

長榮/立榮航空大陸武漢地區冠狀病毒疫情影響改票退票作業辦法(同業版)-Revised 2

2020 年 02 月 07 日公告

1. 適用對象：

- A. 凡持有 2020 年 02 月 10 日(含)前開立之長榮及立榮航空兩岸或國際航班且行程涉及大陸內地及港澳航班確認之機票，並於 2020 年 01 月 20 日(含) 至2020 年 04 月 30 日(含)之間出發者。
- B. 不限開票日期，凡持有長榮及立榮航空兩岸或國際航班確認之機票，並於 2020 年 01 月 20 日(含) 至 2020 年 04 月 30 日(含)之間出發，依據各國因武漢冠狀病毒之法令規定而無法入境/轉機或需隔離檢疫者者 (須檢附相關文件)。

2.申請期限：

即日起至 2020 年 04 月 30 日(含)

3.更改訂位:

- A. 旅客可改訂出發日**2020年06月 30日**(含)之前且與原開立機票行程(同城市)/訂位艙等相同之長榮/立榮航空兩岸或國際航線航班，其產生之價差/稅差及改票手續費，可豁免一次。
若行程與原開立機票行程/訂位艙等不同之長榮/立榮航空兩岸或國際航線航班，其產生之票價差/稅差，需由旅客支付，但免收改票手續費一次。
 - B. 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。
 - C. 若機票可使用效期已到，可於到期日後展延14天。
 - D. 在票價及目的地不變之前提下，若受影響行程包含延伸中段行程，可改訂長榮及立榮航空國際暨兩岸航線航班轉接之適用中段/訂位艙等(RBD)，包含可更改轉機點。
 - E. 請於新機票ENBOX 加註 REISSUE DUE TO *Wuhan Coronavirus*。
4. 無限萬哩遊會員於上述申請期間內，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/退票或升等作業，免收過期哩程數及改/退票手續費一次，會員酬賓機票與使用哩程升等機位，請洽長榮及立榮航空處理後續更改。

5.退票:

請以非自願退票方式辦理退票，得免扣退票手續費。

- A. 全程未用: 以結報NET金額FULL REFUND。
- B. 部分使用: 以剩餘航段之NET結報退款, e.g.原票1/2RT Q+ 1/2 RT W,已使用Q, 則退1/2RT W之結報NET金額。

6.團體旅客:

請洽詢原開票旅行社。

7.免費/折扣機票

不在本辦法範圍內，例如ID/AD/DM等。

Handling Guideline of BR/B7 flights affected by Wuhan Coronavirus-Revised2

(For travel agent)

Date :07FEB2020

1. Eligibility

- A. For passengers holding BR/B7 tickets issued on/before **10FEB2020** with confirmed bookings on BR/B7 cross-strait or international flights with connecting flights from/to Mainland China / Hong Kong and Macao between **20JAN2020** and **30APR2020**.
- B. For passengers holding BR/B7 tickets with confirmed bookings on BR/B7 cross-strait or international flights between **20JAN2020** and **30APR2020**, who are not entitled to enter/transfer or required to isolate/quarantine based on each country's regulation for Wuhan Coronavirus (related documents shall be attached).

2. Applicable period

The application must be submitted on/before **30APR2020**.

3. Rebooking/Reissue:

- A. The fare/tax difference and the service charge will only be waived once for the passengers changing to the new BR/B7 flight/date departing on/before **30JUN2020** with the same route (city)/booking class as on the original ticket.
The fare/tax difference shall be paid by passengers and the service charge will only be waived once for passenger changing to the new BR/B7 flight/date with different route/booking class as on the original ticket.
- B. No show passengers are not eligible for the waiver.
- C. Ticket validity can be extended for 14days if the ticket validity is due to expire.
- D. 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.
- E. 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.

6.Group passengers:

Please refer to the original issuing agent.

7.Free and reduced fare tickets

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