

Ticketing Handling Guidelines Due to COVID-19

Effective date: 02 JUN 2020

For passengers who are not entitled to enter/transfer, or required to isolate/quarantine, or denied boarding due to fever symptom based on local government's policy on COVID-19, please be advised of the following handling guidelines.

Ticket Stock	297/803 (BP00 included) ; DM/ID/AD tickets are not applicable.
Eligibility	Valid tickets with confirmed bookings on CI/AE flights between 20JAN-31AUG20, and based on local government's policy on COVID-19, passengers are not entitled to enter/transfer, or required to isolate/quarantine, or denied boarding at airports due to fever symptom. (e.g. Passengers who have been to PRC within 14 days prior to flight departure are not permitted to enter into ONT).
Due Date	On/before 31OCT20
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. Any fare/tax differences incurred by rebooking shall be waived once. (e.g. : TPE/ONT could be involuntarily revalidated to TPE/LAX.) Bookings on flights operated by CI/AE shall not be changed to codeshare flights.
	b. Any fare/tax differences incurred by rebooking on different RBD/routing 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	WAIVCINCOV020
Refund	a. For totally unused tickets: Full refund shall be performed without imposing any refund charge/penalty.
	b. For partially used tickets: Refund charge shall be waived, and calculation of residual refund value shall be based on involuntary refund procedures.