

EVA NEWSFLASH

No : 14

Date :

16-Aug-21



Subject : Re-protection policy for flights due to BR flight cancellation/schedule change



Due to the pandemic, 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 30SEP2021** 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 16AUG2021**, please follow the instruction of this handling guideline.

CANCELLATION:

BR068 LHR-BKK: 03/05/10/12/17/19/24/26SEP21

BR067 BKK-LHR: 03/05/10/12/17/19/24/26SEP21

BR070 LHR-TPE: 02/09SEP21

BR069 TPE-LHR: 01/08SEP21

FLIGHT OPERATIONS FOR SEP21 AS FOLLOWS:

BR070 LHR2135L TPE1800PL 16/23SEP21

BR069 TPE1035L LHR1805L 15/22SEP21

Rebooking - free of charge :

1. **BR will not automatically rebook the passenger. Please rebook and reissue the tickets accordingly with additional endorsement "SKCHG DUE TO BRxxx/DDMM CANX or CHNG".**

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.

(a) 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 remains the same. **If the disrupted route does not offer schedule flights within the scope, the next available flight may apply and the flight date must be within ticket validity.**

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.

(b) Within ticket validity, if passengers change to a flight/date out of the scope of a) 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, the reissue fee will be 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.

(c) 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.

(d) For conditions other than (a) (b) above, please refer to applicable BR/B7 fare rule and the fare/tax differences should be collected.

(e) The booking service charge should be imposed on any change to the totally unused ticket and issued/reissued tickets.

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. All reissue application must be submitted **on/before 30SEP2021** through GDS system.

Cancellation of booking & refund :

1. If passengers decide not to travel, full refund can be accepted. Refund fee of the tickets and/or ancillary services will be waived. The Booking Service Charge paid for the unused coupons may be refunded as well.

2. All refund application **must be submitted on/before 30SEP2021 through GDS system**. Please remark as **'FULL REFUND DUE TO BRxxx/DDMM CANX'**. Please contact GDS helpdesk if you cannot submit via GDS.

3. No waiver will be given for any refunds submitted **on/after 01OCT2021**.

4. Totally unused: Full refund of the NET fare and taxes reported

Partially used: Refund the unused NET fare and taxes of the unused sector(s), e.g. original ticketed with 1/2RT Q fare + 1/2RT W fare, if O/B Q fare has been used, refund the 1/2RT W net fare reported and the unused taxes.

5. 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.

6. If the ticket being changed/refunded is the result of an exchanged/reissue or revalidated transaction, the eligibility of waiver is determined based on the current ticket to be changed/refunded.

7. 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.

8. The passenger who has been charged for any reissue fee on/before **16AUG2021** is not allowed to reimburse the reissue fee.

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

All rebooking and refund policy only apply to the dates 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

Re-protection policy
due to BR flight
cancellation /
schedule change