

Dear Industry Partners,

To go along with the announcement that we will commence travel from LHR next month please see below instructions in regarding to reissuing LGW tkts

To cope with the tax-related issue brought by the airport change from LGW to LHR, please be advised of the following handling guidelines.

1. Passengers holding CI/AE valid tickets including BP00 with confirmed bookings on TPE-LGW v.v. (status HK) affected by the airport change,
 - a. Rebooked to TPE-LHR v.v., any tax difference shall be waived provided that RBD remains unchanged.
 - b. Rebooked to TPE-LHR v.v., any fare/tax differences shall be collected provided that RBD is changed.
2. Passengers holding CI/AE valid tickets including BP00 with confirmed bookings on TPE-LGW which are "unaffected" or without confirmed bookings,
 - a. Rebooked to TPE-LHR v.v., any tax difference shall be collected.
3. As for those un-ticketed bookings, please price the new itinerary and issue tickets accordingly.
4. Rebooked to TPE-LGW v.v. with tickets issued on TPE-LHR v.v., any tax difference shall not be refunder.
5. Other relevant handling guidelines, please refer to applicable COMP (e.g. 2020-QT115-SZ or the updated version at a later stage) or ticket rules.

To/From/Via	All routes
Issue Date	On/before 02JUN20
Travel Date	01JUL-31AUG20
Exception	The ticketing handling guidelines stated below is also applied due to C/AE flight cancellation/delay/advance regardless of issue date and travel date.
Ticket Stock	297/803 (BP00 Included) ; DM/ID/AD tickets are not applicable.
Due Date	On/before 31OCT20
Change	<p>a. Valid tickets shall be involuntarily revalidated once provided that RBD/Carrier/Ticketed point (same city) shown on tickets remain unchanged while rebooking on other dates when C/AE flights operate. (e.g. TPE/ONT can be involuntarily revalidated to TPE/LAX) Any fare/tax differences incurred by rebooking shall be waived once. Bookings on flights operated by C/AE shall not be changed to codeshare flights.</p> <p>b. TWN-PRC v.v. permitted to change to any TWN-PRC/HKG v.v. flights operated by C/AE provided that RBD remains unchanged. TWN-EUR v.v. permitted to change to any TWN-EUR v.v. flights operated by C/AE excluding TPE-LGW v.v. provided that RBD remains unchanged. TWN-AU/NZ v.v. permitted to change to any TWN-AU/NZ v.v. flights operated by C/AE provided that RBD remains unchanged. Any fare/tax differences and reissue charge including over-counter charge incurred shall be waived once. -Option 1: Use the function of FHE to add ticket (by segment/by passenger) and add SSR CKIN "TKT INTERCHG WAIVECINCOV020" to indicate the reason. -Option 2: Tickets shall be involuntarily reissued.</p> <p>c. Different points in the same country are interchangeable provided that RBD remains unchanged and flights are operated by C/AE. Any fare/tax differences and reissue charge including over-counter charge incurred shall be waived once. -Option 1: Use the function of FHE to add ticket (by segment/by passenger) and add SSR CKIN "TKT INTERCHG WAIVECINCOV020" to indicate the reason. -Option 2: Tickets shall be involuntarily reissued.</p> <p>d. Any fare/tax differences incurred by rebooking on different RBD/routing except Change b./c. mentioned above shall be paid by passengers and reissue charge including over-counter charge shall be waived once. Owing to Force Majeure, rearrangement to DAL flights is prohibited.</p>
No Show Fee	No show fee shall be waived provided that passengers are denied boarding to their flights at airports due to suspected infection of pneumonia or respiratory syndrome. In this scenario, please annotate waiver code in Reason for Change Box when changing the ET coupon status from 5 to 0.
Chargeable Seat	Chargeable seat EMD shall be refunded without imposing any service charge provided that tickets are submitted for refund together.
Pre-paid EB	Pre-paid EB EMD shall be refunded without imposing any service charge provided that tickets are submitted for refund together.
Waiver Code	WAIVECINCOV020
Refund	<p>a. For wholly unused tickets: Full refund shall be performed without imposing any refund charge.</p> <p>b. For partially used tickets: Refund charge shall be waived, and calculation of residual refund value shall be based on involuntary refund procedures.</p>
Other	For tickets which were ever revalidated or reissued, the issue date and travel date on new tickets shall meet the criteria stated above to apply this COMP.