



COMP announcement 23FEB'21

From : TPEQT

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.

Effective date: 23 FEB 2021

Ticket Stock	297/803 (BP00 included). DM/ID/AD tickets are not applicable.
Eligibility	Due to local government's policy on COVID-19, passengers holding valid tickets with confirmed bookings on CI/AE flights departing between 20JAN20-30APR21 are not entitled to enter/transfer, or required to isolate/quarantine, or denied boarding at airports due to fever symptom.
Due Date	On/before 30JUN21
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.

Any special requests out of the scope mentioned above such as amendment of visa application or suspension of visa free could be authorized by DE/DM and file report to H/O.

COMP announcement 23FEB'21

From : TPEQT

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

Effective date: **23 FEB 2021**

Eligibility	CI/AE Flight cancellation/delay/advance during COVID-19
Ticket Stock	297/803 (BP00 included) ; DM/ID/AD tickets are not applicable.
Due Date	On/before 30JUN21
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 tickets to/from BJS/SHA/XMN/CTU.) 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.



Any special request out of the scope mentioned above could be authorized by DE/DM and file report to H/O.