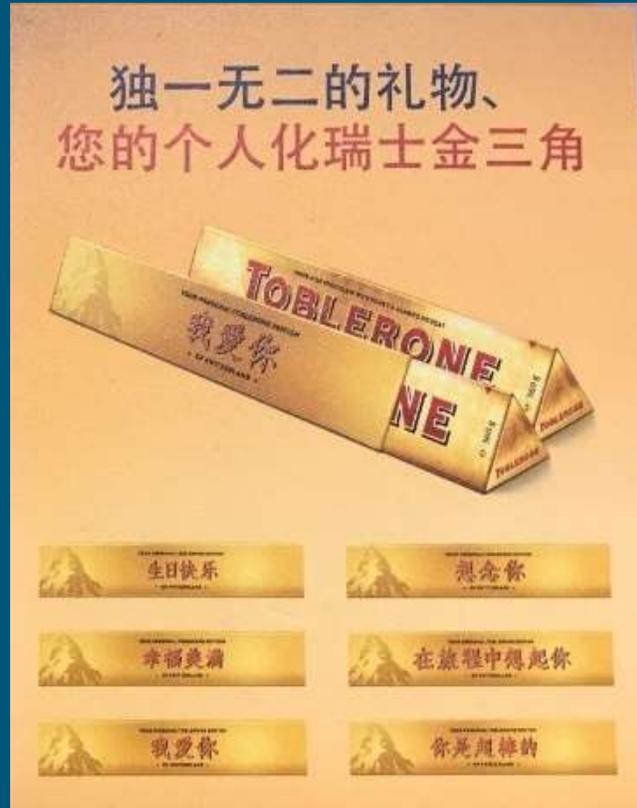


PROMOTE LOCAL PRODUCTS



DIY AND CUSTOMISED GIFTS





CHINESE ZODIAC ANIMALS

RAT	OX	TIGER	HARE	DRAGON	SNAKE	HORSE	RAM	MONKEY	ROOSTER	DOG	PIG
											
1900	1901	1902	1903	1904	1905	1906	1907	1908	1909	1910	1911
1912	1913	1914	1915	1916	1917	1918	1919	1920	1921	1922	1923
1924	1925	1926	1927	1928	1929	1930	1931	1932	1933	1934	1935
1936	1937	1938	1939	1940	1941	1942	1943	1944	1945	1946	1947
1948	1949	1950	1951	1952	1953	1954	1955	1956	1957	1958	1959
1960	1961	1962	1963	1964	1965	1966	1967	1968	1969	1970	1971
1972	1973	1974	1975	1976	1977	1978	1979	1980	1981	1982	1983
1984	1985	1986	1987	1988	1989	1990	1991	1992	1993	1994	1995
1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007
2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031
2032	2033	2034	2035	2036	2037	2038	2039	2040	2041	2042	2043
2044	2045	2046	2047	2048	2049	2050	2051	2052	2053	2054	2055

2019



2020











Gift gaffe: UK minister accidentally hands 'death omen' to Taiwan mayor

Published time: January 27, 2015 17:13

[Get short URL](#)



Taipei mayor Ko Wen-je (Reuters / Pichi Chuang)



Britain's minister of state for transport accidentally presented the mayor of Taipei with a gift which represents an omen of impending death in Chinese culture.

Tags
Asia, Politics, Trade, UK

Baroness Kramer did not realize that when given as a gift, a clock or watch can symbolize the end of relationships or time running out for the recipient.



Source: www.rt.com

death



ROCKET K-gel 0.7



Shamed: Pedestrians who ignore the red signal at crossings are being made to wear green hats in so



I'm too embarrassed! Police launched the initiative to try and stop people from jaywalking in the busy city





2

囍



4



6







DIOR

Dior Rouge Lip Stick N° 888 Strong Matte

Color Description: No. 0888 -
Strong Matte

Size: 3.5

Unit: g

Country of origin: FR

Guidance: After using a Lip Liner,
apply lipstick directly or with a
brush.

Kind: Lipstick

Product Series: Rouge Dior

City Price: DKK285.00 ?

DKK228.00

Save DKK57.00 vs. City Price

Price guarantee



You can earn 228 points as a member of CPH Advantage

[Read more](#)



**Q
QUIZ TIME
!**

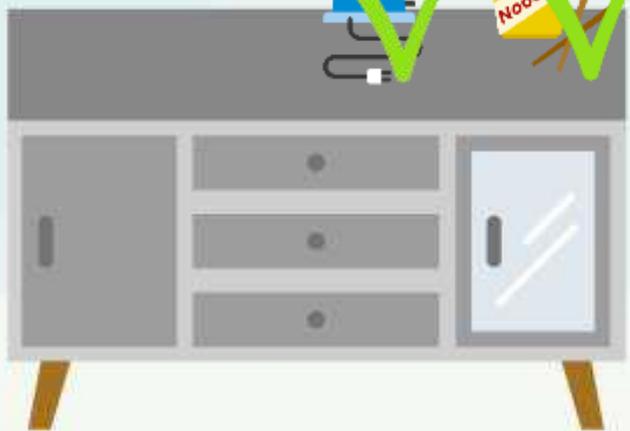














Scandic

Dear Guest,

Welcome to Copenhagen!

We warmly welcome you to Scandic Falkoner and hope that you will have a pleasant stay with us. If you need anything during your stay, please do not hesitate to contact us in the reception or by dialing 001.

If you are interested in our advice regarding attractions, shops, restaurants, cafés, bars, parks, strolling or running routes etc., we are here to help as well.

We wish you a wonderful stay in Copenhagen and look forward to welcoming you again in the future.

Sincerely,
Katrine Sørensen
Customer service manager
Scandic Falkoner

尊贵的客人：

欢迎来到 Copenhagen!

感谢您选择 Scandic Falkoner 酒店，我们将以全心全意的服务，给您宾至如归的入住体验。若您在下榻期间有任何需要，欢迎随时咨询前台工作人员或拨打我们的服务热线 001。

如果您希望我们推荐适合您的参观景点、餐厅、商店、咖啡馆、酒吧、公园、散步或跑步路线等等，您可以随时向前台咨询。

祝愿您在 Copenhagen 度过一段美妙时光，并期待您再次光临！

敬上，
Katrine Sørensen
Customer service manager
Scandic Falkoner



We offer our guests the following amenities & services

我们提供以下设施与服务

City Map	城市旅游地图
Electric adapters	转换插头
Kettle	电热水壶
Coffee	咖啡
Tea	茶叶
Instant noodles	方便面
Extra glasses/mugs	额外的玻璃杯/茶杯
Toiletries	浴室用品
Slippers	拖鞋
Iron & ironing board	熨斗 & 熨衣板
Baby cot	婴儿床
TV remote	电视遥控器
Air conditioner remote	空调遥控器
Room service menu	客房服务菜单
Bicycle Rental	自行车租赁

WHAT CAN YOU DO?

- ★ Learn about Chinese culture to better understand them and to avoid cultural misunderstandings
 - Provide important and practical information (e.g. signage) in simplified Chinese – and other languages
 - Inform about Greenlandic culture and do's & don'ts
 - Consider Chinese mobile payment solutions
 - Manage expectations
 - Get feedback and learn from it

WHAT CAN YOU DO?

- ★ Lær om kinesisk kultur for bedre at forstå de rejsende og undgå kulturelle misforståelser.
 - Giv vigtige og praktiske oplysninger (f.eks. skiltning) på kinesisk – og andre sprog.
 - Informer om grønlandsk kultur og "do's & don'ts"
 - Overvej kinesiske mobile betalingsløsninger
 - Afstem forventningerne
 - Få feedback og lær af det

WASH YOUR LUNGS

- Increased search for Lung Wash Tours
- Related to China's pollution problems
- Ctrip report shows that 'air pollution avoidance tourism' has become a winter tourism must-do in recent years
- Lung wash destinations include Canada, Switzerland, Antarctica and Estonia, Iceland and Greenland



The image is a screenshot of a travel website. At the top left is the logo for '飞猪' (Fliggy). A yellow navigation bar contains links for '首页' (Home), '酒店' (Hotels), '客栈公寓' (Hostels/Apartments), '国内机票' (Domestic Flights), '港澳台/国际机票' (Hong Kong/Macau/Taiwan/International Flights), '旅游度假' (Travel/Vacation), '景点门票' (Attractions/Tickets), and '火车票' (Train Tickets). Below the navigation bar is a main heading: '爱沙尼亚, 全球最干净的空气' (Estonia, the cleanest air in the world). Underneath is a large photograph of a historic town with colorful buildings and a prominent church with three dark domes. At the bottom of the screenshot, there is a small line of text: '爱沙尼亚, 位于波罗的海东岸, 芬兰湾南岸, 这里是欧洲的“文化之都”, 有保存最完整的中世纪风貌。' (Estonia, located on the east coast of the Baltic Sea, the south coast of the Gulf of Finland, this is Europe's 'Cultural Capital', with the most complete medieval landscape preserved.)

Title: Estonia, the cleanest air in the world



←  **Ankomst** Bagageoverlevering
Arrivals Baggage reclaim

←  **Udgang København**
Exit Copenhagen

←  **コペンハーゲン出口**
哥本哈根出口

  **Lift** →

  **エレベーター**
电梯 →

 **Flyforbindelser** →
Connecting flights →

 **乗り継ぎ便** →
转机旅客 →

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Now number is served
目前正在处理的号码

4	
3	072
2	114
1	120

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QUESTIONS?



THAT IS AN EXCELLENT QUESTION

谢谢谢谢

Pssst... It's
pronounced
xiè xiè

