



EVA NEWSFLASH

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**Subject: Booking Service Charge (BSC) Guideline V2**

## Booking Service Charge (BSC) Guideline V2

Dear Agent,

Please be advised EVA Air / UNI Air **Booking Service Charge (BSC)** have been introduced for issue/reissue of tickets effective from **on/after 01JUL2020**. Details are as below:

### **Booking Service Charge (BSC)**

#### **1. Effectiveness:**

For tickets issue/reissue (totally unused) **on/after 01JUL2020:**

- For totally unused ticket, BSC needs to be collected if any changes on/after 01JUL2020
- For partially used tickets, BSC will not need to be collected if any changes on/after 01JUL2020.

#### **2. Place of Issue:** Worldwide

**3. Applicable routes:** all BR/B7 flight sectors in journey originating worldwide except HKG. All B7 operated Domestic sectors will be excluded.

**4. Applicable booking class (RBD):** all RBDs

**5. Fare Type:** all EVA Air (695) / UNI Air (525) tickets except followings:

- A. Infant Fare Tickets
- B. Infinity MileageLands Award Tickets

**6. Standard charge:** USD 5.00 per flight sector without any discount. Tickets issued for special services, such as stretcher (STCR) and extra seat (CBBG/EXST) will also be applied to this charge.

7. No commission/incentive shall be granted for BSC.

8. The BSC will be collected under the IATA Tax Code – "YR".

### **Refunds/Changes assessment**

1. BSC is non-refundable even for reason of decease/illness/injury for ticketed passengers and their immediate/accompanied family members, or any visa/travel document related issues.

However, for the tickets travelling to/from US and ticket purchased at least seven days before flight's schedule departure date and time, full refund for BSC without any penalty will be granted if passenger cancel their reservation within 24 hours.

2. BSC needs to be collected for reissue for additional flight segments.

3. Netting between BSC and fare/tax difference is not permitted.

4. For INVOL ticket refunds of totally unused tickets caused by such as flight irregularity or severe weather conditions like typhoon, the BSC can be refunded. However, for partially used tickets, BSC will remain as non-refundable.

\*\*EVA Air would like to thank you for your cooperation.

For further assistance, please contact:

Reservations 020 7380 8300; Sales 020 7380 8333