

To: All Agents
 From: Los Angeles Sales Office
 Date: April 9, 2020
 Subject: **MAY2020 Ticketing Handling Guidelines Due to COVID-19**

Ref. No. 2020QT080

Dear Travel Partners,
 Following ticket handling guidelines for travel in MAY2020 due to COVID-19 is for your kind reference.

To/From	All routes
Issue Date	On/Before 09APR2020
Travel Date	01MAY-31MAY20
Exception	The ticketing handling guideline stated below is also applied to CI/AE flight cancellation/delay/advance regardless of issue date and travel date
Ticket Stock	297/803 (BP00 included): AD tickets are no applicable
Due Date	On/before 31MAY20
Change	<ul style="list-style-type: none"> a. Valid tickets shall be involuntarily revalidated once provided that RBD/Carrier/Ticketed Point (same city) show on tickets remain unchanged while rebooking on other dates when CI/AE flights operate (e.g. TPE-ONT can be involuntarily revalidated to TPE-LAX). Any fare/tax differences incurred by rebooking shall be waived once. Bookings on flights operated by CI/AE shall not be changed to codeshare flights. b. Taiwan-China vv. Permitted to change to any Taiwan-China/HKG vv. Flights operated by CI/AE provided that RBD remain unchanged. Taiwan-Europe vv. Permitted to change to any Taiwan-Europe vv. Flights operated by CI/AE excluding TPE-LGW v.v. provided that RBD remain unchanged. Any fare/tax differences incurred by rebooking on different RBD/routing shall be paid by passengers and reissue charge including over-counter charge shall be waived once. c. Different point in the same country is interchangeable provided that RBD remains unchanged and flights are operated by CI/AE. Any fare/tax differences and reissue charge including over-counter charge incurred shall be waived once. d. Any fare/tax difference incurred by rebooking on different RBD/routing except Change b./c. mentioned above shall be paid by passengers and reissue charge including over-counter charge shall be waived once. Owing to Force Majeure, rearrangement to other airlines flights is prohibited.
No Show Fee	No show fee shall be waived provided that passengers are denied boarding to their flights at airports due to suspected infection of pneumonia or respiratory syndrome. In this scenario, please annotate waiver code in Reason for Change Box when changing the e-Ticket coupon status from S to O.
Chargeable Seat	Chargeable seat EMD shall be refunded without imposing any service charge provided that tickets are submitted for refund together.
Pre-paid EB	Pre-paid Excess Baggage EMD shall be refunded without imposing any service charge provided that tickets are submitted for refund together.
Waiver Code	WAIVECINCOV020
Refund	<ul style="list-style-type: none"> a. For totally unused tickets: Full refund shall be performed without imposing any refund charge/penalty. b. For partially used tickets: Refund charge shall be waived, and calculation of residue refund value shall be based on involuntary refund procedures.

Thank you for your continuous support of China Airlines!

If you have any further questions, please don't hesitate to contact your Area Account Manager.