

**Ref: CI016/2020-NYC**  
**Date: March 23, 2020**  
**Subject: Ticketing Handling Guidelines due to Coronavirus -**  
**Waiver for itinerary interruptions / Epidemic prevention measures**

Dear Travel Partner:

To comply with the epidemic prevention policy of Taiwan government, China Airlines and Mandarin Airlines will *Suspend passengers to transfer via Taiwan* from 00:00 24MAR2020 (Taipei Time, GMT+8) to 07APR2020

Due to spread of COVID-19, please remind passengers that they are required to

- *Wear a face mask at check-in counter, gate & inside the cabin at all times (except for consuming food and drink)*
- *Undergo a temperature check before boarding*  
*Any person with a forehead temperature of over 99.5°F (37.5°C) or unwilling to cooperate with this procedure will not be accepted to board the flight.*

Kindly refer below handling procedures for your passengers who are (1) **NOT ENTITLED TO ENTER / TRANSFER** OR (2) **REQUIRED TO ISOLATE /QUARANTINE** OR (3) **DENIED BOARDING AT AIRPORTS DUE TO FEVER.**

Ticket Stock	297/803 (BP00 included); DM/ID/AD tickets are not applicable
Eligibility	<ul style="list-style-type: none"> <li>a. Valid tickets with confirmed bookings on CI/AE flights between 20JAN-30APR20, and passengers are NOT entitled to <b>Enter/ Transfer</b> or <b>Required to Isolate /Quarantine</b> based on local government's policy on COVID-19</li> <li>b. Valid tickets with confirmed booking on CI/AE flights between 20JAN-30APR20, and passengers are <b>denied boarding at airports due to fever symptom</b></li> </ul>
Due date	On/ before <b>30APR'20</b>
Change	<ul style="list-style-type: none"> <li>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.</li> <li>b. 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. Owing to Force Majeure, rearrangement to other airlines' flights is prohibited.</li> </ul>
<b>Waiver Code</b>	<b>WAIVCINCOV020</b>
No Show Fee	Please Refer GDS
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 EB EMD shall be refunded without imposing any service charge provided that tickets are submitted for refund together.
Refund	<ul style="list-style-type: none"> <li>a. For totally unused tickets: <b>Full Refund shall be performed without imposing any refund charge/ penalty</b></li> <li>b. For partially used tickets: <b>Refund charge shall be WAIVED</b>, and calculation of residue value shall be based on voluntary refund procedures.</li> </ul>

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

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