

SALES BULLETIN

017/12May/JKTSS/2023

IAH Schedule Change & Changes/Refunds of EVA/UNI Air Tickets

Dear Valued Travel Agents,

Please be informed that the schedule for TPE-IAH (BR 052) has changed as follows:

City	Route	Eff. Date	Flight No.	Operation Day	Departure	Arrival
					(Local Time)	(Local Time)
Jakarta (CGK) – Taipei (TPE)		NO CHANGE	BR 238	<u>Daily</u>	14:20	20:45
Houston (IAH)	TPE – IAH	01Jul-30Sep23	BR 052	<u>Daily</u>	21:20	22:35
		01Oct-28Oct23	BR 052		21:20	22:20

For PNR that is affected by this schedule change (unable to direct/connect), please refer to the following guidance:

1. Eligibility

Effective immediately for passengers holding EVA (695) /UNI (525) Air tickets with confirmed bookings that the transfer time is below 60 minutes minimum connecting time (MCT) at Taiwan Taoyuan International Airport.

2. Changes

A. Under the premise of same Origin/Destination point and within ticket validity, passengers may change the flight/date **Free of Charge** for one transaction within 14 days, prior or later, to the original flight:

Re-ticketing: Carry forward the fare/fare basis/fare calculation/baggage allowance /TFC...etc. to the new ticket and add SKCHG DUE TO TPE MCT CHG in the ENBOX to reflect the reissue is the result of planned schedule change.

a) **Date/Flight Change:** Rebook with the same routing/booking class code (RBD)

Example 1: Rebook to alternative connecting flight on the same date

Insufficient Transfer Time	BR68 / W / 01SEP23 / BKK TPE 1625 2115 BR52 / W / 01SEP23 / TPE IAH 2200 2300
Sufficient Transfer Time	<u>BR76</u> / W / 01SEP23 / BKK TPE <u>1510 2000</u> BR52 / W / 01SEP23 / TPE IAH 2200 2300

Example 2: Rebook to alternative flights within 14 days of the original departure

Insufficient Transfer Time	BR715 / Y / 03MAY23 / PEK TPE 1945 2300 BR010 / Y / 03MAY23 / TPE YVR 2355 1940
Sufficient Transfer Time	BR715 / Y / <u>02MAY23</u> / PEK TPE <u>1355 1705</u> BR010 / Y / <u>02MAY23</u> / TPE YVR 2355 1940

b) **Itinerary with connecting interline segments:** Change of interline carrier/transfer point is permitted, provided the most significant sector (MSC) remains on BR/B7 flight operated by EVA/UNI Air

Example: Passenger planned to travel from HAM to ICN on 13MAY23 and now insists on arriving at ICN before 1200 pm.

Insufficient Transfer Time	13MAY23 HAM-EW-X/MUC-TPE 0600 0635+1 14MAY23 TPE-ICN 0730 1100 (BR RBD/Fare: M Class/MLRDEW)
Sufficient Transfer Time	13MAY23 <u>HAM-EW-X/VIE-TPE 0640 0630+1</u> 14MAY23 TPE-ICN 0730 1100 BR RBD: remains M EW RBD: Applicable RBD under BR M-CLS Fare

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

B. Within ticket validity, if passengers change the new travel date outside the 14 days range or outside the scope above, it will be considered as voluntary change that the ticket should be recalculated and reissued to collect the difference of fare and TFC, if any, however, the reissue fee will be waived for one transaction. Please add “REISU DUE TO **TPE MCT CHG**” in the ENBOX to denote the reason of reissue fee waiver.

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 (BSC), 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.

- a) **Totally unused:** full refund of the NET fare and TFC reported.
- b) **Partially used:** refund the Net fare and TFC of the unused sector(s), e.g. 1/2 RT Q fare + 1/2 RT W fare, if outbound has been used, refund the 1/2 RT W net fare reported and the unused TFC.

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/reissued 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

Please contact EVA reservation and ticketing office:

- a) **Refunds:** refund service charge will not be imposed.
 - b) **Changes:** 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.
7. Group passengers shall contact the original issuing travel agency for changes/refunds.
 8. Free and Reduced fare tickets are not included in this handling guideline, e.g. ID/AD/DM...etc.
 9. The fare difference or fees that previously charged will not be returned under any circumstance.

For any further inquiries, please contact EVA Air Sales Department.