

North America Flights Cancellation Notice (update 1) 2020.3.25

Dear Passengers and Travel Partners

To comply with the epidemic prevention policy, certain MU N. America routes/flights from late March till early May will be cancelled as follow:

	Route	Flight No.	Date Range	Flight Cancellation
1	JFK-PVG-FOCv.v.	MU588/587	3/30-5/02	every Mon/Tue/Thu/Sat
	Note: The MU588/587 PVG-FOC v.v. will also be cancelled during the operating days			
	JFK-PVG	MU298	4/27-5/03	all flights
	PVG-JFK	MU297	4/26-5/02	all flights
2	LAX-PVGv.v.	MU586/583	4/01-5/01	every Wed/Fri/Sun
	LAX-PVG	MU578	4/27-5/03	all flights
	PVG-LAX	MU577	4/26-5/02	all flights
3	SFO-PVGv.v.	MU590/589	3/30-5/02	all flights
4	ORD-PVG	MU718	4/05-4/26	every Sun plus 4/30, 5/02
	PVG-ORD	MU717	4/28,4/30,&5/02	these 3 days
	ORD-PVG-TYN	MU256	3/30-5/01	every Mon/Wed/Fri
	TYN-PVG-ORD	MU255	4/01-5/03	every Wed/Fri/Sun
5	YVR-PVG	MU598	3/31-5/03	every Tue/Thu/Sat/Sun
	PVG-YVR	MU597	3/30-5/02	every Mon/Wed/Fri/Sat
6	YYZ-PVGv.v.	MU208/207	3/30-4/29	every Mon/Wed/Sun

The special ticket handling regulations for the affected passengers:

- A.** Any passenger with the confirmed reservation and ticket affected by above cancelled flight, may process either **involuntary ticket REFUND** or **involuntary ticket EXCHANGE** (as free of charge for ONCE only) through your original ticket purchased Travel Agency/Representative Outlet/Website etc. Or, call our **24-hours Customer Service Center at 011-86-21-20695530** or **N. America Call Center at 1-855-589-5530**.

For the Involuntary Ticket Exchange (free of charge once only) may include following 2 situations:

- To change a new traveling date, and/or
- To change the itinerary on MU operating flight within the same region in North America (USA and Canada):

Subject ticket can be exchanged to any MU operated flight with lowest available inventory (RBD/booking code) in the same physical cabin.

For example:

If the original booked/ticketed itinerary was **【SFO-MU-PVG】**. Now due to the flight is cancelled, the passenger can re-route/re-book to **【LAX-MU-PVG】** as involuntary ticket exchange with exchange fee waived once.

However, during such re-route, if an interline segment is needed such as **【SFO-YY-LAX】**, it should be handled/purchased by passenger him/herself. MU does NOT responsible for such additional interlines' ticket cost.

- B.** The special WAIVER code for subject involuntary ticket refund and exchange is: **MUNA06CN**
Subject Waiver Code must be inserted into the corresponding **[Airline Waiver Code]** box and the **[Endorsement]** box by the ticket issuing agency during ARC/BSP ticket refund/exchange process.

More flights may be dynamically adjusted according to the epidemic prevention, we apologize for any inconvenience it may cause. Your understanding is highly appreciated!

China Eastern Airlines, North America

北美航线部分航班取消的通知 (更新 1)

2020.3.25

尊敬的旅客及旅游同业

根据新冠肺炎防控形势,为进一步配合做好疫情防控工作,北美往返中国各航线于3月底至5月初之间,部分航班取消,具体日期如下:

	航线	航班号	日期范围	航班取消信息
1	纽约-浦东-福州	MU588/587	3/30-5/02	每周12.4.6.
	注:另于MU588/587每周可执飞的航班中,浦东-福州段亦取消			
	纽约-浦东	MU298	4/27-5/03	每日航班
	浦东-纽约	MU297	4/26-5/02	每日航班
2	洛杉矶-浦东	MU586/583	4/01-5/01	每周..3.5.7
	洛杉矶-浦东	MU578	4/27-5/03	每日航班
	浦东-洛杉矶	MU577	4/26-5/02	每日航班
3	旧金山-浦东	MU590/589	3/30-5/02	每日航班
4	芝加哥-浦东	MU718	4/05-4/26	每周.....7,及4/30, 5/02
	浦东-芝加哥	MU717	4/28,4/30,&5/02	此三日取消
	芝加哥-浦东-太原	MU256	3/30-5/01	每周1.3.5..
	太原-浦东-芝加哥	MU255	4/01-5/03	每周..3.5.7
5	温哥华-浦东	MU598	3/31-5/03	每周.2.4.6.7
	浦东-温哥华	MU597	3/30-5/02	每周 1.3.5.6.
6	多伦多-浦东	MU208/207	3/30-4/29	每周 1.3...7

A. 退票及更改办法:

1. 请通过原购票渠道(旅行社、代理点、网站等)办理**免费退票**或**免费更改一次**
2. 联络东航24小时客服热线011-86-21-20695530或北美呼叫中心1-855-589-5530
3. 东航官方微信(微信号:中国东方航空),输入并发送“人工”转接办理。

免费更改一次包括:

可更改旅行日期。或可更改行程,允许在美加地区免费一次变更行程。

旅客可按非自愿规定在相同物理舱位情况下,原确认订位航班被取消后,可更改旅行日期、行程于美加同一区域内始发的东航任何实际承运航班。例如原订航班【**旧金山-东航-浦东**】航班取消,可以免费更改一次改为【**洛杉矶-东航-浦东**】。在美加地区变更行程涉及新增外航航段,如【**旧金山-外航-洛杉矶**】新增外航航段需由旅客自行处理/购买。

B. 本通告对本次北美部分航班取消的旅客客票退票/改签授权豁免号码为: **MUNA06CN**

请务必将此授权豁免号码输入【Airline Waiver Code】及【Endorsement】栏位,以便客票审核工作。

对于上述航班调整给您带来的不便我们深表歉意!感谢您的理解与支持!

中国东方航空 北美营销中心