

EVA NEWSFLASH

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Subject : Re-protection policy for flights due to BR flight cancellation/schedule change



Due to the pandemic, EVA Air would like to announce the following handling guidelines of EVA/UNI AIR International Flights due to flight cancellations/schedule changes. All reissue/refund application must be submitted **on/before 31OCT2021** through GDS system.

For passengers holding EVA(695)/UNI AIR(525) tickets with confirmed(HK) booking status that are being affected by BR cancellation, schedule change (not include aircraft change) - Regardless the ticket issuing date can apply this guideline.

For change and refund apply **on/after 09SEP2021**, please follow the instruction of this handling guideline.

CANCELLATION:

BR067/068 TPE-BKK-LHR V.V.: 01-30OCT21

Eligibility

Passengers holding EVA Air tickets (695) **issued/reissued on/before 09SEP2021** with **confirmed booking during 01OCT to 30OCT2021** that being affected by the flight cancellation/schedule change for EVA Air flights to/from London

Changes

(1) Within ticket validity, passengers to/from London **may change into flights on/before 30NOV2021** following the provisions as below without additional charge for one transaction:

- A. Rebook to the same routing (city) and booking class (RBD) as ticketed; or
- B. Rebook to EVA Vienna route with the same booking class (RBD) connecting OS or BA flight to/from London; or
- C. Rebook to EVA Paris route with the same booking class (RBD) connecting AF or BA flight to/from London
- D. Booking class (RBD) of partner carriers:
 - OS: Economy class in S/W; Business class in D/M
 - BA: Economy class in N/V; Business class in D
 - AF: Booking from the lower RBD in the same compartment.
- E. Re-ticketing:

Carry forward the same Fare/Fare Basis/Fare Calculation/Taxes, Fees, Charges 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 LON FLT CANX"** to denote that the reissue is as a result of a planned schedule change

(2) Within ticket validity, Premium Economy passengers to/from London to change into Economy class or Business class for flights on/before **30NOV2021** may follow the provisions as below with reimbursing or paying the fare difference without change fee/Booking Service Charge difference for one transaction:

- A. Rebook to Vienna route with connecting OS/BA flights; for rebooking to Economy class, the original K/L/T may be rebooked to Y while the original P may be rebooked to Y/B/M
- B. Booking class (RBD) of partner carriers:
 - OS: Economy class in S/W; Business class in D/M
 - BA: Economy class in N/V; Business class in D
- C. Re-ticketing:

Please recalculate the original itinerary with original ticketing date for the fare difference to Economy class or Business class, the fare/tax difference is to be reimbursed or to be collected.
Please reissue with the Economy or Business class fare of the original route using the Base Fare/Fare Basis/Fare Calculation 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 LON FLT CANX AND NO PE SVC"** to denote that the reissue is as a result of a planned schedule change

Example:

Original ticket: LHR-TPE-LHR PE class fare: TPF+TPF GBP2,000

Rebook O/B to LHR-x/VIE-TPE Y class, I/B remains unchanged

The new fare of LHR-TPE-LHR (YPF+TPF): GBP1,500

The LHR-TPE fare difference of GBP500 will be reimbursed. Please raise an EMD

(3) For passengers with connecting flight via London, within ticket validity, passengers may change into EVA operated flights to/from Europe on/before **30NOV2021** provided destination remains unchanged, the change fee and the difference of Booking Service Charge may be waived for one transaction.

Premium Economy passengers to change into Economy class or Business class for flights on/before 30NOV2021 may follow the provisions as above with reimbursing or paying the fare difference without change fee/Booking Service Charge difference for one transaction.

(4) Within ticket validity, **changes to flights on/after 01DEC2021** or any changes out of scope of (1) - (3) above, 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, with the reissue fee waived for one transaction. The "Endorsement/Restrictions" area shall reflect **"REISU DUE TO LON FLT CANX"** to denote the reason of reissue fee waiver.

(5) EVA Air operated flights changed to codeshare flights or OAL flights out of the scope as above is not permitted

Refunds

(1) **All refund application must be submitted on/before 31OCT2021** through GDS system. Please remark as "FULL REFUND DUE TO BRxxx/DDMM CANX". Please contact GDS helpdesk if you cannot submit via GDS.

(2) **No waiver will be given for any refunds submitted on/after 01NOV2021.**

Re-protection policy
due to BR flight
cancellation /
schedule change

Refunds of the ticket and/or related ancillary services may be made in accordance with provisions of involuntary refund that the refund service charge will not be imposed. Regarding Booking Service Charge, it is non-refundable for partial-used ticket. The unused BSC can only be refunded when the ticket is total-unused or consists of BSC imposed on a flight-coupon base.

(1) Totally unused: full refund of the NET fare and taxes reported.

(2) Partially used: refund the Net fare and taxes of the unused sector(s), e.g. 1/2RT Q fare+1/2RT W fare, if outbound has been used, refund the 1/2RT W net fare reported and the unused taxes

Additional Rules

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

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

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