

Handling Guideline of BR/B7 flights affected by Wuhan Coronavirus

1. Eligibility

For passengers holding BR/B7 tickets issued on/before **24JAN2020** with confirmed bookings on BR/B7 cross-strait and international flights with connecting flights from/to Mainland China / Hong Kong and Macao before **29FEB2020**.

2. Applicable period

The application must be submitted on/before **29FEB2020**.

3. Rebooking/Reissue:

- A. The fare/tax difference and the service charge will only be waived once for the passenger changing to the new BR/B7 flight/date departing on/before **31MAY2020** with the same booking class and route as on the original ticket.
- B. Ticket validity can be extended for 14 days if the ticket validity is due to expire.
- C. If there's interline connecting flight involved, rebooking to the designated RBD of interline partner's flight is allowed provided the destination and fare remains the same. The connecting carrier/transfer point may be changed.
- D. Please specified the wording of “**REISSUE DUE TO WUHAN CORONAVIRUS**” in the Endorsement/Restriction box of the ticket.

4. Award ticket and upgrade with mileages:

Please contact EVA/UNI Air reservation office for rebooking. The service fee can be waived once. Expired miles are exempt from collection provided the revised itinerary meets the same criteria as the original ticket.

5. Refund:

Involuntary refunds may be arranged as below if re-accommodations of EVA/UNI were not accepted by the passenger. Refund penalty can be waived:

- A. Totally unused: Full refund of the Net reported
- B. Partially Used: Refund the unused NET, e.g. original ticketed with 1/2RT Q+ 1/2RT W fare, O/B Q used, then refund the Net reported 1/2RT W fare
- C. Please specified the wording of “**INVOL RFND DUE TO WUHAN CORONAVIRUS**”.

6. Group passengers:

Refer to the original issuing agent.

7. Free and reduced fare tickets

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