

Handling Guideline for Ticket Changes/Refunds of EVA/UNI AIR Flights due to COVID-19

1. Eligibility

For passengers holding BR/B7 AIR tickets with confirmed booking on BR/B7 AIR international 、cross-strait and Hong Kong/Macau flights

A. (a) Original Ticket issued date : on/before **01JUN, 2020** and

(b) Current Ticketed Flight date:

Route	Traveling Date
Kunming, Huangshan, Xian, Taiyuan, Zhengzhou, Jinan, Shenyang, Guilin , Hohhot, Harbin	Between 01JUN, 2020 and 24OCT, 2020
Italy	Between 01JUN, 2020 and 31JAN, 2021
Phuket	Between 01JUN, 2020 and 28SEP, 2020
Others	Between 01JUN, 2020 and 31AUG, 2020

B. Regardless the ticket issuing date, for passenger’s flight date between **01JUN, 2020** and **31AUG, 2020** 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 cancellation or schedule change of the flight date between **01JUN, 2020** and **31AUG, 2020** are also subject to this handling guideline regardless the ticket issuing date.

2. Application

The application must be submitted on/before **03SEP, 2020**.

3. Provisions of Rebooking/Reissue

A. Within the ticket validity, passengers may change to BR/B7 flights departing on/before **31DEC, 2020** (Only Italy route may change to flights departing in 2021) the reissue fee will be waived for ONE transaction, provided that:

(a) RBD and routing (city) remains unchanged, change to other BR/B7 flights may be made and the fare/tax difference should be paid by the passenger. Endorse to other carriers is not permitted.

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- (b) Destination remains unchanged, re-accommodation may be made in accordance with the fare rule where interline carrier(s) involved, however, the fare/tax differences should be paid by the passenger.
- (c) For conditions other than (a) (b) above, changes should be made subject to the fare rule and the fare/tax differences should be paid by the passenger.

B. 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.

Refund fee can be waived and service fee such as reissue 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. The passenger who has been charged on/before **31MAY, 2020** is not allowed to reimburse the reissue/refund fee based on this bulletin.