

EVA NEWSFLASH

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17-Feb-22

Subject : Re-protection policy for flights due to BR flight cancellation/schedule change - V2

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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 31MAR22** 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 17FEB22**, please follow the instruction of this handling guideline.

**FLIGHT CANCELLATION: LHR-BKK:BR067/068
TPE/BKK/LHR V.V.: 27MAR22-30APR22**

Re-protection policy due to BR flight cancellation / schedule change - V2

**FLIGHT OPERATIONS FOR 29MAR-26APR22 AS FOLLOWS: LHR-TPE:BR069 TPE-LHR: 29MAR22,
5/12/19/26APR22BR070 LHR-TPE: 29MAR22, 5/12/19/26APR22**

Eligibility Passengers holding EVA Air tickets (695) **issued/reissued on/before 17FEB2022** with **confirmed booking during 30JUN2021 to 31MAY2022** 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 to the following route in accordance with the original booking class and the same destination without the difference of fare/tax/booking service charge as well as the change fee for one transaction: A. EVA Air direct route flight; or B. Transfer via EVA Air flights to/from Europe, except London: Connecting OS, BA or AF operated flights provided that the destination remains unchanged. Booking class (RBD) of EVA Air flights to/from Europe, except London: original ticketed RBD. Booking class (RBD) of partner carriers: - OS: Economy class in S/W; Business class in D. - BA: Economy class in N/V; Business class in D. - AF: Booking from the lower RBD in the same compartment. C. 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 BRXXX/DDMM CANX"** to denote that the reissue is as a result of a planned schedule change

(2) Within ticket validity, Premium Economy class flights departing to/from London may change in accordance with the provision of (1) to Business or Economy class if the Premium Economy class service is not applicable for the new flight booked. The differences of fare/tax shall be refunded or to be paid by passengers in accordance with the handling guideline of Aircraft Change, however, the change fee/differences of Booking Service Charge and taxes may be waived for one transaction. The tax difference of London route will be refunded or collected subject to the cabin of service. Please use the Fare/Fare basis/Fare Calculation of the Business or Economy class on 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 and aircraft change. (3) Any change out of the scope of (1) or (2) above is considered as voluntary change and the ticket should be recalculated and reissued in accordance with the relevant fare rules without reissue fee for one transaction within ticket validity. The difference of the fare/tax/booking service charge results from the change should be paid by the passenger. The "Endorsement/Restrictions" area shall reflect "REISU DUE TO LON FLT CANX" to denote the reason of reissue fee waiver. (4) If the cancelled flight were resumed afterwards changed passengers may choose to change to original date again without change fee. (5) EVA Air operated flights changed to codeshare flights or OAL flights is not permitted

Refunds (1) **All refund application must be submitted on/before 31MAR22** 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 01APR2022.** 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 RulesFor 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 Passengers who have been charged for any reissue fee on/before 17FEB22 is not allowed to reimburse the reissue 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.