

Changes/Refunds of EVA/UNI Air Tickets due to the Extended Transfer Ban of Taiwan Centers for Disease Control (Agent)

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1. Eligibility

Passengers holding EVA(695)/UNI(525) Air tickets issued on/before 24MAR2022 with confirmed booking from 19MAY2021 to 31MAY2022 that being affected by the extended Taiwan transfer ban for EVA/UNI Air International, cross-strait and Hong Kong/Macau flights.

2. Changes

- (1) Within ticket validity, passengers may change into the flight/date between 01JUN2022 to 15JUN2022 without reissue fee and additional charge of the fare/tax/booking service charge difference for one transaction provided the routing (city) and booking class (RBD) remains the same.

For itineraries with connecting interline segments, rebook to other flight/date with the applicable booking class(RBD) / interline carrier or change of transfer points in accordance with the fare rule is permitted provided the destination (city) remains the same.

Carry forward the same fare /fare basis/taxes, fees, charges / baggage allowance to the new ticket, the "Fare Calculation" area shall be preceded by the characters "S-" and the beginning of the "Endorsement/Restrictions" area shall reflect "SKCHG DUE TO TWN TRANSFER BAN " to denote that the reissue is as a result of a planned schedule change.

- (2) Within ticket validity, if passengers change to a flight / date on/after 16JUN2022 or out of scope of (1) above or change routing (city) or booking class (RBD), it is considered as voluntary change and the ticket should be recalculated and reissued to collect the fare/tax/booking service charge difference if any with the reissue fee waived for one transaction. The "Endorsement/Restrictions" area shall reflect "REISU DUE TO TWN TRANSFER BAN " to denote the reason of reissue fee waiver.
- (3) EVA/UNI Air operated flights changed to codeshare flights or other carriers' flight is not permitted.

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, 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 taxes reported.
 - (2) Partially used: refund the Net fare and taxes of the unused sector(s), e.g. 1/2RT Q fare+1/2RT W fare, if outbound has been used, refund the 1/2RT W net fare reported and the unused taxes.
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 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**
For refunds, refund service charge will not be imposed.
For rebooking, 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.
Please contact EVA/UNI reservation and ticketing office for rebooking or refund.
 7. Group passengers shall contact the original issuing travel agency for changes/refunds.
 8. Free and Reduced fare tickets are not included in this bulletin, e.g.ID/AD/DM...etc.
 9. The fare difference or fees that previously charged will not be returned under any circumstance.