

Important Announcement

2020.5.28

MU/781 ticket Involuntary Refund/Exchange special regulations update

Dear Passengers and Travel Partners:

Due to current COVID-19 situation is still unclear, our flights suspension policy continues in effective. To help all affected passengers re-arrange your already booked/ticketed itinerary during current virus situation, we now announce the MU/781 ticket involuntary Refund/Exchange Policy update as follows

For any the Booked and Ticketed MU/FM flight **on/after 24JAN2020 till on/before 24OCT2020** with MU/781 ticket stock, if it involves either MU/FM's international/China domestic flight cancellation or any ticketed MU/FM flight is still in operation but the Destination country limiting the passenger(s) from entering, such affected ticket can be accepted for either **Involuntary refund** or **Changing to a new/available traveling date (including the necessary/reasonable itinerary change) one-time** within the **original ticket validity** with Refund Penalty/Exchange Fee waived.

For Involuntary Ticket Exchange to a new/available traveling date, the maximum travel range can be **extended to on/before 31DEC2020** with MU/FM operating flight(s).

When applying Involuntary Ticket Exchange, it is allowed a necessary/reasonable one-time itinerary change within the same REGION (*defines as: Mainland China; US/Canada but not including Saipan; Europe; Australia/New Zealand; Japan; Korea; S. E. Asia including Saipan; S. Asia; Middle East; HKG/Macau; Taiwan; as same REGION individually*), according to our "Involuntary Ticket Exchange regulations" passenger(s) can rebook to new/available traveling date(s)/flight(s) within the same REGION operating by MU/FM with any available booking class (RBD) under the same physical cabin based on the original ticket.

A. For such Involuntary Ticket Exchange involving necessary/reasonable itinerary change within Mainland China REGION, it is allowed to add an additional segment operating by MU/FM as to properly transport PAX to the original China destination and/or from original China departure.

For example: if original ticket was SFO-TAO, it allows to change the itinerary as SFO-PVG-TAO.

B. If the original ticket involved a TRANSIT point change in China, it can be changed the TRANSIT point in China as to properly transport PAX to the original China destination and/or from original China departure.

For example: if the original ticket was SIN-PVG-PEK, it allows to change the itinerary/transit point as BKK-KMG-PEK.

C. If involved any segment change outside Mainland China REGION, passenger must take care any the addition segment operating by other carrier him/herself.

For example: If the original ticket was PVG-ROM(FCO), since said route is suspended, MU allows it to change the itinerary to PVG-PAR(CDG) with the above Involuntary Ticket Exchange policy. However, the **additional PAR(CDG)-YY-ROM(FCO) segment** must be handled/purchased by PAX him/herself.

For the above affected ticket refund or exchange, passenger may contact:

1. Through your original ticket purchased channel such as your Travel Agency/Representative Outlet/Website etc. Or,
2. Call our 24-hours Customer Service Center at 011-86-21-20695530 or N. America Call Center at 1-855-589-5530.

The special WAIVER code for subject involuntary ticket refund and exchange is: **MUNA07CN**. All **previous announced COVID-19 related waiver codes** will be expired by the end of **31MAY2020** and **replaced by this new waiver code**. This update notice/policy will be **in effective on/after 01JUN2020**. The end of subject regulations will be announced later
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.

Your understanding and supports are highly appreciated!

China Eastern Airlines, North America

关于调整疫情期间东航国际客票退改签规定的通知

2020.5.28

尊敬的旅客及旅游同业

由于境外疫情发展趋势尚不明朗，国际航班“五个一”政策继续执行，为了协助旅客安排疫情期间的出行计划，现调整东航客票退改签规定如下：

自**2020年1月24日**（含，以航班承运日期为准）至**2020年10月24日**（含，以航班承运日期为准）期间，凡涉及**东上航国际、地区航班取消或航班未取消但目的地国家限制入境**，则相关的东航国际客票，可在**客票有效期内按非自愿规定**办理退票或改期（包含变更行程），**改期范围扩大至2020年12月31日（含）**之前东上航实际承运航班。旅客申请变更行程，允许在**同一区域内**变更行程一次（*中国大陆；美加不含塞班；欧洲；澳新；日本；韩国；东南亚含塞班；南亚；中东；港澳地区；台湾 各自视为同一区域*），旅客可按**非自愿规定在相同物理舱位情况下**将原航班变更至同一区域内东上航任何实际承运航班。

- A. 变更行程允许额外赠送一段东上航实际承运的**中国大陆境内航段**至（自）原境内目的地（原境内始发地）。例如原客票**旧金山-青岛**允许变更为**旧金山-浦东-青岛**。
- B. 若原客票为**中转联程客票**，允许免费变更**中国大陆境内中转点**，用于运输旅客至（自）原境内目的地（原境内始发地）。例如原客票是**新加坡-浦东-北京**允许变更为**曼谷-昆明-北京**。
- C. 若涉及**中国大陆以外**区域内航段，旅客必须**自行处理**。例如原客票**浦东-罗马**，由于东航浦东-罗马航班取消，东航负责变更为**浦东-巴黎**，**巴黎-罗马**航段由旅客**自行处理**。

旅客请通过：
1. 原购票渠道（如原订位/开票 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

本通告对涉及航班取消的旅客客票退票/改签授权豁免号码为：**MUNA07CN**。之前所有各次发布的疫情相关客票退票/改签授权豁免号码都将于**2020年5月31日执行完毕**，不再续用。上述规定及新的疫情相关客票退票/改签授权豁免号码从**2020年6月1日起执行**，截止日期另行通知。

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。

感谢您的理解与支持！