



Flight Cancellations & Handling Guideline for BR/B7 France/ Austria/ Netherlands/ United Kingdom Flights Affected by COVID-19

EVA NEWSFLASH

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**Subject : Re-protection policy due to flight cancellations
& Handling Guideline for BR/B7 France/ Austria/ Netherlands/ United Kingdom Flights Affected by COVID-19**

Please be advised, due to COVID-19, EVA Air would like to announce the following flight cancellations. For passengers holding EVA/UNI AIR tickets with confirmed booking on BR/B7 France/ Austria/ Netherlands/ United Kingdom flights, A. Ticket issued /reissued date : on/before **14MAR2020** B. Travel date : between **14MAR2020 and 30APR2020**. Please see the re-protection policy & Handling Guideline below.

Cancellations:

1) LHR BR067/068 TPE/BKK/LHR V.V.
.17/19/28/31MAR20: BR067/068 77M FLT CANCEL
.26MAR20: BR067/068 77B FLT CANCEL
.02/04/30APR20: BR067/068 77M FLT CANCEL
.09APR20-25APR20: BR067/068 .2.4.6. 77M FLT CANCEL
2) BNE BR315/316 TPE/BNE/TPE
.20MAR20-28MAR20: BR315 1.3.56. TPE/BNE 781 FLT CANCEL
.21MAR20-29MAR20: BR316 .2.4.67 BNE/TPE 781 FLT CANCEL
.30MAR20-04APR20: BR315 123.56. TPE/BNE 781 FLT CANCEL
.31MAR20-05APR20: BR316 .234.67 BNE/TPE 781 FLT CANCEL
.06APR20-20APR20: BR315 1.3.56. TPE/BNE 781 FLT CANCEL
.07APR20-21APR20: BR316 .2.4.67 BNE/TPE 781 FLT CANCEL
.21APR20-28APR20: BR315 .2..5.. TPE/BNE 781 FLT CANCEL
.22APR20-29APR20: BR316 ..3..6. BNE/TPE 781 FLT CANCEL

Rebooking - free of charge :

- Passengers will be automatically rebooked by BR. Please reissue tickets accordingly with additional endorsement "**INVOL REISSUE DUE TO COVID-19**"
- If passengers can not accept our arrangement, rebooking is permitted from your GDS in the **same booking class only** including add-ons (PG/TG/VN/AI/FM/MU/HX/NX/CZ/BA/QD) and BR codeshare flights. Passengers may change to the new BR/B7 flight/date departing on/before **31DEC2020** and the reissue fee will be waived for ONE transaction.
(a) Provided that no changes made on RBD and routing (city) to the new BR/B7 operated flight and the fare/tax differences should be collected if reissue. Endorse to flights operated by other carrier is not permitted.
(b) Tickets with interline connecting flight involved, re-accommodation must be made in accordance with applicable BR/B7 fare rule within same destination (city) and the fare/tax differences should be collected.
(c) 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 wait list in the **same booking class first**, we will try to clear the wait list (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.
- Ticket validity can be extended for additional 14days from the last day of ticket validity for the new traveling date.

Cancellation of booking & refund :

- If passengers decide not to travel, full refund can be accepted. Penalty will be waived.
 - All refund application must be submitted **on/before 30APR20** through GDS system. Please remark as '**FULL REFUND DUE TO COVID-19**'.
 - No waiver will be given for any refunds submitted **on/after 01MAY20**.
 - Partially used: Refund the unused NET fare, e.g. original ticketed with 1/2RT Q fare + 1/2RT W fare, O/B Q fare used, then refund the NET reported 1/2RT W fare.
- **All above rebooking and refund policy only apply to the date provided above.**
****EVA Air would like to apologise for any inconveniences caused and thank you for your understanding and assistance.**

For any assistance please call :
Reservations 020 7380 8300; Sales 020 7380 8333