

EVA NEWSFLASH

No. : 09

Date :

19-May-21



**Subject : Re-protection policy for flights due to Transfer/Entry Ban of Taiwan - V2
(THIS WILL REPLACE PREVIOUS NEWSFLASH RELEASED ON 17MAY2021)**



In compliance of the transfer/entry 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/entry ban. All reissue/refund application must be submitted **on/before 30JUN2021** through GDS system.

In compliance with the re-imposed transfer/entry 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 :

- BR will not automatically rebook the passenger. Please rebook and reissue the tickets accordingly with additional endorsement "SKCHG DUE TO TWN TRANSFER BAN or ENTRY BAN".**
- Rebooking is permitted from your GDS in the **same booking class only** including add-ons (PG/TG/VN/A1/FM/MU/HX/NX/CZ/BA/QD/WE) and BR codeshare flights.
 - Within ticket validity, passengers may change the flight/date during **19JUN2021 to 02JUL2021** 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.
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 TWN TRANSFER BAN or ENTRY BAN"** to denote that the reissue is as a result of a planned schedule change.
 - Within ticket validity, if passengers change to a flight/date on/after **03JUL2021** or 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 **"REISU DUE TO TWN TRANSFER BAN or ENTRY BAN"** to denote the reason of reissue fee waiver.
 - EVA/UNI Air operated flights changed to codeshare flights or OAL flight is not permitted.
 - For conditions other than (a) (b) above, please refer to applicable BR/B7 fare rule and the fare/tax differences should be collected.

- 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.
- No-show passengers will not be exempted from no-show fee.
- All reissue application must be submitted **on/before 30JUN2021** through GDS system.

Cancellation of booking & refund :

- 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.
- All refund application **must be submitted on/before 30JUN2021 through GDS system**. Please remark as **'FULL REFUND DUE TO TWN TRANSFER BAN or ENTRY BAN'**. Please contact GDS helpdesk if you cannot submit via GDS.
- No waiver will be given for any refunds submitted **on/after 01JUL2021**.
- 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.
- 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.
- 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.
- The passenger who has been charged for any reissue fee on/before **17MAY2021** is not allowed to reimburse the reissue fee.
- 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.

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