

Ref: CI012/2020-NYC

Date: Mar 11, 2020

Subject: **Ticketing Handling Guidelines due to Coronavirus - Singapore/Japan/
Germany/France/Spain**

Dear Travel Partner:

To comply travel notice level 2, please be advised of the following handling guidelines for tickets to/from/via SG/JP/DE/FR/ES.

For Latest news/guidelines, please go to China Airlines' website:

<http://www.china-airlines.com/us/en/discover/news/travel-advisory/>

Ticket Stock	297/803 (BP00 included); DM/ID/AD/GIT tickets are not applicable
Eligibility	1. To/from/via SG/JP between the following travel dates: tickets issued on/before 24FEB2020 with confirmed booking on CI/AE flights which operate normally
	2. To/from/via DE/FR/ES between the following travel dates: tickets issued on/before 07MAR2020 with confirmed booking on CI/AE flights which operate normally
	a. Singapore(SG): between 11FEB-30APR2020
	b. Japan(JP): between 22FEB-30APR2020
	c. Germany(DE)/France(FR)/Spain(ES): between 07MAR-30APR2020
Due date	On/ before 30APR'20
Change	a. Any fare/tax differences incurred by new itineraries shall be paid by passengers and reissue charge including over counter charge shall be waived once provided that tickets are valid.
	b. For practice of award tickets, please contact CI/AE call center/branch offices.
No Show Fee	No show fee shall be collected based on the ticket rule.
Chargeable Seat	Follow the current rule of chargeable seat.
Pre-paid EB	Follow the current rule of pre-paid Excess Baggage
Refund	a. For totally unused tickets: Refund charge shall be collected
	b. For partially used tickets: Refund charge shall be collected , and calculation of residue value shall be based on voluntary refund procedures.

Thank you for your continuous support of China Airlines!