

Chargeable Seats & Inflight Wi-Fi

Effective from 2nd Oct 2019

China Airlines Auckland



Types of Aircraft and Chargeable seats

- Only Applied to Economy and Premium Economy cabins
- Applied Aircraft Type: 77W/A350/744/A330/738/E190

A. Business Cabin: Free of Charge

B. Premium Economy Cabin:

- (1) Free of Charge for passengers who purchased “Standard” or “Flex” product.
- (2) “Basic” product would need to pay a fee via CI website or APP.

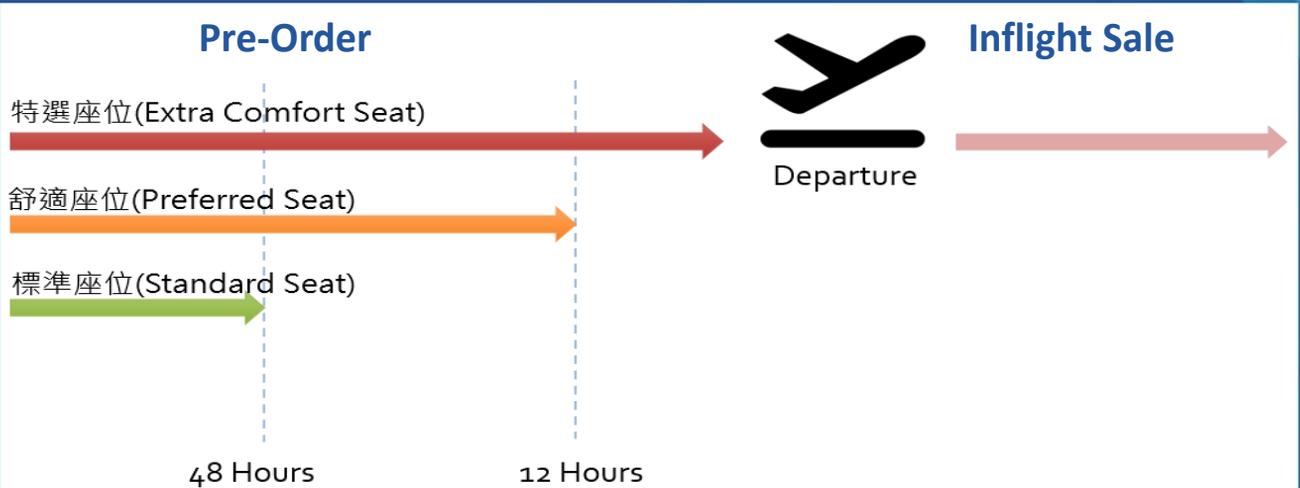
C. Economy Cabin with three types of seat selections:

- (1) **Extra Comfort Seat:** Seat location could be different due to the type of aircrafts (e.g. emergency exit).
- (2) **Preferred Seat:** Located at the front of the Economy cabin. Passenger who purchased “Flex” product may select these seats free of charge.
- (3) **Standard Seat:** All remaining seats are considered “Standard Seat”. Passengers who purchased “Standard” and “Flex” product may select these seats free of charge.

Sales Channels

For all three types, Standard, Preferred and Extra comfort seats: **Official China Airlines website, China Airlines APP, Ticket counters.**

Sales Time for Chargeable Seat



Sales deadlines for Chargeable seat products are as follows:

1. Standard Seat for Premium Economy Class and Economy Class: Available for sale till 48 hours prior to departure.
2. Preferred Seat: Available for sale till 12 hours prior to departure.
3. Extra Comfort Seat: No limit (May also purchase In-Flight).

Chargeable Seat with Fare Family

Chargeable Seat			Economy			Premium Economy
			L/N/H/Q/R/T/V/K/M/B/Y			E/A/U/W
Fare Family	RBD	Member Card (*China Airlines Paragon/Emerald can select seats for free.)	Standard Seat	Preferred Seat	Extra Comfort Seat	Standard Seat
Discount	L	Gold/Elite Plus/Elite	Free	Short Haul:USD 15 Long Haul:USD 30	Short Haul(1): USD 20 Short Haul(2): USD 30 Long Haul: USD 120	
		Normal/Dynasty	Short Haul:USD 10 Long Haul:USD 20			
Basic	N/H/Q/R/E	Gold/Elite Plus/Elite	Free	Short Haul:USD 15 Long Haul:USD 30	Short Haul(1): USD 20 Short Haul(2): USD 30 Long Haul: USD 120	Free
		Normal/Dynasty	Short Haul:USD 10 Long Haul:USD 20			Short Haul:USD 20 Long Haul:USD 30
Standard	T/V/K/A	Gold/Elite Plus/Elite	Free	Short Haul:USD 15 Long Haul:USD 30	Short Haul(1): USD 20 Short Haul(2): USD 30 Long Haul: USD 120	Free
		Normal/Dynasty				
Flex	M/B/Y/U/W	Gold/Elite Plus/Elite	Free	Free	Short Haul(1): USD 20 Short Haul(2): USD 30 Long Haul: USD 120	Free
		Normal/Dynasty				

Remark :

Short haul (1): Economy Cabin

Short haul (2): Premium Economy class sold as Economy class

Definition of Long and Short (Regional) haul:

☑ Long Haul: Taiwan to North America/Canada/Europe/New Zealand/Australia vv.

☑ Short Haul(Regional): Taiwan to South East Asia/North East Asia/Hong Kong/China/GUM/India/Singapore to Surabaya/New Zealand to Australia vv.

Terms & Conditions

1. To be eligible for this service, passenger must hold valid ticket issued by either China Airlines (297) or Mandarin Airlines(803) (infant ticket, cabin baggage occupying a seat, and extra seat are not applicable), and travel on China Airlines (CI)/Mandarin Airlines (AE) self-operated flights, or designated code-share flights **operated jointly by CI & AE**.
2. Whether it's a chargeable seat or free, seats offered for advance selection are subject to availability at the time of request.
3. Passenger may pay to choose their preferred seat in the flight, or, **arrange a seat for free through online check-in, mobile check-in, or at the check-in counter at the airport** (Extra Comfort Seat will not be offered). However, two or more passengers wanting to be seated together for passengers who are travelling together, is subject to seat availability.
4. Whether the selected seat is a chargeable seat or not, the seat will be reserved **until 60 minutes prior to flight departure (80 minutes if the flight is departing from Taoyuan Airport)**. Failing to complete check-in process will lead to cancellation of advanced seat selection. And the pre-paid seat fee/charge(the corresponding "Electronic Miscellaneous Document", EMD) is non-refundable.
5. To comply with Civil Aviation Regulations and to ensure aviation safety, passenger choosing the emergency exit seat must read our "**Exit Seat Passenger Information**" carefully and make sure that they agree and are qualified to be seated in Exit row based on the terms and conditions stipulated in the Regulations. Also passengers must **collect the boarding pass at the airport check-in counter** so as to be visually verified and compliant with the corresponding regulations. If the passenger does not meet the requirements, then he/she will be re-assigned to another seat and the pre-paid seat selection fee(the corresponding EMD) will be **refunded**.

Terms & Conditions

6. China Airlines and Mandarin Airlines may at any time change the amount/fee to be charged for seat selection without notice. Please refer to the amount displayed at the time of seat selection.
7. Passenger requesting "wheelchair to the cabin seat"-WCHC or bassinet(BSCT) must contact customer service center or branch office during office hours.
8. China Airlines and Mandarin Airlines reserves the right to assign or reallocate seats at any time due to operational requirements or safety reasons.
9. Group passengers(booking class code G) are not entitled to advanced seat selection. However, Paragon and Emerald members traveling with group and need to select their seats must contact customer service center or branch office during office hours.
10. The chargeable seat EMD is valid for travel only with its corresponding flight ticket/passenger.
11. Flights depart from Amsterdam (CI-74)/ Palau (CI-27/28)/China (Fuzhou, Haikou, Nanchang, Ningbo, Sanya, Weihai, Wenzhou, Wuxi, Xuzhou, Yancheng) to Taipei may purchase Chargeable Seat via online till 48 hours prior to flight departure. Passenger would need to purchase Extra Comfort Seat from cabin crew in flight when sales time reach within 48 hours of flight departure.
12. Agent/Award Discount ticket(AD/BP/DG/RG/N1/G1) may select "Standard" seats free of charge.

In-flight Chargeable Seat Service

1. In-flight Chargeable Seat Service applies only to "Extra Comfort Seat". The service fee for short haul Economy seat is USD20, short haul Premium Economy cabin serviced as Economy cabin is USD30, long haul Economy seat is USD120.
2. For inflight service quality and safety standards, passengers may not change their seat after boarding. If a passenger wishes to use "Extra Comfort Seat", they must contact our inflight cabin crew for assistance/purchase.
3. In-flight Chargeable Seat Service is only available for **credit card form of payment**.
4. Because some of the Extra Comfort Seats are next to emergency exit, in order to comply with Civil Aviation Law and to ensure aviation safety, China Airlines reserves the right not to offer these Emergency Exit seats to passenger/s who do not meet the Emergency exit seating requirements.
5. In-flight Chargeable Seat Service applies only to "Extra Comfort Seat" and is **sold on per sector/flight basis**, i.e., for example, for **TPE-BNE-AKL** flight, the in-flight chargeable seat service would be considered as two sectors: TPE-BNE and BNE-AKL. Passenger travelling TPE-AKL can only purchase 1 sector TPE-BNE chargeable seat in-flight. Inflight seats are subject to availability. However passengers can **pre-purchase** the extra comfort seats for both sectors before they board TPE-BNE flight at TPE check-in counters and furnish their receipt for BNE-AKL sector to the next set of inflight crew. However, if the specific seat booked/paid for is not available for any reasons, then this passenger could choose another Extra Comfort Seat through the assistance of cabin crew.
6. Premium Economy cabin chargeable seats are not for sale inflight on regional routes operated by B777/A350/B747 (upper deck).

Benefit of Frequent Flyer

1. Paragon and Emerald card holder enjoys the privilege of free seat selection on all three chargeable seat types: Standard, Preferred and Extra Comfort.
2. Using mileage to purchase chargeable seat is not supported at this time.
3. Passengers holding redemption tickets or used miles for upgrade (RBD: P/Z/X) may select “Standard” free of charge.
4. The Dynasty Flyer membership tier at the time of the seat selection will determine whether a passenger needs to pay for seat selection or not. A member’s seat selection is completed before his/her membership tier being upgraded to a free seat selection tier, this newly upgraded tier does not entitle him/her to refund the originally completed selection.
5. All Dynasty members need to pay for the chargeable seat purchase in-flight (only Extra Comfort Seat is available for sale).
6. Holders of Precious, Superior and Corporate Flyer Card may select chargeable seat based on their own Dynasty Flyer membership tier. For example, if a member is Dynasty tier and holds a Precious Card, chargeable seat for Dynasty tier members will apply.

Amendments

- Transference of the chargeable seat (EMD) to another passenger/name is not permitted
- **Itinerary change:** The chargeable seat (EMD) is valid for travel only with its corresponding flight/date. Passengers changing/amending their itinerary must issue a new EMD for chargeable seat for the new flight and the original EMD can be requested for a refund without surcharge.
 - **Reseating:** Chargeable seat can only be changed for the same flight and in the same cabin/class of travel. They are allowed to change seat within 48 hours prior to departure via China Airlines official website and Mobile App check-in procedure. Otherwise passengers should contact local call center or China Airlines ticket counter for changing their seats.
 - 1) Changing to another chargeable seat requires issuing a new EMD and the original EMD can be requested for a refund without surcharge
 - 2) Original EMD cannot be refunded if the new seat assignment is free

Cancellation

1. Chargeable seat EMD is non-refundable, except for "involuntary" or "duplicated" payment of itinerary & seat change.
2. "Involuntary" factors include:
 - Passenger cancels or changes his/her reservation due to China Airlines or Mandarin Airlines flight encounters aircraft type change, delay (more than three hours) or flight cancellation.
 - Seat selection has to be changed because subject passenger does not meet emergency exit seat requirements.
 - Missed connection to flights operated by China Airlines or Mandarin Airlines due to delay from previous China Airlines or Mandarin Airlines flight.
 - Chargeable seats are available for refund within 2 years of the purchase date. Please contact branch office or customer service center for assistance.

Inflight WIFI

- The Complimentary Wi-Fi service will be provided for the long-haul flights(NAR/EUR/OCE) for specific RBD.

CI- Fare Family	Economy Class								Premium Economy Class			Business Class							
	精省 Discount	樂活 Basic				精緻 Standard			尊爵 Flex			樂活 Basic	精緻 Standard	尊爵 Flex					
RBD	L	N	H	Q	R	T	V	K	M	B	Y	E	A	U	W	D	C	J	
Wifi	X	X				X			X			X	X	12HR			12HR	24HR	24HR

- Passenger may redeem the Wi-Fi voucher code through CI Website (<https://www.china-airlines.com/nz/en>), then “Plan & Book” – “Add-ons” – “Wi-Fi Onboard” with the ticket number and Reservation Number (Airline Record locator) after purchase

Redeeming for the Premium Business Class Complimentary Wi-Fi Onboard Service

Please enter your reservation number and flight ticket number

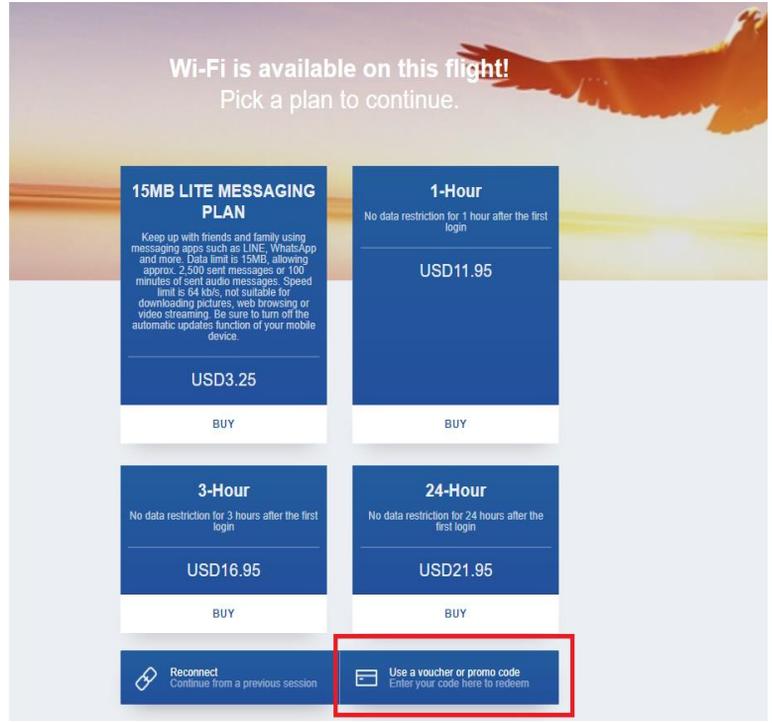
Reservation Number:

Flight Ticket Number:

(Flight ticket number must be a 13-digit number that begin with 297. Do not enter any special symbols)

The Use of Inflight Wi-Fi

- When starting to use the Wi-Fi Onboard service, the passenger may enter the redeem Wi-Fi voucher code to login to the Wi-Fi.



Terms and Conditions

- The inflight Wi-Fi service is only offered on **Boeing 777 and Airbus A350** aircrafts
- Wi-Fi voucher codes are **not restricted to a particular passenger/name and/or flight**, it can be transferred to other passengers or kept for future utilization within validity
- The duration that the Wi-fi voucher code is valid for, is calculated based on the elapsed time from the first initial sign-in to use and turning off any connected device will not stop the timing process
- Each voucher code can only be used for logging in **one device at a time**
- The Wi-Fi voucher code is complimentary, and it cannot be returned or exchanged for any form of cash or credit alternative
- Complimentary Wi-Fi would require internet access for the redemption page in order to secure the Wi-Fi Voucher code. It can be redeemed prior to boarding our aircraft

Thank you

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