

# EVA NEWSFLASH

No : 05

Date :

23-Jul-24



**Subject : General Practice for Changes/Refunds of EVA/UNI Air Tickets due to Flight Cancellations/Schedule Changes (Replace the Newsflash 2023 No.007)**



EVA Air would like to announce the following handling guidelines of EVA/UNI AIR International Flights due to flight cancellations/schedule changes. All reissue/refund application must be submitted **within 1 month from the day of disruption** through GDS system.

For passengers holding EVA(695)/UNI AIR(525) tickets with confirmed(HK) booking status that are being affected by BR cancellation, significant schedule change (not include aircraft change) - Regardless the ticket issuing date can apply this guideline.

For change and refund apply **on/after 23JUL2024**, please follow the instruction of this handling guideline.

### Eligibility

Passengers holding EVA Air tickets (695) or UNI AIR(525) tickets **issued/reissued on/before 23JUL2024** with **confirmed Outbound flight bookings (regardless of Inbound flight) on/after 23JUL2024** that has been affected by the flight cancellation/significant schedule change for EVA Air flights to/from London and meets any of the following conditions, are eligible for changes or refunds as per the guidelines below.

**Changes due to aircraft type alterations are not included.**

- (1). Flights are cancelled without alternative arrangements.
  - (2). The departure or arrival times for alternative or rescheduled flights differ by more than 2 hours.
  - (3). Schedule changes or alternative flights result in missed connections or insufficient connection times.
  - (4). Alternative flights depart from or arrive at a different airport or involve more connections.
- For timing changes of EVA/UNI Air flights only, tickets will be remain associated. For schedule changes of interline partner carriers' flight, please reissue tickets in accordance with section 2. Changes (1)\A\ (C). Passengers who do not accept re-accommodation on flights that fall outside the above conditions will be considered as making voluntary changes or seeking voluntary refunds and will be subject to relevant service charges and/or fare/tax differences.

### Changes

(1). Under the conditions of maintaining the same Origin and Destination points and within ticket validity, passengers may change the flight/date within 14 days, prior or later, of the disrupted flight as follows:

**A. Changes as specified below will exempt passengers from reissue fees and any differences in fare, taxes, fuel/insurance surcharges, and booking service charges for one transaction:**

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

(B) **Itineraries with connecting interline segments:** Changing the interline carrier or transfer point is allowed, provided that the most significant sector remains on EVA/UNI Air flights and is 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.

(C) **Re-ticketing:** Carry forward the fare/fare basis/fare calculation/baggage allowance /TFC...etc. to the new ticket and add **"SKCHG DUE TO BRxxx/DDMMM CANX or CHNG"** in the ENBOX to reflect the reissue is the result of planned schedule change.

**B. Premium Economy class passengers** who are unable to rebook in the original booking class code due to an aircraft issue should rebook in the corresponding Economy class booking class code aligned with the highest RBD within the same fare product (i.e., K→Y, L/T→M, P→S), or in Business class. They will be exempt from the reissue fee and any differences in fuel/insurance surcharges and booking service charges for one transaction. However, the fare difference will be reassessed based on the original ticketed date and refunded (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 M/CLS of original ticketed date.

Re-ticketing: Reissue the ticket into TPE x/VIE-FRA M/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.

(2). If a canceled flight is resumed, passengers who changed their flights may opt to revert to their original flight/date with the same RBD without incurring additional charges. Passengers who were moved to Economy class due to aircraft issues and wish to return to Premium Economy class may do so by paying the fare/tax difference, along with the difference in fuel/insurance surcharges and booking service charges, without a reissue fee. Changed business class passengers may follow the same procedure to revert to Premium Economy Class.

(3). EVA/UNI Air operated flights cannot be changed to other carriers' flights or codeshare flights, unless otherwise specified in the relevant fare rules.

(4). Within the ticket validity period, if passengers change their new travel date beyond the 14-day range or outside the scope of conditions (1)-(3) mentioned above, it will be considered a voluntary change. In this case, the ticket should be recalculated and reissued to collect any difference in fare and TFC. However, the reissue fee will be waived for one transaction. Please add **"REISU DUE TO BRxxx/DDMMM CANX or CHNG"** in the ENBOX to denote the reason for the reissue fee waiver.

### Refunds

(1). **All refund application must be submitted within 1 month from the day of disruption** through GDS system. Please remark as **"FULL REFUND DUE TO BRxxx/DDMM CANX OR CHNG"**. Please contact GDS helpdesk if you cannot submit via GDS.

(2). **No waiver will be given for any refunds submitted on/after 1 month from the day of disruption.**

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.

### Additional Rules

(1). 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.

(2). 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.

(3). The fare difference or any change fees that previously charged will not be returned under any circumstance.

All rebooking and refund policy only apply to the dates provided above.

EVA Air would like to apologise for any inconveniences caused and thank you for your understanding and assistance.

For any assistance please call :  
Reservations 020 3985 6103; Sales 020 7380 8333

General Practice for  
Changes/Refunds of  
EVA/UNI Air Tickets  
due to Flight  
Cancellations/  
Schedule Changes