

To cope with CI/AE flight cancellation, delay or advance over 3 hours to/from **Taiwan** affected by Typhoon KRATHON starting from **01OCT24**, please be advised of the following handling guidelines.

1. Application :

Passengers who are holding CI/AE valid tickets including BP00 tickets issued on/before **30SEP24** with confirmed bookings on affected flights, must submit applications on/before **01JAN25**.

2. Not Applicable:

- a. Passengers holding OAL tickets shall comply with OAL's ticket rule.
- b. All DM/ID/AD/GIT tickets are not applicable for the guidelines as below.

3. Provisions of Change:

a. within ticket validity, the fare/tax differences and reissue charge including reissue service charge shall 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. For instance, KHH-HKG v.v. is permitted to change to TPE-HKGv.v.

b. Apart from the provision 3.a., any fare/tax differences incurred by rebooking/rerouting shall be paid by passengers and reissue charge including reissue service charge

shall be waived once. "**WEAT19824**" shall be annotated in Endorsement Box on new tickets to signify the reason of waiver as mentioned herewith.

4. No Show Fee/Chargeable Seats/Pre-paid EB :

a. No show fee shall be waived once. In this scenario, please annotate "**WEAT19824**" in Reason for Change Box while changing the ET coupon status from S to O.

b. Chargeable seat EMD shall be refunded.

c. Pre-paid EB EMD shall be refunded.

5. Refund:

a. For totally unused tickets: Full refund shall be performed without imposing any

refund charge.

b. For partially used tickets: Refund charge shall be waived, and calculation of residual refund value shall be based on voluntary refund procedures.

c. Waiver code : **WEAT19824**