

Handling Guideline of EVA/UNI AIR International Flights by COVID-19

1. Eligibility

For passengers holding BR/B7 tickets with confirmed booking on following sectors, BR/B7 International Flights.

- (a) Ticket issued date: on/before **2020-03-23**
- (b) Travel date: between 2020-03-17 and 2020-04-30

2. Applicable period

The application must be submitted on/before **2020-04-30**.

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.
 - (b) Tickets with interline connecting flight involved, re-accommodation must be made in accordance with applicable BR/B7 fare rule. Change of transfer point is permitted provided the fare/tax and destination (city) remain the same.
 - (c) For conditions other than (a) (b) above, please refer to applicable BR/B7 fare rule and the fare/tax differences should be collected
- B. No-show passengers will not be exempted from no-show fee.
- C. Ticket validity can be extended for additional 14 days from the last day of ticket validity for the new traveling date.
- D. 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. Refund fee could be waived for the reissued ticket.

6. Award ticket and upgrade with mileages

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

7. Group passengers

Please refer to the original issuing agent.

8. Free and reduced fare tickets

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

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

Your attention and support to EVA Airways is greatly appreciated