

長榮/立榮航空因應新型冠狀病毒肺炎影響之改、退票作業辦法(旅客版)

2020 年 08 月 14 日公告

1. 適用對象

下列開立長榮航空(695)及立榮航空(525)本票，行程涉及長榮/立榮國際、兩岸及港澳航線班機且持有確認機位之旅客。

A. (a) 開票日期為**2020年8月12日(含)**前開立之機票，且

(b) 機票航班日期：

航點	航班日期
義大利	2020年06月1日至2021年01月31日
其他航點	2020年06月1日至2020年12月31日

B. 因應各國因新型冠狀病毒肺炎之法令規定而無法入境/轉機者 (須檢附相關文件)，原訂於**2020年06月01日(含)至2020年12月31日(含)**之間出發者，得不限開票日期。

C. 因航班取消，得不限開票日期及搭乘日期。

2. 申請期限：即日起至 **2020年12月31日(含)**

3. 更改規範

A. 旅客得於機票效期內，依照適用票價規範更改，可豁免改票手續費一次，若因更改而產生之票價差、稅差及訂位服務費需由旅客支付。

B. 於2020年6月30日(含)前開立，全程未用之機票，因更改訂位所產生之訂位服務費須由旅客支付；部分使用之機票，則不需補收訂位服務費。

C. 透過旅行社購買之機票，請洽旅行社辦理更改機票事宜。

4. 退票

A. 機票及其相關附加服務費，均免扣退票手續費。若機票已支付訂位服務費，未使用航段之訂位服務費亦可退費。

B. 透過長榮航空官網購買或更改之機票，請直接於官網申請退票；透過長榮/立榮航空訂位票務中心購買之機票，請洽長榮/立榮航空訂位票務中心辦理退票。

C. 透過旅行社購買之機票，請洽旅行社辦理退票。

5. 旅客如未依時辦理登機手續(no show)，將不得豁免未登機手續費。

6. 已依照此作業辦法，豁免改票手續費之機票，於申請期限前提出退票申請者，得免收退票手續費。

7. 無限萬哩遊會員於上述申請期間內，申請長榮/立榮酬賓機票退票時，免收手續費；申請與原酬賓機票/升等機位相同條件之長榮/立榮酬賓機票改票或升等作業，免收過期哩程及改票手續費一次，後續請洽長榮/立榮航空訂位票務中心辦理。

8. 團體旅客

請洽詢原開票旅行社。

9. 免費/折扣機票

不在本辦法範圍內，例如 ID/AD/DM 等。

10. 自 2020 年 08 月 14 日(含)起，辦理之改、退票作業，請依此作業辦法辦理。

11. 此作業辦法不溯及既往。2020 年 08 月 13 日(含)前已辦理改、退票作業而被收取手續費之旅客，恕不得申請退費。

Handling Guideline for Ticket Changes/Refunds of EVA/UNI AIR flights due to COVID-19 (For passenger)

Date: 14AUG, 2020

1. Eligibility

For passengers holding EVA(695)/UNI AIR(525) tickets with confirmed booking on BR/B7 international, cross-strait and Hong Kong/Macau flights.

A. (a) Tickets issued on/before **12AUG, 2020** and

(b) Ticketed flight date :

Route	Traveling Date
Italy	Between 01JUN,2020 and 31JAN, 2021
Others	Between 01JUN,2020 and 31DEC, 2020

B. Regardless the ticket issuing date, for passenger's flight date **between 01JUN,2020 and 31DEC, 2020** who are not entitled to enter/transfer or required to isolate/quarantine based on each country's regulation for COVID-19 (related documents shall be attached).

C. For eligible passengers encountered flight cancellation are also subject to this handling guideline regardless the ticket issuing date and flight date.

2. Application

The application must be submitted on/before **31DEC, 2020**.

3. Provisions of Rebooking/Reissue

A. Within ticket validity, passengers may change the flight/date and pay the fare, tax differences and booking service charge with reassessment of the applicable fare and the reissue fee can be waived for ONE transaction.

B. The booking service charge should be imposed on any change to the totally unused ticket issued/reissued on/before 30JUN, 2020.

C. For tickets purchased from travel agents, please contact the original issuing agent for rebooking and ticket change.

4. Refund

A. Refund fee of the tickets and/or ancillary services will be waived. The Booking Service Charge paid for the unused coupons may be refunded as well.

B. For tickets purchased or modified from EVA AIR official website, please submit a refund application through EVA AIR website. For tickets purchased from EVA/UNI AIR ticketing channels, please contact EVA/UNI AIR reservation and ticketing office to arrange a refund.

C. For tickets purchased from travel agents, please contact your travel agent for refunds.

5. **No-show** passengers will not be exempted from no-show fee.

6. For passengers who had been exempt from paying the reissue fee based on this handling guideline can still refund free of charge when submit refund on/before the application date of BM.

7. Award ticket and upgrade with mileages

Please contact EVA/UNI AIR reservation and ticketing office for rebooking or refund.

Refund fee can be waived and service fee such as reissue fee can be exempted for ONE transaction. Expired miles are exempt from collection provided the revised itinerary meets the same criteria as the previous ticket.

8. Group passengers

Please refer to the original issuing agent.

9. Free and reduced fare tickets

Such as ID/AD/DM tickets, are not applicable to this provision.

10. For change and refund applied on/after **14AUG, 2020** , please follow the instruction of this handling guideline.

11. The passenger who has been charged on/before **13AUG, 2020** is not allowed to reimburse the reissue/refund fee based on this bulletin.