AGENT NEWS
No.AN50-26/SS

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Typhoon CHAMPI Ticketing Handling

Dear Our Valued Agents,

Please be advised of the following handling guidelines due to CI/AE flight cancellation, delay or advance over 2 hours, or subject to time changes resulting in insufficient connection time affected by Typhoon CHAMPI:

1. Application:
   Passengers holding CI (297)/AE(803) tickets with confirmed bookings must submit change applications within ticket validity or refund applications within applicable refund period.
2. Not Applicable:
   a. Passenger holding OAL ticket shall comply with OAL's ticket rule.
   b. GIT tickets are not applicable for guidelines below.
3. Provisions of Change:
   a. Within ticket validity, the fare/tax difference and reissue charge including reissue service charge will be waived ONCE provided that RBD/Carrier/Routing (Airport) remain unchanged and the new flight date is **within 14 days** prior to/after the affected flight.
      Note: TPE/TSA/RMQ/KHH are regarded as the same airport (KHH-HKG v.v is permitted to change to TPE-HKG v.v).
      Note: HKG/SZX/CAN are regarded as the same airport. For instance, KHH-SZX v.v. is permitted to change to TPE-HKG v.v
   b. Apart from the provision 3.a., any fare/tax differences incurred by rebooking/rerouting must still be collected. Reissue charge can be waived.
   c. Waiver code "**WEAT216**" shall be annotated in Endorsement Box on new ticket.
4. No Show Fee/Chargeable Seats/Pre-paid EB:
   a. No-Show fee shall be waived ONCE. Please annotate waiver code "**WEAT216**" in Reason for Change Box while changing in ET coupon status from S to O.
   b. Chargeable seat EMD shall be refunded without imposing any service charge.
   c. Pre-paid EB EMB shall be refunded without imposing service charge.
5. Refund:
   a. For totally unused tickets: Full refund without imposing any refund penalty
   b. For partially used ticket: Refund penalty shall be waived, and calculation of residual refund value shall be based on involuntary refund procedures.
   c. Waiver code: "**WEAT216**"

Please kindly follow and disseminate to all concerned accordingly. Thank you for your attention and cooperation.

Best Regards,
China Airlines Sales Team