



EVA NEWSFLASH

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**Subject: Booking Service Charge (BSC) Guideline**  
**(THIS WILL REPLACE PREVIOUS NEWSFLASH 2020 NO.28 V2 RELEASED ON 21JUL2020)**

## Booking Service Charge (BSC) Guideline

Dear Agent,

Please be advised EVA Air / UNI Air **Booking Service Charge (BSC)** will be increasing for issue/reissue of tickets effective from **on/after 01AUG2021**. Details are as below:

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

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

For tickets issue / reissue on/after **01AUG2021**.

For tickets issued on/before **31JUL2021** and reissued on/after **01AUG2021**:

• For totally unused ticket, the BSC should be made up to USD20.00 for any change effective on/after 01AUG2021

• For partially used tickets, keep the original BSC charge if no additional segment added. Otherwise, the additional BSC of USD5.00 should be collected per each additional segment based on original BSC regulation.

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

**3. Applicable routes:** For 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 20.00 per ticket without any discount. Tickets issued for special services, such as stretcher (STCR) and extra seat (CBBG/EXST) will NOT 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".**

**9. You will have to collect BSC USD20.00 manually per ticket based on the regulations mentioned here within; while issuing or reissuing BR (695) tickets only with B7 international flights without any BR flights, or B7 (525) tickets only with BR flights without any B7 flights**

### **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 or 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: