

North America Flights Cancellation Notice (update 4) 2020.5.20

Dear Passengers and Travel Partners:

To comply with the epidemic prevention policy, China Eastern Airlines (MU/781) N. America routes/flights between 5/31 and 6/30 will be further cancelled/adjusted as follow:

	Route	Flight No.	Applied Period	Flight Cancellation
1	JFK - PVG	MU588	5/31 - 6/30	Keep WED flight only
	PVG - JFK	MU587	5/31 - 6/30	Keep TUE flight only
	Note: The MU588/587 PVG-FOC v.v. will also be cancelled during the operating days			
2	JFK - PVG	MU298	5/31 - 6/30	All flights cancelled
	PVG - JFK	MU297	5/31 - 6/30	All flights cancelled
	LAX - PVG v.v.	MU586/583	5/31 - 6/30	All flights cancelled
3	LAX - PVG	MU578	5/31 - 6/30	All flights cancelled
	PVG - LAX	MU577	5/31 - 6/30	All flights cancelled
	SFO - PVG v.v.	MU590/589	5/31 - 6/30	All flights cancelled
4	ORD - PVG	MU718	5/31 - 6/30	All flights cancelled
	PVG - ORD	MU717	5/31 - 6/30	All flights cancelled
	ORD - PVG - TYN	MU256	5/31 - 6/30	All flights cancelled
5	TYN - PVG - ORD	MU255	5/31 - 6/30	All flights cancelled
	YVR - PVG	MU598	5/31 - 6/30	All flights cancelled
	PVG - YVR	MU597	5/31 - 6/30	All flights cancelled
6	YVR - PVG	MU582	5/31 - 6/30	All flights cancelled
	PVG - YVR	MU581	5/31 - 6/30	All flights cancelled
	YYZ - PVG	MU208	5/31 - 6/30	Keep SAT flight only
	PVG - YYZ	MU207	5/31 - 6/30	Keep FRI flight only

- A. The MU flight operating plan on/after 01JUL2020 may be further adjusted, the special ticket handling regulations for the affected passengers are regulated with following options:
- Any affected passenger (including the PAX passport nationality is NOT accepted to enter/via China) **who has decided to cancel** the reservation, the MU/781 ticket can be processed the **Involuntary Ticket REFUND** within the ticket validity with refund penalty waiver.
 - Any affected passenger **who still wishes to travel in near future** within the ticket validity, MU highly suggests that the affected passengers to **hold his/her revised travel plan** until more precise flight plan been announced later for travel dates on/after 01JUL2020. Then the affected ticket may follow the MU ***Involuntary Ticket Exchange** policy to be exchanged accordingly with exchange fee waived ONCE only.
- B. For the above affected ticket refund or exchange, passenger may contact:
- 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 **Involuntary Ticket Exchange** policy (free of change once only) within the ticket validity includes 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 **【LAX-MU-PVG】**. Now due to the flight is cancelled, the passenger can re-route/re-book to **【JFK-MU-PVG】** as involuntary ticket exchange with exchange fee waived once.

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

The special WAIVER code for subject involuntary ticket refund and exchange is: **MUNA06CN**

It must be inserted into the [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 the inconvenience it may cause to you. 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 4)

2020.5.20

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,东方航空(MU/781)北美往返中国各航线于5月31日至6月30日之间,

更新航班取消信息,具体日期如下:

	航线	航班号	适用日期范围	航班取消信息
1	纽约-浦东	MU588	5/31 - 6/30	仅保留 每周三 航班
	浦东-纽约	MU587	5/31 - 6/30	仅保留 每周二 航班
	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	5/31 - 6/30	全部取消
	浦东-纽约	MU297	5/31 - 6/30	全部取消
2	洛杉矶-浦东	MU586/583	5/31 - 6/30	全部取消
	洛杉矶-浦东	MU578	5/31 - 6/30	全部取消
3	浦东-洛杉矶	MU577	5/31 - 6/30	全部取消
	旧金山-浦东	MU590/589	5/31 - 6/30	全部取消
4	芝加哥-浦东	MU718	5/31 - 6/30	全部取消
	浦东-芝加哥	MU717	5/31 - 6/30	全部取消
	芝加哥-浦东-太原	MU256	5/31 - 6/30	全部取消
	太原-浦东-芝加哥	MU255	5/31 - 6/30	全部取消
5	温哥华-浦东	MU598	5/31 - 6/30	全部取消
	浦东-温哥华	MU597	5/31 - 6/30	全部取消
	温哥华-浦东	MU582	5/31 - 6/30	全部取消
	浦东-温哥华	MU581	5/31 - 6/30	全部取消
6	多伦多-浦东	MU208	5/31 - 6/30	仅保留 每周六 航班
	浦东-多伦多	MU207	5/31 - 6/30	仅保留 每周五 航班

A. 由于7月1日及之后的航班计划,仍有可能有所变更,上述航班取消的相关客票的特殊处理方案如下:

1. **已确定取消行程的旅客** (包括旅客护照国籍目前限制不可进入中国或在中国转机者),在客票的有效期内可按东航“非自愿航变政策规定”办理退票,免收退票手续费。
2. **后续仍有乘机计划的旅客**,建议旅客可于客票的有效期内,待东航后续航班计划公布后,再按东航“非自愿航变政策规定”进行航班订位及客票变更,免收客票变更手续费一次。

B. 请通过 1. 原购票渠道(旅行社、代理点、网站等)办理上述 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。

***非自愿航变政策规定:**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 **【洛杉矶-东航-浦东】**航班取消,可以免费更改一次改为**【纽约-东航-浦东】**。在美加地区变更行程涉及新增外航航段,如**【洛杉矶-外航-纽约】**新增外航航段需由旅客自行处理/购买,东航免费改签政策不承担此新增外航航段费用。

C. 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**

开票代理人请务必将此授权豁免号码输入**【Airline Waiver Code】**及**【Endorsement】**栏位,以便后续客票审核工作。

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