

→ Changes/Changes/Refunds of EVA/UNI Air Tickets due to Flight Cancellations/Schedule Changes

1. Eligibility

Effective from **01MAR2023**, passengers holding EVA(695)/UNI(525) Air tickets with confirmed bookings that being affected by the cancellation or schedule change (NOT include aircraft change).

2. Changes

Under the premise of same Origin/Destination point and within ticket validity, passengers may change the flight/date **within 14 days, prior or later, to the disrupted flight:**

- (1) Changes in accordance as below, passengers will be exempt from the charge of reissue fee and the difference of fare and taxes, fuel/insurance surcharges, booking service charges for one transaction Re-ticketing: Carry forward the fare/fare basis/fare calculation/baggage allowance /TFC...etc. to the new ticket and add **SKCHG DUE TO (flight number)/DDMMM CANX or CHNG** in the ENBOX to reflect the reissue is the result of planned schedule change.

A. Date Change: rebook with the same routing and same booking class code (RBD)

B. Itineraries with connecting interline segments: change of interline carrier or transfer point is permitted provided the most significant sector remains on EVA/UNI Air and operated by EVA/UNI Air. Example: PHX-AS-SFO-TPE-BKK (MLXUZ) may reroute into PHX-UA-LAX-TPE-BKK (MLXUZ). BR sector remains on M/CLS, and the UA sector should book on the applicable RBD of MLXUZ.

- (2) For Premium Economy class passengers that are unable to rebook the original booking class code due to aircraft issue, please rebook on the corresponding Economy class booking class code (K/L/T rebook to Y; P rebook to M/B/Y) or Business class, and will be exempt from the charge of reissue fee and the difference of fuel/insurance surcharges, booking service charges for one transaction, however the fare difference will be reassessed based on original ticketed date and refund (Economy class) or paid by the passenger (Business class).

Example: TPE-x/PAR-FRA T/CLS, changed into TPE x/VIE-FRA due to TPE-PAR cancelled, and no PE service for TPE-VIE, assess the difference of TPE-x/PAR-FRA between T and Y/CLS of original ticketed date.

Re-ticketing: Reissue the ticket into TPE x/VIE-FRA Y/CLS with EMD-RSVR and refund accordingly. Use the fare/fare basis and fare calculation of TPE-x/PAR-FRA in EY fare, and add **SKCHG DUE TO (flight number)/DDMMM CANX .VIE NO PE SVC** in the ENBOX to reflect the reissue is the result of planned schedule change plus no Premium Economy class service.

- (3) If the cancelled flight were resumed afterwards, changed passengers may choose to change to original flight/date again with the same booking class code (RBD) without additional charge. For passengers changed into Economy class due to aircraft issue that would like to resume to Premium Economy class may pay the fare/tax difference without reissue fee, the difference of fuel/insurance surcharge and booking service charge. Changed Business class passengers may follow the same practice to resume to Premium Economy Class.
- (4) EVA/UNI Air operated flights changed to other carriers' flights or codeshare flights are not permitted unless otherwise specified in the relevant fare rules.
- (5) Within ticket validity, if passengers change the new travel date outside the 14 days range or outside the scope of (1)-(4) above, it will be considered as voluntary change that the ticket should be recalculated and reissued to collect the difference of fare and TFC, if any, however, the reissue fee will be waived for one transaction. Please add “REISU DUE TO BR (YY) xxx/DDMMM CANX or CHNG” in the ENBOX to denote the reason of reissue fee waiver.

3. Refunds

Refunds of the ticket and/or related ancillary services may be made in accordance with provisions of involuntary refund that the refund service charge will not be imposed. **Regarding Booking Service Charge (BSC), it is non-refundable for partial-used ticket.** The unused BSC can only be refunded when the ticket is total-unused or consists of BSC imposed on a flight-coupon base.

- (1) Totally unused: full refund of the NET fare and TFC reported.
 - (2) Partially used: refund the Net fare and TFC of the unused sector(s), e.g. 1/2 RT Q fare + 1/2 RT W fare, if outbound has been used, refund the 1/2 RT W net fare reported and the unused TFC.
4. For tickets being changed with reissue fee waived but then voluntarily request for a change or refund afterwards, the service charge will not be waived.
 5. If the ticket being changed/refunded is the result of an exchanged/reissue or revalidated transaction, the eligibility of waiver is determined based on the current ticket to be changed/refunded.
6. Award ticket and upgrade with mileages
Please contact EVA reservation and ticketing office:
 - (1) Refunds: refund service charge will not be imposed.
 - (2) Changes: reissue fee as well as the expired miles are exempt from collection for one transaction provided the revised itinerary meets the same criteria as the affected ticket.

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REF No: USA23-001

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7. Group passengers shall contact the original issuing travel agency for changes/refunds.
8. Free and Reduced fare tickets are not included in this handling guideline, e.g. ID/AD/DM... etc.
9. The fare difference or fees that previously charged will not be returned under any circumstance.