

To: All Agents  
 From: New York Sales Office  
 Date: April 30, 2020  
 Subject: Summary of Ticket Handling Guidelines

Ref: CI020/2020-NYC

## Summary of handling guidelines for the outbreak COVID-19

Routing Involves To/from/via TPE	Ticketing Date On/Before	Confirmed AE/CI Flight Travel Date	Reissue/Rebook Reroute Fee	Refund Fee
China / Hong Kong	08 FEB, 2020	20 JAN to 30 APR, 2020	Waive Once	Waive
Cebu	11 FEB, 2020	29 MAR to 11 JUN, 2020	Waive Once	Waive
Korea	24 FEB, 2020	24 FEB to 30 APR, 2020	Waive Once	Waive
Europe	13 MAR, 2020	07 MAR to 30 APR, 2020	Waive Once	Waive
United States (except GUM)/Japan / Singapore India / Thailand Malaysia / Philippines Indonesia / Vietnam Cambodia / Myanmar/ Brunei	17 MAR, 2020	17 MAR to 30 APR, 2020	Waive Once	Waive
Others	18 MAR, 2020	19 MAR to 30 APR, 2020	Waive Once	Waive

Ticket Stock	CI (297) and AE (803) ticket stock
Due Date	<del>30 APR, 2020</del> <b>On/before 30 Jun, 2020</b>
Waiver Code	<b>WAIVECINCOV020</b>
Change	<p>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.</p> <p>b. Any fare/tax differences incurred by rebooking on different RBD/routing/seasonality shall be paid by passengers and reissue charge shall be waived once.</p> <p>c. Any fare/tax difference incurred by rebooking on different RBD/routing/seasonality except change item b or c mentioned above shall be paid by passengers and reissue charge including over-counter change shall be waived once. Owing to Force Majeure, rearrangement to other airlines flights is prohibited.</p>
No Show Fee	Please refer to GDS
Chargeable Seat/ Pre-paid Excess Baggage	Chargeable seat EMD / Pre-paid EB shall be refunded without imposing any service charge provided that tickets are submitted for refund together.
Refund	<p>a. For totally unused tickets: Full refund</p> <p>b. For partially used tickets: Refund charge shall be waived, and calculation of residue refund value shall be based on involuntary refund procedures.</p>

**Thank you for your continuous support of China Airlines!**