



CA/ZH Change and Refund Policy due to Covid-19: 27MAR20

Due to the ongoing Covid-19 situation, Air China and Shenzhen Airlines have cancelled some flights on domestic, international and regional routes. Please find below some standard procedures set in place for you to assist clients booked on Air China and Shenzhen Airlines tickets whom are affected by cancelled services.

#### INVOLUNTARY CHANGE

[Where flight has been cancelled]

For passengers booked on a cancelled service, please rebook alternative CA or ZH flight where requested by passenger where services are available or refund as below;

##### 1.Rebook Procedure:

For flights operated before June 30, 2020 (included), no change fee, sub-class fare difference or seasonal fare difference will be charged. Rebook in same RBD or lowest RBD available in the same cabin of travel on CA or ZH operated flight and reissue without further charges with waiver code below.

For flights operated after July 1, 2020 (included), no change fee will be charged, but any sub-class fare difference and seasonal fare difference will be charged.

NOTE: Only 1 involuntary change is permitted. Subsequent changes will be as per fare rules. All change must be made within ticket validity.

##### 2.Reroute Procedure:

Domestic only routes: Must be refunded and new ticket purchased.

International routes: Cancelled service can be rebooked to another city in the same region [eg to another EU city where EU is final destination] New flight must be CA or ZH operated service.

Reroute can also be via another CA hub eg LHR-CTU change to LHR-PEK-CTU

NOTE: Where no rebook/reroute option is possible, or passenger wishes to travel on another carrier, passenger will have to cancel ticket and purchase an alternative ticket at their own expense.

##### 3.Refund procedure -Before departure:

Unused fare and tax can be fully refund. Please refund via your GDS. Enter waiver code below.

#### 4. Partial Refund procedure - After departure:

When passenger has used outbound and is affected with cancelled service, and no rebook option is applicable, then ticket must be part refunded. Refund unused NUC amount and taxes/charges. In the event of no NUC amount showing then apply the following rule:

Simple return itineraries where RBD is the same: Refund 50/50 of the base fare plus the unused taxes/charges.

For open jaw/mixed booking codes: Deduct 50% of the USED outbound amount based on the equivalent return fare for the RBD booked. Deduct used taxes/charges. Do not calculate fare used based on the one-way fare equivalent. Refund the remaining unused amount and unused taxes/charges.

Waiver Code: For involuntary changes/rebook/refunds the below waiver code must be shown on the ticket as to why additional fee/cancellation has been waived;

“INVOL DUE CAxxx CANCEL” [xxx = flight number]

#### VOLUNTARY CHANGE

[For all other changes not relating to cancelled service]

This policy is only for UK and Ireland IATA agents. This supersedes previous issues. Key changes are highlighted.

#### Applicable Tickets:

. All CA/ZH tickets issued at any time for travel or transit to China on any date on after 01 JAN 2020 to any date in 2020.

. All Air China operated / CA codeshare “999” tickets

. Shenzhen operated / ZH coded “479” tickets

#### Refund procedure:

Passenger can request a full refund. Please refund this in your GDS. Due to expected volumes, submissions via BSP will take over 6 months to process.

For part used tickets refund as per above involuntary rule.

No Show: Normal cancellation conditions apply for no show passengers with flight dates 01 March onwards. Segments in PNR must be cancelled before departure.

NOTE: Refunds for flights with travel dates from 01MAR20 must also be processed before the original scheduled flight time. Even if PNR is cancelled, Refund can not be done if submitted/processed after the original travel date.

Rebooking procedure:

For any voluntary change follow normal fare rules for all date/flight changes or submit for refund as above and purchase a new ticket.

For involuntary change [eg where CA has cancelled service] follow the above involuntary rule

In all voluntary cases:

Waiver code : must be inputted as to why charges have been waived:

"INVOL DUE CORONAVIRUS"

\*Where CA has cancelled the service do not use Coronavirus as a waiver

Refund Deadline

The latest deadline to cancel and refund following the above rules is 30 APRIL 2020

Note- this is cancel/refund deadline, not the travel date deadline

We would be grateful this information be cascaded to all relevant sales and refunds departments and ensure all clients are contacted accordingly. Refunds must be made via the original booking agent. Agency bookings can not be refunded by the airline.

Should you have any further queries please do not hesitate to contact Air China European

Air China London Office/27MAR20