



# Re-protection policy & Handling Guideline for EVA Air International Flights (Except CHINA/HONG- KONG/MACAU ) affected by COVID-19

## EVA NEWSFLASH

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**Subject : Re-protection policy & Handling Guideline for EVA Air International Flights (Except CHINA/HONG-KONG/MACAU) affected by COVID-19**

Please be advised, due to COVID-19, EVA Air would like to announce the following handling guideline of EVA/UNI AIR **International Flights (Except CHINA/HONG-KONG/MACAU)** affected by COVID-19. For passengers holding BR/B7 tickets with confirmed booking on following sectors, BR/B7 International Flights except China/Hong Kong/Macao (a) Ticket issued date : on/before **23MAR2020** (b) Travel date : between **17MAR2020** and **30APR2020**

### **Rebooking - free of charge :**

- 1. BR will not automatically rebook the passenger. Please rebook and reissue tickets accordingly with additional endorsement "REISSUE DUE TO COVID-19".**
- 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 difference 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. Change of transfer point is permitted provided the destination (city) remain the same.
  - (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.

### **Refund fee could be waived for the reissued tickets.**

\*\*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