

**To:** All Agents  
**From:** New York Sales Office  
**Date:** April 30, 2020  
**Subject:** Ticketing Handling for Cancellation/Delay/Advance due to Vovid19 Ref: CI021/2020-NYC

## Handling guidelines for travel in May

To/From	All CI routes
Issue Date	On/Before 09 April 2020
Travel Date	01 May to 31 May 2020
Exception	The Ticketing handling guidelines stated below is also applied due to CI/AE flight cancellation/Delay/Advance regardless of issue date and travel date
Ticket Stock	CI (297) and AE (803) ticket stock
Due Date	<del>30 APR, 2020</del> — <b>On/before 30 June, 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!**