

EVA NEWSFLASH

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Subject : Re-protection policy due to BR flight cancellation & Handling Guidelines for International (Europe, except Italy), cross-strait and Hong-Kong / Macao flights affected by COVID-19 - Revision 6



Re-protection policy due to BR flight cancellation & Handling Guidelines for International (Europe, except Italy), cross-strait and Hong-Kong / Macao flights affected by COVID-19 - Revision 6

Please be advised, due to COVID-19, EVA Air would like to announce the following handling guidelines of EVA/UNI AIR International Flights affected by COVID-19.

- A. For passengers holding BR/B7 tickets with confirmed booking on following sectors, BR/B7 AIR international (Europe, except Italy), cross-strait and Hong-Kong/Macao flights.
(a) Ticket issued date : on/before **13JUL2020** (b) Travel date : between **13JUL2020** and **31AUG2020**.
- B. For passengers holding EVA/UNI AIR tickets with departure date between **13JUL2020** and **31AUG2020**, who are not entitled to enter/transfer or required to isolate/quarantine based on each country's regulation for COVID-19 (related documents shall be attached).
- C. For eligible passengers encountered flight cancellation or schedule change with travel date **between 13JUL2020 and 31AUG2020** are also subject to this handling guideline regardless the ticket issuing date.

***NO OTHER PAX FLIGHTS EXCEPT FOR BELOW DATES IN AUGUST 2020**

.LHR BR067/068 BKK/LHR V.V. Flight Route Schedule:

BR067 BKK1250L LHR1925L - 02/09/16/23/30AUG20

.LHR BR067/068 TPE/LHR V.V. Flight Re-Route/Re-Number Schedule:

BR069 TPE1130L LHR1925L - 12/26AUG20 (SKIP BKK)

BR070 LHR2135L TPE1800PL - 14/28AUG20 (SKIP BKK)

.BNE BR315/316 TPE/BNE V.V. Flight Route Schedule:

BR315 TPE2300L BNE0950PL - 15/29AUG20

BR316 BNE2215L TPE0515PL - 16/30AUG20

Rebooking - free of charge :

1. **BR will not automatically rebook the passenger. Please rebook and reissue the tickets accordingly with additional endorsement "INVOL 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 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.

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.

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 03SEP2020 through GDS system**. Please remark as '**FULL REFUND DUE TO COVID-19**'.

3. No waiver will be given for any refunds submitted **on/after 04SEP2020**.

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.

5. For passengers who have been charged on/before 31MAY2020 are not allowed to reimburse the reissue/refund fee.

****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 guidelines, 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