

## Important Agency Notice

2020.3.12

### Special handling procedures for passenger been required 14 days quarantine from serious affected countries/areas

Dear Passengers and Travel Partners

Due to the COVID-19 virus spreading to more countries/areas, on 12MAR2020, China (Shanghai & Beijing) authorities had announced that all passengers arriving/transiting from the serious affected countries/areas such as **Italy, Iran, Japan, Korea, France, Germany, Spain, & USA** . . . etc. **to China (Shanghai-PVG/SHA)** are required to be quarantined for 14 days. If any passenger is unable to take the booked/ticketed connecting flights, his/her unused ticket can be handled as follows:

#### 1. Eligibility

- 1-1 Any passenger arriving at Shanghai (PVG/SHA) who has stayed or transited via from those serious affected countries/areas such as Italy, Iran, Japan, Korea, France, Germany, Spain, & USA...etc. **within 14 days (T-14) with the proof of used/flown segment** (with a used/flown ticket from/via above affected countries/areas to Shanghai (PVG/SHA) such as TYO-SHA or FCO-CDG-PVG...etc.) with **such ticket either issued or exchanged on/before 12MAR2020, 9am (PST)**, hereafter as the **"Used Ticket"**.
- 1-2 if PAX holding a ticket contained the unused confirmed segment(s) to China inland city or any third country destination from Shanghai (included but not limited) within 14 days (T+14) from the date of arrival (such confirmed unused ticket must be MU/781 ticket stock **original issued or exchanged on/before 12MAR2020, 9am (PST)**, hereafter as the **"Pending for Use ticket"**.
- 1-3 The **"Used Ticket"** and the **"Pending for Use Ticket"** may be the same ticket or different tickets.

#### 2. Special ticket handing policy

- 2-1. All confirmed/unused segment(s) for Such **"Pending for Use ticket"** must be cancelled prior to departure. Then, the ticket can be processed as **involuntary refund** with a special annotation in TRMK with **"INVOL RFD DUE to 781xxxxxxxxx"** (this ticket number is the **Used Ticket**), **OR**
- 2-2. All confirmed/unused segment(s) for such **"Pending for Use ticket"** must be cancelled prior to departure. Then, the ticket can be processed as **involuntary exchange once only** (with all the unused segment(s) must be exchanged at same time) to the same route/destination to a new traveling date **within 21days prior or after the original booked/ticketed travelling date (T +/- 21)** from the **"Pending for Use ticket"**. The new exchange ticket must be inserted a special annotation in TRMK with **"INVOL CHG DUE to 781xxxxxxxxx"** (this ticket number is the **Used Ticket**)
- 2-3. All affected passengers by this inbound China quarantine regulation, the special waiver code for either involuntary refund or involuntary exchange is: **MUNA05CN**  
Subject Waiver Code must be inserted into the corresponding [Airline Waiver Code] box by the ticket refund/exchange agency during ARC/BSP ticket refund/exchange process.

**If any additional country/area been announced with the same inbound China quarantine regulation, the newly affected passenger(s) can also follow this special ticket handling policy accordingly.**

If you have any questions regarding this notice, please contact your local China Eastern Airlines Sales Office or N. America Call Center at 1-855-589-5530.

Thank you for your support to China Eastern Airlines!

China Eastern Airlines, North America

### 关于隔离观察的入境中国旅客，客票退改签的通知

尊敬的旅客及旅游同业

近期随着中国国外新冠病毒疫情的发展，上海于2020年3月12日宣布对韩国、意大利、伊朗、日本、法国、德国、西班牙、**美国**...等疫情严重国家入境中国的旅客隔离观察14天，如果旅客因此无法衔接后续航班，按以下规定办理。

#### 一、适用范围

1.旅客到达上海之日前14天内(T-14天)，如果居住或途经韩国、意大利、伊朗、日本、法国、德国、西班牙、美国...等疫情严重国家（旅客须出示相关已使用的东航客票，即上述国家至上海或经其他国家至上海的已使用东航客票，例如东京—上海、罗马—巴黎—上海等，出票或换开日期在2020年3月12日上午9点（美国西岸时间，含）之前，以下简称**已使用客票**）。

2.旅客到达上海之日后14天内(T+14天)，有前往其他国内外城市的未使用航段（仅限东航/781客票，出票或换开日期在2020年3月12日上午9点（美国西岸时间，含）之前，包括但不限于从上海出发，以下简称**待处理客票**）。

3.**已使用客票**和**待处理客票**可以不是同一本客票。

#### 二、处理办法

1.**待处理客票**的所有未使用航段必须在原订航班起飞前取消座位，可按非自愿规定办理退票，须以TRMK形式注明“INVOL RFD DUE TO 781xxxxxxxxx”（此处票号为**已使用客票**票号）。

2.**待处理客票**的所有未使用航段必须在原订航班起飞前取消座位，可按非自愿规定一次性办理改期（即多个航段须一并改期），改期范围为原订航班起飞日期前后21天内(T±21)，须以TRMK形式注明“INVOL CHG DUE TO 781xxxxxxxxx”（此处票号为**已使用客票**票号）。

3. 对此项受入境中国隔离观察的旅客客票，退票/改签授权豁免号码为：**MUNA05CN**

**若出现新的疫情严重国家或其他国内城市宣布同类隔离观察政策，受其影响的旅客请参照本规定办理非自愿退改手续。**

上述规定自发布之日起生效。如需后续服务，请联络当地东航营业部，或北美客服中心1-855-589-5530。

感谢您的理解和支持！

中国东方航空 北美营销中心