



NOV&DEC2020 Ticketing Handling Guidelines Due to COVID-19

Effective date: 28 AUG 2020

2020-QT163-SZ

To/From/Via	All routes
Issue Date	On/before 28AUG20
Travel Date	01NOV-31DEC20

Ticket Stock	297/803 (BP00 included) ; DM/ID/AD tickets are not applicable.
Due Date	On/before 28FEB21
Change	Within the ticket validity, any changes shall conform to applicable ticket rules and any fare/tax differences including BSC incurred shall be paid by passengers. Reissue charge including over-counter charge shall be waived once.
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: 28 AUG 2020

For flight irregularity, such as cancellation/delay/advance during COVID-19 pandemic, please be advised of the following handling guidelines

Eligibility	Flight cancellation/delay/advance during COVID-19
Ticket Stock	297/803 (BP00 included) ; DM/ID/AD tickets are not applicable.
Due Date	On/before 28FEB21
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. (This interchangeable handling does not apply to BJS/SHA/XMN/CTU routes.) 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. 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. 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. (For PRC routes, please refer to Change 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.
	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. The newly-added BSC should be waived. 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.

Effective date: 28 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 pandemic,
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-31DEC20, 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.
Due Date	On/before 28FEB21
Change	Within the ticket validity, any changes shall conform to applicable ticket rules and any fare/tax differences including BSC incurred shall be paid by passengers. Reissue charge including over-counter charge shall be waived once.
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.

Amendment to CI/AE Booking Service Charge (BSC) Guideline for tickets issued on/after 03AUG 2020

Please be advised that the following amendment to CI/AE Booking Service Charge (BSC-YR tax code) guideline:

1.Change of ticket due to name modification	No additional YR should be claimed from passenger if the ticket is reissued in accordance with CI's FIT PNR Name Change Policy, on the premise that original ticket was issued on/before 2020/8/2 and the itinerary, date, RBD on the new ticket remain unchanged.
---	--

<p>2.Involuntary refund</p>	<p>2.1.Other Airlines flight irregularities:</p> <p>2.1.1.Totally unused tickets: YR on all sectors can be refundable.</p> <p>2.1.2.Partially used tickets: If passengers can present proof on OAL flight irregularities, YR accrued on the corresponding OAL's segment (e.g. LHR-KL-AMS segment) can be refunded, but YR of the CI/AE segment is not refundable-</p> <p>2.2.CI/AE flight irregularities:</p> <p>2.2.1.Totally unused tickets: YR on all sectors can be refundable.</p> <p>2.2.2.Partially used tickets: As the refund is caused by CI/AE_flight irregularities, YR of all unused coupons can be refundable.</p>
<p>3.Passenger failed to perform credit card verification at the airport with tickets issued on/before 2020/8/2 via CI website</p>	<p>Please follow the SOP listed in PSM D8 chapter and no additional YR should be collected.</p>