

## Ticketing Handling Guidelines Due to COVID-19

**Effective date: 30 JUN 2020**

Most important part is that the deadline for free of charge refund and changes is extended until 31OCT20.

Please observe the, routing, issue and travel dates before confirming any free of charge changes to passengers/agents.

2020-QT063C-SZ

To/From/Via	PRC/HKG	KR	EUR	JP/SG/TH/MY/PH/ID/VN/KH/MM/IN/US (excluding GUM) /BN	Others
Issue Date	On/before 08FEB20	On/before 24FEB20	On/before 13MAR20	On/before 17MAR20	On/before 18MAR20
Origin Travel Date	20JAN-30APR20	24FEB-30APR20	07MAR-30APR20	17MAR-30APR20	19MAR-30APR20

  

Ticket Stock	297/803 (BP00 included) ; DM/ID/AD tickets are not applicable.
Due Date	On/before <b>31OCT20</b>
Change	<p>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.</p> <p>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. 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. <b>TWN-AU/NZ v.v. permitted to change to any TWN-AU/NZ v.v. flights operated by CI/AE provided that RBD remains unchanged.</b> Any fare/tax differences and reissue charge including over-counter charge incurred shall be waived once. -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. -Option 2: Tickets shall be involuntarily reissued.</p> <p>c. Different points in the same country are interchangeable provided that RBD remains unchanged and flights are operated by CI/AE. Any fare/tax differences and reissue charge including over-counter charge incurred shall be waived once. -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. -Option 2: Tickets shall be involuntarily reissued.</p> <p>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.</p>
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	<p>a. For totally unused tickets: Full refund shall be performed without imposing any refund charge/penalty.</p> <p>b. For partially used tickets: Refund charge shall be waived, and calculation of residual refund value shall be based on involuntary refund procedures.</p>
其他	<p>Issue date between 14MAR-18MAR20</p> <p>a. If the condition stated in COMP 2020-QT063A-SZ is met, apply the change rule in this COMP first. For the following changes, COMP 2020-QT049-SZ is still applied.</p> <p>b. If the condition stated in COMP 2020-QT063A-SZ is not met, then COMP 2020-QT049-SZ shall be applied.</p>

The following COMPs will be terminated with immediate effect. Please follow the latest version of this COMP.

1. 2020-QT029A-SZ

2. 2020-QT036-SZ

3. 2020-QT039C-SZ

4. 2020-QT062-SZ

*Supplementary explanation:*

For travel to/from/via SG/JP/US excluding GUM, COMP 2020-QT039C-SZ shall be applied provided that the origin travel date is not complied with this COMP.

For travel on CI075/CI076, COMP 2020-QT063A-SZ shall be applied provided that the origin travel date is between 02FEB-06MAR20.

For tickets which were ever revalidated or reissued, please make sure the issue date and travel date on new tickets are complied with this COMP before executing any change or refund.

## Effective date: 30 JUN 2020

2020-QT080B-SZ

To/From/Via	All routes
Issue Date	On/before 09APR20
Travel Date	01MAY-31MAY20
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 <b>31OCT20</b>
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. 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. <b>TWN-AU/NZ v.v. permitted to change to any TWN-AU/NZ v.v. flights operated by CI/AE provided that RBD remains unchanged.</b> Any fare/tax differences and reissue charge including over-counter charge incurred shall be waived once. -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. -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. Any fare/tax differences and reissue charge including over-counter charge incurred shall be waived once. -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. -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 residual 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.

**Effective date: 30 JUN 2020**

2020-QT100A-SZ

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 <b>31OCT20</b>
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. 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. <b>TWN-AU/NZ v.v. permitted to change to any TWN-AU/NZ v.v. flights operated by CI/AE provided that RBD remains unchanged.</b> Any fare/tax differences and reissue charge including over-counter charge incurred shall be waived once. -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. -Option 2: Tickets shall be involuntarily reissued.
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	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.
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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.