

Ticketing Handling Guidelines Due to COVID-19

Effective date: 20 JUL 2020

2020-QT059E-SZ

For passengers who are not entitled to enter/transfer, or required to isolate/quarantine, or denied boarding due to fever symptom based on local government's policy on COVID-19, please be advised of the following handling guidelines.

Ticket Stock	297/803 (BP00 included) ; DM/ID/AD tickets are not applicable.
Eligibility	Valid tickets with confirmed bookings on CI/AE flights between 20JAN-31AUG20, and based on local government's policy on COVID-19, passengers are not entitled to enter/transfer, or required to isolate/quarantine, or denied boarding at airports due to fever symptom.
Due Date	On/before 31OCT20
Change	a. Within the ticket validity and without changes to RBD/Carrier/Routing (same city), any fare/tax differences incurred by date change shall be paid by passengers and reissue charge including over-counter charge shall be waived once. Bookings on flights operated by CI/AE shall not be changed to codeshare flights.
	b. Any fare/tax differences incurred by rebooking on different RBD/routing shall be paid by passengers and reissue charge including over-counter charge shall be waived once. Owing to Force Majeure, rearrangement to OAL flights is prohibited.
No Show Fee	No show fee shall be waived provided that passengers are denied boarding to their flights at airports due to suspected infection of pneumonia or respiratory syndrome. In this scenario, please annotate waiver code in Reason for Change Box when changing the ET coupon status from S to O.
Chargeable seat	Chargeable seat EMD shall be refunded without imposing any service charge provided that tickets are submitted for refund together.
Pre-paid EB	Pre-paid EB EMD shall be refunded without imposing any service charge provided that tickets are submitted for refund together.
Waiver Code	WAIVECINCOV020
Refund	a. For totally unused tickets: Full refund shall be performed without imposing any refund charge/penalty.
	b. For partially used tickets: Refund charge shall be waived, and calculation of residual refund value shall be based on involuntary refund procedures.

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2020-QT140-SZ

1. Travel on/before APR'20

To/From/Via	PRC/HKG	KR	EUR	JP/SG/TH/MY/PH/ID/VN/KH/MM/IN/ US (excluding GUM) /BN	Others
Issue Date	On/before 08FEB20	On/before 24FEB20	On/before 13MAR20	On/before 17MAR20	On/before 18MAR20
Travel Date	20JAN-30APR20	24FEB-30APR20	07MAR-30APR20	17MAR-30APR20	19MAR-30APR20

2. Travel in May'20

To/From/Via	All routes
Issue Date	On/before 09APR20
Travel Date	01MAY-31MAY20

3. Travel in Jun'20

To/From/Via	All routes
Issue Date	On/before 07MAY20
Travel Date	01JUN-30JUN20

4. Travel in Jul'20 and Aug'20

To/From/Via	All routes
Issue Date	On/before 02JUN20
Travel Date	01JUL-31AUG20

Exception	The ticketing handling guidelines stated below is also applied due to CI/AE flight cancellation/delay/advance regardless of issue date and travel date.
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	b. Any fare/tax differences incurred by rebooking on different RBD/routing shall be paid by passengers and reissue charge including over-counter charge shall be waived once. Owing to Force Majeure, rearrangement to OAL flights is prohibited.
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