

“EVA HOT NEWS”

REF No: USA23-002

Mar 09, 2023 v3.1 Page 1/1

→ EVA Air Launch EVABidDeal Notice

Effective **MAR 8, 2023**, EVA Air will launch EVABidDeal programme, which allows passengers to bid for an upgrade to next higher cabin.

Introduction:

1. EVABidDeal is applicable to schedule flights operated by EVA Air (695), and is not applicable to codeshare flights on partner airlines. Eligible passengers will receive an invitation through the email address located in booking reference. The eligibility is based on a number of dynamic criteria, including but not limited to specific product of air ticket, flight routes, etc.
2. Passengers can submit their bids up to 50 hours before departure. No matter bids are accepted or not, passengers will be informed the result by email during 50 to 48 hours prior to departure.
3. System will auto rebook flight segment and revalidate the booking class on the ticket to D class when upgrading to Royal Laurel Class, Premium Laurel Class, Business Class, or P class when upgrading to Premium Economy Class. Ticket number and fare basis will remain unchanged. The payment for upgrade will be collected from passengers' credit card by issuing EMDA-UPGP. Relevant upgrade information can be inquired via SSR-UPGP or SSR-OTHS (e.g. FROM-M/TO-D, the FROM booking class can be different depending on the ticket).
4. For more details, please refer to EVA Air official website

Notice:

1. The EMDA-UPGP is **non-refundable, non-exchangeable**. The upgraded segment is not able to further upgrade through paying a fare difference, mileage, or upgrade certificate.
2. When passengers voluntary change flights or travel date and waive the right to upgrade, please reprice with original ticket class and fare basis, collect fare difference and change fee if any. In addition, please remind passengers that the payment for bid upgrade is non-refundable.
3. Upon flight cancellation or schedule change, if passengers are re-accommodated to alternative flights arranged by EVA Air, the upgrade will be auto transferred and honored to alternative flights.

If passengers don't accept above mentioned arrangement, for the payment of bid upgrade, please contact with EVA Air reservation and ticketing service center for refund. For passengers' ticket, please refer to applicable handling guidelines for cancellation/schedule change with original ticket class and fare basis.

For reservations & further information, please contact EVA Air Offices or log on to our web site at www.evaair.com.

Your attention and support to EVA Airways is greatly appreciated