

长荣航空/立荣航空订位服务费(Booking Service Charge, 简称

BSC)作业规范

- 一、 生效日：开(改)票日 01AUG2021 (含)起。
- 二、 适用行程：不限开票地，凡开立长荣航空(695)/ 立荣航空(525)机票一律收取订位服务费(BSC)。但行程起始点自香港出发者及立荣航空台湾国内航段，则不须收取此费用。
- 三、 舱等：除I/R/E/X/N Class 以外，其余RBD皆须收取。
- 四、 适用票种：所有个人机票及团体机票，但不包含不占位婴儿票、会员酬宾机票、免费及折扣票 e.g. ID, AD, RG, DG, GE, DM 等。
- 五、 收取金额：每一长荣航空/立荣航空机票收取美金 20 元，无任何折扣。特殊旅客服务如担架机位(STCR)以及额外座位(CBBG/EXST)，不另外征收。
- 六、 订位服务费将不提供列退佣金。
- 七、 收取方式：以 IATA Tax Code "YR" 随票征收。
- 八、 退改票办法：
  1. 不接受退费，包含旅客因个人因素如死亡、签证、疾病等所需求之退票。惟往返美国起飞前 7 天外之航班，若

在购票后 24 小时内可全额退费，不在此限。

2. 机票更改时，相关 BSC 费用不可与票价或其他税金差额互相折抵。
3. 全程未使用机票若航段符合长荣航空/立荣航空之退票免扣相关手续费公告之非自愿退票者如班机异常、台风等，则可接受退费，惟部分航段已使用机票恕不接受退费。
4. 31JUL2021(含)前开立之机票于 01AUG2021 起改票
  - A. 若为全程未使用机票，不论更改去程或回程，皆须补足美金 20 元。
  - B. 若为部分使用机票之更改，因计价系以原日期计价，若航段未增加则无需收取；若航段增加则依原收费标准，每段增加之航段需加收美金 5 元。

九、因系统限制，若开票或改票时，BR(695)本票只开立 B7 国际航段而无任何 BR 段航，或 B7(525)本票只开立 BR 航段而无任何 B7 段航时，须按照以上规范，人工收取每张机票等值美金 20 元之订位服务费。

十、 敬请协助配合办理。

## Booking Service Charge (BSC) Guideline of EVA AIR / UNI AIR

1. Effectiveness: for tickets issue/reissue on/after 01AUG2021
2. Place of Issue: Worldwide
3. Applicable routes: for all BR/B7 flight sectors in journey originating worldwide except HKG. All B7 operated Domestic sectors will be excluded.
4. Class (RBD): all RBDs except I/R/E/X/N
5. Fare Type: all EVA AIR (695) / UNI AIR (525) tickets except followings:
  - A. Infant Fare Tickets
  - B. Infinity MileageLands Award Tickets
  - C. Free and Reduced Fare Tickets, e.g. ID/AD/RG/DG/GE/DM
6. Standard charge: USD 20.00 per ticket without any discount. Tickets issued for special services including stretcher (STCR) , extra seat (CBBG/EXST)...etc. will NOT be applied to this charge.
7. No commission/incentive shall be granted for BSC.

8. The BSC will be collected under the IATA Tax Code – “YR”.

## 9. Refunds/Changes assessment

- A. BSC is non-refundable even for reason of decease/illness or injury for ticketed passengers or their immediate /accompanied family members or any visa or travel document related issues. However, for the tickets travelling to/from US and ticket purchased at least seven days before flight's schedule departure date and time, full refund for BSC without any penalty will be granted if passenger cancel their reservation within 24 hours.
- B. Netting between the BSC and the fare/tax difference is not permitted.
- C. For INVOL ticket refunds of totally unused tickets caused by such as flight irregularity or severe weather conditions like typhoon, the BSC can be refunded. But for partially used tickets, BSC is non-refundable.
- D. For tickets issued on/before 31JUL2021 and reissued on/after 01AUG 2021
  - a. For totally unused tickets, the BSC should be made up to USD20.00 for any change effective on/after 01AUG2021.

b. For partially used tickets, keep the original BSC charge if no additional segment added. Otherwise, the additional BSC USD 5.00 should be collected per each additional segment based on original BSC regulation.

10. Have to collect BSC USD 20.00 manually per ticket based on the above regulations while issuing or reissuing BR (695) tickets only with B7 international flights without any BR flights, or B7 (525) tickets only with BR flights without any B7 flights due to system limitation.

11. Please forward to the concerned parties related.