



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

## EVA NEWSFLASH

No : 19

Date :

01-Apr-20



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

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, ITALY)** 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, Italy (a) Ticket issued date : on/before **01APR2020** (b) Travel date : between **17MAR2020** and **30APR2020**

### Rebooking - free of charge :

1. **BR will not automatically rebook the passenger. Please rebook and reissue the tickets accordingly with additional endorsement "REISSUE DUE TO COVID-19".**

2. 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/WE) 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.

3. If you can not rebook passengers on the same booking class for any segments, please waitlist in the **same booking class first**, we will try to clear the waitlist (for only BR flights). Alternatively please contact BR Reservations or Sales team/department for further assistance.

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

5. Ticket validity can be extended for additional 14 days from the last day of ticket validity for the new traveling date.

### Cancellation of booking & refund :

1. If passengers decide not to travel, full refund can be accepted. Penalty will be waived.

2. All refund application must be submitted **on/before 30APR20** through GDS system. Please remark as '**FULL REFUND DUE TO COVID-19**'.

3. No waiver will be given for any refunds submitted **on/after 01MAY20**.

4. 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 the latest information of EVA Air's flight schedules and handling guides, please visit EVA Air's Coronavirus Disease 2019 website. For any latest travel restrictions and border closures information, please visit relevant official websites.**

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