

Handling Guideline for Ticket Changes/Refunds of BR/B7 flights due to COVID-19-Revised 01

1. Eligibility

For passengers holding BR/B7 tickets with confirmed booking on following international sectors

A. (a) Ticket issued/reissued date: on/before **2020-04-24**

(b) Current Ticketed Flight date:

Route	Date
Mainland China / Hong Kong /Macao	Between 2020-01-20 and 2020-05-31
Singapore	Between 2020-02-11 and 2020-05-31
Japan	Between 2020-02-22 and 2020-05-31
Korea	Between 2020-02-24 and 2020-05-31
Europe (except Italy)	Between 2020-03-11 and 2020-05-31
*Italy	Between 2020-02-18 and 2020-07-06
Australia	Between 2020-03-20 and 2020-05-31
Others	Between 2020-03-17 and 2020-05-31

B. For passengers holding EVA/UNI AIR tickets with confirmed bookings on BR/B7 AIR international cross-strait and Hong-Kong/Macao flights between **2020-05-01** and **2020-05-31**, who are not entitled to enter/transfer or required to isolate/quarantine based on each country's regulation for COVID-19 (related documents shall be attached).

C. For eligible passengers encountered flight cancelation, delay or schedule change with travel date on/before **2020-05-31** are also subject to this handling guideline regardless the ticket issuing date

2. Applicable period

The application must be submitted on/before **2020-06-02**.

*Italy route: must be submitted on/before **2020-07-07**.

3. Provisions of Rebooking/Reissue

A. Passengers may change to the flight/date departing on/before **2020-12-31** and the reissue fee will be waived for ONE transaction.

(a) Provided that no changes made on RBD and routing (city) to the new BR/B7 operated flight, and the fare/tax difference should be collected if reissue. Endorse to flights operated by other carrier is not permitted.

For reservations & further information, please contact EVA Air Offices or log on to our web site at www.evaair.com.

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(b) Tickets with interline connecting flight involved, re-accommodation must be made in accordance with applicable BR/B7 fare rule within same destination (city) and the fare/tax differences should be collected.

(c) For conditions other than (a) (b) above, changes will refer to applicable BR/B7 fare rule and charge the fare/tax difference.

B. Please specify the wording of “**REISSUE DUE TO COVID-19**” in the Endorsement/ Restriction box.

4. Refund

Refund fee of the tickets and/or ancillary services will be exempted.

A. Totally unused: Full refund of the NET reported.

B. Partially used: Refund the unused NET fare, e.g. original ticketed with 1/2RT Q fare + 1/2RT W fare, O/B Q fare used, then refund the NET reported 1/2RT W fare.

C. Please specified the wording of “**RFND DUE TO COVID-19**”.

5. No-show passengers will not be exempted from no-show fee.

6. For those reissued tickets with change fee waived may also exempt from cancellation fee provided the new travel date on the reissued ticket as well as the refund application date meets the criteria of this handling guideline.

7. Award ticket and upgrade with mileages

Please contact BR/B7 reservation and ticketing office for rebooking or refund. The service fee such as reissue fee and refund fee can be exempted for ONE transaction. Expired miles are exempt from collection provided the revised itinerary meets the same criteria as the previous ticket.

8. Group passengers

Please refer to the original issuing agent.

9. Free and reduced fare tickets

Such as ID/AD/DM tickets, are not applicable to this provision.

10. For ticket change/refunds on/after **2020-04-25**, please follow the instruction of this handling guideline.

11. The passenger who has been charged on/before **2020-04-24** is not allowed to reimburse the reissue/refund fee based on this bulletin.

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