



A STAR ALLIANCE MEMBER 



CA/ZH Change and Refund Policy due to Covid-19: 09FEB20

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 for both Involuntary Cases and Voluntary cases.

This policy is only for UK and Ireland IATA agents. This supersedes previous issues;

1.0 Involuntary Change/Refund Guide

- 1.1 Involuntary Rebook
- 1.2 Involuntary Reroute
- 1.3 Involuntary Refund
- 1.4 Involuntary Partial Refund
- 1.5 Involuntary Waiver Code

2.0 Voluntary Change/Refund Guide

- 2.1 Voluntary Refund
- 2.2 Voluntary Rebook
- 2.3 Voluntary Waiver Code

1. INVOLUNTARY CHANGE

[E.g Where flight has been cancelled / changed by the airline]

For passengers booked on an affected service, please rebook alternative CA or ZH flight where requested by passenger. This can only be possible where services are available or ticket will have to be refunded as per below guide;

1.1 Involuntary Rebook Procedure:

For flights operated on/after July 1, 2020: No change fee will be charged, but any sub-class fare difference, seasonal or validity fare difference will be chargeable.

Codeshare Bookings: Applicable when flights on 999 tickets with Air China code operated by another airline, or When flights on 999 tickets with code of another airline operated by Air China, between an international city and Mainland China.

During the ticket validity period, the flight date can be changed involuntarily once for free. The new flight must still be one with Air China code operated by another carrier or one with the code of another carrier operated Air China.

Where original sub-class remains the same no fee/seasonality/change fees are applicable.

Where sub-class is not the same as the original passenger ticket, no service handling fee will be charged, but sub-class fare difference /seasonal fare difference will be charged.

The above waiver to 30 June is not applicable

1.2 Involuntary Reroute Procedure:

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

International reroutes: 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

Codeshare Flight reroutes : It is not allowed to change the route or the operating carrier

NOTES: In all cases, only 1 change is permitted. Subsequent voluntary changes will be as per fare rules. Future voluntary refund requests on previously changed tickets will be charged as per fare rules. All changes must be made within ticket validity.

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. Endorsement to other carriers is not permitted.

1.3 Involuntary Refund procedure -Before departure:

Unused fare and tax can be fully refunded. Please refund via your GDS. Enter waiver code below. Unlike voluntary cancellations, this can be done after the flight due date within validity of the original ticket. Any involuntary cancelled/changed ticket can be refunded.

Codeshare Flight Bookings: Applicable when flights on 999 tickets with Air China code operated by another airline, or When flights on 999 tickets with code of another airline operated by Air China between an international city and Mainland China, full refund Can be given without any refund charge as detailed above

REFUNDS FOR INVOLUNTARY CHANGES BEFORE DEPARTURE MUST BE PROCESSED NO LATER THAN 12 MONTHS FROM TICKET ISSUE DATE or REISSUE DATE. AFTER THIS TIME THE TICKET WILL EXPIRE AND MAY NO LONGER BE ELIGIBLE FOR REFUND. TICKET WILL HAVE TO BE SUBMITTED VIA BSP AND WILL BE ASSESSED ON A CASE BY CASE BASIS.

1.4 Involuntary Partial Refund procedure - After departure:

In all cases, when passenger has used outbound and is affected with cancelled service for other sectors, and no rebook option is applicable, then ticket must be part refunded. Refund unused NUC amount and unused taxes/charges. In the event of no NUC amount showing for net fares 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% for the used outbound amount based on the return fare for the RBD booked for that sector. 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.

NOTES: In all cases, previous reissue / change fees are NOT refundable

REFUNDS FOR INVOLUNTARY CHANGES AFTER DEPARTURE MUST BE PROCESSED NO LATER THAN 12 MONTHS FROM FIRST FLOWN FLIGHT DATE. AFTER THIS TIME THE

TICKET WILL EXPIRE AND MAY NO LONGER BE ELIGIBLE FOR REFUND. TICKET WILL HAVE TO BE SUBMITTED VIA BSP AND WILL BE ASSESSED ON A CASE BY CASE BASIS.

1.5 Involuntary 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, or risk ADM;

"INVOL DUE CAxxx CANCEL / CHANGE" [xxx = flight number]

2. VOLUNTARY CHANGE/REFUND

[E.g Changes at passengers request where no change has been done by airline]

Applicable Tickets:

- All CA/ZH tickets **issued before 00:00 28 January 2020** for travel/transit to China to any destination, on any date on after 01 JAN 2020 to any date until 31 December 2020.
- All tickets issued or reissued from 28 January 2020 onwards will apply standard ticket conditions for voluntary changes.
- All Air China operated / CA coded "999" tickets
- All Shenzhen operated / ZH coded "479" tickets
- All tickets previously reissued due involuntary reasons that are then changed again on a voluntary basis

2.1 Voluntary Refund procedure:

Eligible passenger can request a full refund. Please refund this in your GDS. Due to expected volumes, submissions via BSP could take many months to process. Submissions must be done before the original flight due date

For part used tickets refund as per above involuntary after departure rule.

No Show: No fee applies up until 29 February 2020 departures. Normal cancellation conditions apply for no show passengers with flight dates 01 March 2020 onwards. Segments in PNR must be cancelled before departure from this date.

NOTE: Voluntary refunds for flights with travel dates from 01 March 2020 must be submitted before the original scheduled flight time, even if PNR has been cancelled. Voluntary refund can not be submitted/processed after the original due travel date has passed..

For outstanding or overlooked cases please submit refund via BSP where CA will assess on a case by case basis.

In all cases, previous reissue / change fees are NOT refundable

2.2 Voluntary 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.

2.3 Voluntary waiver code for refund:

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

"PAX CANCELLED DUE COVID-19"

**Where CA has cancelled/changed the service do not use Covid-19 as a waiver. Apply Involuntary code as shown above.*

Notes:

The above guidelines are valid until **31 MARCH 2021** unless advised earlier of any additional changes.

We would be grateful this information be cascaded to all relevant sales, refunds departments, sub agents and ensure all clients are contacted accordingly.

Refunds must be made via the original sales channel. Agency bookings can not be refunded by the airline directly. Passengers contacting the airline directly, or chasing refunds from an agency booking will be referred back to their booking agent.

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

00800 86100 999

Or

UK sales support:
ukoffice@airchina.com

Air China London Office/10FEB020