

Please be advised that CI/AE Booking Service Charge (BSC) guideline will be effective for ticket issued on/after 03AUG 2020 as follows:

1. Effectiveness

For tickets issue/reissue on/after 03AUG2020.

2. Collection

The BSC will be collected under the IATA Tax Code – YR(Carrier-Imposed Fees).

3. Standard charge

USD 5.00 per CI/AE flight sector without any discount, commission and VIC .

4. Applicable routes

(1). For all CI/AE international flight sectors (including CI/AE codeshared sector) in journey originating worldwide except HKG.

(2). All AE operated domestic sectors will be excluded.

5. Class (RBD)

For all Reservation Booking Designators (RBDs).

6. Fare Type

(1). All CI (297) /AE(803) tickets issued through all sales channels except the followings: Infant Fare Tickets, ID Fare Tickets, Award Tickets (BP00).

(2). Tickets issued for special services including stretcher (STCR), extra seat (CBBG/EXST)...etc. Only one time of YR will be applied to passengers only, no extra double charge.

(3). CI/AE sectors issued on OAL tickets will be excluded.

7. Refunds

(1). BSC is non-refundable including the reasons of decease/illness/injury for ticketed passengers, or their immediate/accompanied family members, or any visa or travel document related issues. However, for tickets purchased via China Airlines website and to/from USA, a full refund without service charge will be given if the refund request is submitted within 48 hours after ticket purchase and the reservation was made one week or more prior to a flight's scheduled departure, full refund for BSC without any penalty will be granted.

(2). For Involuntary refunds of totally unused tickets caused by such as flight irregularity or severe weather conditions like typhoon, the BSC can be refunded. But for partially used tickets, BSC will remain as non-refundable.

8. Changes

(1). In case of ticket reissuance, BSC needs to be collected if append any additional flight segments. Those sectors on which YR has been imposed in previous transaction will not be collected again.

(2). BSC is not allowed to be offset from fare, YQ and other tax. Same YR tax code (Carrier-Imposed Fees) between CI/AE/OAL could be offset.

(3). For tickets issued on/before 02AUG2020 and reissued on/after 03AUG2020

For totally unused ticket, BSC needs to be collected if any changes on/after 03AUG 2020.

For partially used tickets, BSC will not need to be collected if any changes on/after 03AUG 2020.