

EVA NEWSFLASH

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Subject : Re-protection policy for flights due to Transfer Ban of Taiwan



In compliance of the transfer ban of Taiwan, EVA Air would like to announce the following handling guidelines of EVA/UNI AIR International Flights due to flight cancellations/schedule changes/transfer ban. All reissue/refund application must be submitted **on/before 30JUN2021** through GDS system.

In compliance with the re-imposed transfer ban of Taiwan Centers for Disease Control due to surging cases numbers of COVID-19 in Taiwan, passengers traveling **on/after 19MAY2021 to 18JUN2021(18JUN2021 included)** for EVA Air (695)/UNI Air International (525), cross-strait and Hong Kong/Macau flights with tickets issued **on/before 17MAY2021** that being affected by the Transfer ban please follow the instruction of this handling guideline as below.

Rebooking - free of charge :

1. BR will not automatically rebook the passenger. Please rebook and reissue the tickets accordingly with additional endorsement "SKCHG DUE TO TRANSFER BAN OF TW".

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. (a) Within ticket validity, passengers may change the flight/date within 14 days prior or later of the disrupted flight date without reissue fee and additional charge of the fare/tax/booking service charge difference for one transaction provided the routing (city) and booking class remains the same. **If the disrupted route does not offer schedule flights within the scope, the next available flight may apply and the flight date must be within ticket validity.**

For itineraries with connecting interline segments, rebook to other flight/date with the applicable RBD/interline carrier or change of transfer points in accordance with the fare rule is permitted provided the destination (city) remains the same.

Carry forward the same fare/fare basis/taxes, fees, charges/ baggage allowance to the new ticket, the "Fare Calculation" area shall be preceded by the characters "S-" and the beginning of the "Endorsement/Restrictions" area shall reflect "SKCHG DUE TO TRANSFER BAN OF TW" to denote that the reissue is as a result of a planned schedule change.

(b) Within ticket validity, if passengers change to a flight/date out of the scope of a) above or change routing (city) or booking class (RBD), it is considered as voluntary change and the ticket should be recalculated and reissued to collect the fare/tax/booking service charge difference if any, the reissue fee will be waived for one transaction. The "Endorsement/Restrictions" area shall reflect "REISSUE DUE TO TRANSFER BAN OF TW" to denote the reason of reissue fee waiver.

(c) 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.

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

(e) The booking service charge should be imposed on any change to the totally unused ticket issued/reissued on/before 30JUN21.

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 30JUN2021** 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 30JUN2021 through GDS system**. Please remark as 'FULL REFUND DUE TO TRANSFER BAN OF TW'. Please contact GDS helpdesk if you cannot submit via GDS.

3. No waiver will be given for any refunds submitted **on/after 01JUL2021**.

4. Totally unused: Full refund of the NET fare and taxes reported

Partially used: Refund the unused NET fare and taxes of the unused sector(s), e.g. original ticketed with 1/2RT Q fare + 1/2RT W fare, if O/B Q fare has been used, refund the 1/2RT W net fare reported and the unused taxes.

5. For tickets being changed with reissue fee waived but then voluntarily request for a change or refund afterwards, the service charge will not be waived.

6. If the ticket being changed/refunded is the result of an exchanged/reissue or revalidated transaction, the eligibility of waiver is determined based on the current ticket to be changed/refunded.

7. For changes of passengers holding 695/525 tickets with confirmed booking that being affected by the cancellation or irregularities of carriers other than EVA/UNI Air operated flight, please reissue accordingly as per the re-accommodated flight in the PNR (UN/TK) or rebook to other flight/dates with the same destination (city)/the applicable RBD/interline carrier without additional charge provided the fare remains the same. Carry forward the same fare/fare basis/taxes, fees, charges/ baggage allowance to the new ticket and the "Fare Calculation" area shall be preceded by the characters "S-". The beginning of the "Endorsement/Restriction" area shall reflect "SKCHG DUE TO TRANSFER BAN OF TW" to denote that the reissue is as a result of a planned schedule change.

8. The passenger who has been charged for any reissue fee on/before **17MAY2021** is not allowed to reimburse the reissue fee.

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

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

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

For any assistance please call : .

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