

EVA NEWSFLASH

Subject : Re-protection policy for flights due to BR flight cancellation & Handling Guidelines for International flights affected by COVID-19 V5

Please be advised, due to COVID-19, EVA Air would like to announce the following handling guidelines of EVA/UNI AIR International Flights affected by COVID-19. All applications must be submitted **on/before 31JAN2021**.

For passengers holding EVA(695)/UNI AIR(525) tickets with confirmed booking on BR/B7 international · cross-strait and Hong Kong/Macau flights.

A. **For Flights Cancellation** - Ticket issued date : on/before **21DEC2020** with ticketed flight date between **01JUL20 and 31DEC2020**.

B. **Due COVID-19 cases** - Regardless the ticket issuing date, for passenger's **flight date between 01JUL20 and 31DEC2020 who are not entitled to enter/transfer or required to isolate/quarantine based on each country's regulation for COVID-19 (related documents shall be attached)**.

For change and refund apply **on/after 21DEC2020**, please follow the instruction of this handling guideline.

CANCELLATION: BR070 LHR2120L TPE1820PL - 25DEC20 (SKIP BKK) BR069 TPE1300L LHR1920L - 23DEC20 (SKIP BKK)

Rebooking - free of charge :

1. **BR will not automatically rebook the passenger. Please rebook and reissue the tickets accordingly with additional endorsement "REISSUE DUE TO COVID-19".**

2. Rebooking is permitted from your GDS in the **same booking class only** including add-ons (PG/TG/VN/AI/FM/MU/HX/NX/CZ/BA/QD/WE) and BR codeshare flights. Within ticket validity, passengers may change the flight/date and pay the fare, tax differences and booking service charge with reassessment of the applicable fare and the reissue fee can be waived for ONE transaction.(a) Provided that no changes made on RBD and routing (city) to the new BR/B7 operated flight and the fare/tax differences should be collected if reissue. Endorse to flights operated by other carrier is not permitted.

b) Tickets with interline connecting flight involved, re-accommodation must be made in accordance with applicable BR/B7 fare rule within same destination (city) and the fare/tax differences should be collected.

(c) For conditions other than (a) (b) above, please refer to applicable BR/B7 fare rule and the fare/tax differences should be collected.

(d) The booking service charge should be imposed on any change to the totally unused ticket issued/reissued on/before **30JUN20**.

3. If you can not rebook passengers on the same booking class for any segments, please waitlist in the **same booking class first**, we will try to clear the waitlist (for only BR flights). Alternatively please contact BR Reservations or Sales team/department for further assistance.

4. No-show passengers will not be exempted from no-show fee.

5. All reissue application must be submitted **on/before 31JAN2021** through GDS system.

Cancellation of booking & refund :

1. If passengers decide not to travel, full refund can be accepted. Refund fee of the tickets and/or ancillary services will be waived. The Booking Service Charge paid for the unused coupons may be refunded as well.

2. All refund application **must be submitted on/before 31JAN2021 through GDS system**. Please remark as '**FULL REFUND DUE TO COVID-19**'. Please contact GDS helpdesk if you cannot submit via GDS.

3. No waiver will be given for any refunds submitted **on/after 01FEB2021**.

4. Totally unused: Full refund of the NET reported

Partially used: Refund the unused NET fare, e.g. original ticketed with 1/2RT Q fare + 1/2RT W fare, O/B Q fare used, then refund the NET reported 1/2RT W fare.

5. The passenger who has been charged for any reissue fee **on/before 21DEC2020** is not allowed to reimburse the reissue fee.

6. For passengers who had been exempt from paying the reissue fee based on this handling guideline can still refund free of charge when submit refund on/before the application deadline.

7. No-show passengers will not be exempted from no-show fee.

All rebooking and refund policy only apply to the dates provided above.

Free and reduced fare tickets Such as ID/AD/DM tickets, are not applicable to this provision.

EVA Air would like to apologise for any inconveniences caused and thank you for your understanding and assistance.