



Ticketing Handling Guidelines Due to COVID-19

Effective date: 07 AUG 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.

To/From/Via	All routes
Issue Date	On/before 07AUG20
Travel Date	01SEP-31OCT20
Exception	The ticketing handling guidelines stated below is also applied 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 31DEC20
Change	a. Within the ticket validity and without changes to RBD/Carrier/Routing (same city), any fare/tax differences incurred by date change shall be paid by passengers and reissue charge including over-counter charge shall be waived once. 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	WAIVECINCOV020
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.