

EVA NEWSFLASH

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Subject : General Practice for Changes/Refunds of EVA/UNI Air Tickets due to Flight Cancellations/Schedule Changes



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 30SEP23** 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 14AUG23**, please follow the instruction of this handling guideline.

FLIGHT OPERATIONS FOR 29OCT23 - 30MAR24 AS FOLLOWS:

BR067//TPE-BKK-LHR ROUTE:

.BR067 1234567 TPE0840L BKK1140L 29OCT23-30MAR24-RE TIME

.BR067 1234567 BKK1300L LHR1920L 29OCT23-30MAR24-RE TIME

Eligibility

Passengers holding EVA Air tickets (695) **issued/reissued on/before 14AUG2023** with **confirmed Outbound flight bookings (regardless of Inbound flight) on/after 29OCT2023** that being affected by the flight cancellation/schedule change for EVA Air flights to/from London.

Changes

(1). 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 (RBD) 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 BRxxx/DDMM CANX OR CHNG**" to denote that the reissue is as a result of a planned schedule change.

(2). Within ticket validity, if passengers change to a flight/date out of the scope of 1) 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 with the reissue fee waived for one transaction. The "Endorsement/Restrictions" area shall reflect "**REISU DUE TO BRxxx/DDMM CANX OR CHNG**" to denote the reason of reissue fee waiver.

(3). EVA/UNI Air operated flights changed to codeshare flights or OAL flight is not permitted.

Refunds

(1) **All refund application must be submitted on/before 30SEP23** through GDS system. Please remark as **'FULL REFUND DUE TO BRxxx/DDMM CANX OR CHNG'**. Please contact GDS helpdesk if you cannot submit via GDS.

(2) **No waiver will be given for any refunds submitted on/after 01OCT2023.**

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 revaluated transaction, the eligibility of waiver is determined based on the current ticket to be changed/refunded.

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 BRxxx/DDMM CANX OR CHNG**" to denote that the reissue is as a result of a planned schedule change.

The fare difference or any change fees that previously charged will not be returned under any circumstance.

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