



CHINA AIRLINES



Notice Issue Date: 29th Jul 2020

Subject:

- **Chargeable seats via GDS (EMDs) from 23rd Jul 2020**
- **Origin and Destination from 30th Jul 2020 (married segments)**
- **Booking Service Charges (YR) from 3rd Aug 2020**

Dear Industry Partners,

China Airlines will implement the following important policies and changes.

Chargeable seats via GDS (EMDs) from 23rd Jul 2020

From 23rd Jul 2020, China Airlines Chargeable Seat services are available to below listed GDS via EMD issuances.

- Sabre Family (1S/1B)
- Travel Port Family (1P/1G/1V)
- Amadeus (1A).

Please note chargeable seats are non-commissionable and for full details of chargeable seats, please refer to:

<https://www.china-airlines.com/nz/en/booking/book-flights/fare-family##SeatSelection>

Origin and Destination (O&D-Married Segment) from 30th Jul 2020

From 30th Jul 2020, China Airlines will implement an inventory system that better evaluates availability based on a passenger's journey from origin to destination (O&D) based on POS.

O&D utilizes married segment logic which will enable China Airlines to further optimise flights and offer customers the most suitable availability for their journey.

Married Segment

- Two flight segment combination (e.g. Auckland -Taipei-London)
- Only CI with CI (marketing free flow code-share flights do not apply)
- Round Trip segments do not apply (e.g. Auckland -Taipei-Auckland)

- The time between Arrival and Departure segment must be within 24 hours
- Partial pricing will be not permitted for original ticket issuance or reissued ticket
- Marriages can only be broken due to flight disruption (e.g. Schedule change) or sector upgrades with Dynasty Flyer miles. **Please contact China Airlines sales support office for assistance for these exceptions**

Booking Service Charges (YR) from 3rd Aug 2020

China Airlines (CI) will implement Booking Service Charge (BSC) for all tickets issued/reissued **on/after 03AUG20**

Please be advised that CI/AE Booking Service Charge (BSC) guideline will be effective for ticket issued on/after 03AUG 2020 as follows:

1.Effectiveness: For tickets issue/reissue on/after 03AUG2020.

2.Collection: The BSC will be collected under the IATA Tax Code – YR (Carrier-Imposed Fees).

3.Standard charge: USD 5.00 per CI/AE flight sector **non-commissionable**

4.Applicable routes:

(1) For all CI/AE international flight sectors (including CI/AE codeshare sector) in journey originating worldwide except HKG.

(2) All AE operated domestic sectors will be excluded.

5.Class (RBD): or all Reservation Booking Designators (RBDs).

6.Fare Type:

(1) All CI (297) /AE (803) tickets issued through all sales channels except the followings: Infant Fare Tickets, ID Fare Tickets, Award Tickets (BP00).

(2) Tickets issued for special services including stretcher (STCR), extra seat (CBBG/EXST) ...etc. Only one time of YR will be applied to passengers only, no extra double charge.

(3).CI/AE sectors issued on OAL tickets will be excluded.

7.Refunds:

(1) BSC is non-refundable including the reasons of decease/illness/injury for ticketed passengers, or their immediate/accompanied family members, or any visa or travel document related issues. However, for tickets purchased via China Airlines website and to/from USA, a full refund without service charge will be given if the refund request is submitted within 48 hours after ticket purchase and the reservation was made one week or more prior to a flight's scheduled departure, full refund for BSC without any penalty will be granted.

(2) For Involuntary refunds of totally unused tickets caused by such as flight irregularity or severe weather conditions like typhoon, the BSC can be refunded. But for partially used tickets, BSC will remain as non-refundable.

8.Changes:

(1) In case of ticket reissuance, BSC needs to be collected if append any additional flight segments. Those sectors on which YR has been imposed in previous transaction will not be collected again.

(2) BSC is not allowed to be offset from fare, YQ and other tax. Same YR tax code (Carrier-Imposed Fees) between CI/AE/OAL could be offset.

(3) For tickets issued on/before 02AUG2020 and reissued on/after 03AUG2020:

- For totally unused ticket, BSC needs to be collected if any changes on/after 03AUG 2020.
- For partially used tickets, BSC will not need to be collected if any changes on/after 03AUG 2020.

For more information, please contact China Airlines on 09-977 2288 or email to China.Airlines@walshegroup.com