

## JUN2020 Ticketing Handling Guidelines Due to COVID-19

Effective date: 07 MAY 2020

|                 |  |
|-----------------|--|
| To/From/Via     | All routes   |
| Issue Date      | On/before 07MAY20  |
| Travel Date     | 01JUN-30JUN20  |
| Exception       | The ticketing handling guidelines stated below is also applied due to CI/AE flight cancellation/delay/advance regardless of issue date and travel date.  |
| Ticket Stock    | 297/803 (BP00 included) ; DM/ID/AD tickets are not applicable.   |
| Due Date        | On/before 31JUL20  |
| Change          | a. Valid tickets shall be involuntarily revalidated once provided that RBD/Carrier/Ticketed point (same city) shown on tickets remain unchanged while rebooking on other dates when CI/AE flights operate. (e.g. TPE/ONT can be involuntarily revalidated to TPE/LAX.) Any fare/tax differences incurred by rebooking shall be waived once. Bookings on flights operated by CI/AE shall not be changed to codeshare flights.   |
|                 | b. TWN-PRC v.v. permitted to change to any TWN-PRC/HKG v.v. flights operated by CI/AE provided that RBD remains unchanged.<br>TWN-EUR v.v. permitted to change to any TWN-EUR v.v. flights operated by CI/AE excluding TPE-LGW v.v. provided that RBD remains unchanged.<br>Any fare/tax differences and reissue charge including over-counter charge incurred shall be waived once.<br>-Option 1: Use the function of FHE to add ticket (by segment/by passenger) and add SSR CKIN "TKT INTERCHG WAIVECINCOV020" to indicate the reason.<br>-Option 2: Tickets shall be involuntarily reissued. |
|                 | c. Different points in the same country are interchangeable provided that RBD remains unchanged and flights are operated by CI/AE.<br>Any fare/tax differences and reissue charge including over-counter charge incurred shall be waived once.<br>-Option 1: Use the function of FHE to add ticket (by segment/by passenger) and add SSR CKIN "TKT INTERCHG WAIVECINCOV020" to indicate the reason.<br>-Option 2: Tickets shall be involuntarily reissued.   |
|                 | d. Any fare/tax differences incurred by rebooking on different RBD/routing except Change b./c. mentioned above shall be paid by passengers and reissue charge including over-counter charge shall be waived once. Owing to Force Majeure, rearrangement to OAL flights is prohibited.  |
| No Show Fee     | No show fee shall be waived provided that passengers are denied boarding to their flights at airports due to suspected infection of pneumonia or respiratory syndrome. In this scenario, please annotate waiver code in Reason for Change Box when changing the ET coupon status from S to O.  |
| Chargeable Seat | Chargeable seat EMD shall be refunded without imposing any service charge provided that tickets are submitted for refund together.   |
| Pre-paid EB     | Pre-paid EB EMD shall be refunded without imposing any service charge provided that tickets are submitted for refund together.   |
| Waiver Code     | WAIVECINCOV020   |
| Refund          | a. For wholly unused tickets: Full refund shall be performed without imposing any refund charge.   |
|                 | b. For partially used tickets: Refund charge shall be waived, and calculation of residue refund value shall be based on involuntary refund procedures.   |
| Other           | For tickets which were ever revalidated or reissued, the issue date and travel date on new tickets shall meet the criteria stated above to apply this COMP.  |