

CI/AE Ticket handling Guideline due Typhoon AMPIL

Dear Travel Partners,

Please refer to the below ticket handling guideline cancellation of schedule change over 3 hours of CI/AE operated flights to/from JAPAN affected by Typhoon AMPIL.

Application:

Passengers who are holding CI/AE valid tickets including BP00 tickets issued on/before 15AUG24 with confirmed bookings on affected flights, must submit applications on/before 16NOV24.

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.

Eligibility:

Passengers holding CI/AE valid tickets issued on/before 23JUL24 with confirmed bookings on affected flights, must submit applications on/before 24OCT24 (Change regulations are applicable to Dynasty Flyer Program Award Ticket).

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-NRT v.v. is permitted to change to TPE-NRT v.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. "WEAT15424" shall be annotated in Endorsement Box on new tickets to signify the reason of waiver as mentioned herewith.

Refund*:

- a. For totally unused tickets: Full refund can be performed without imposing any refund charge/penalty.
- b. For partially used tickets: Refund charge can be waived.
- c. Chargeable seats and Prepaid excess baggage can be fully refunded.
- d. **Waiver Code: WEAT15424**

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

- A. No show fee shall be waived once. If flight coupons are suspended, please email CI office to open the ET coupons.
- B. Chargeable seat EMD shall be refunded without imposing any service charge.
- C. Pre-paid EB EMD shall be refunded without imposing any service charge.

***If the original flights operated by CI/AE are cancelled, please waitlist the original RBD and email it to CI office for confirmation. If original RBD on the new flight cannot be confirmed, alternative date will be offered otherwise, full refund can be performed. Please note if ticket reissuance without the original RBDs will result ADMs for fare differences plus AMD fee NZD38 per ticket.**

***** If the waitlist RBD is confirmed by CI office, please involuntarily reissue, or revalidate the tickets accordingly by TTL. If not actioned in time resulting confirmed RBD is auto cancelled, current availability must be used, and any fare and tax differences may apply.**

***For refund: please submit all Typhoon related refunds via BSP Link.**

For any flight updates, please refer

<https://www.china-airlines.com/nz/en/discover/news/travel-advisory?travelAlert=5844-7030>

or for individual flight status:

<https://www.china-airlines.com/nz/en/fly/flight-status/index> (Flight Irregularity Certificate can be downloaded).