



# CHINA AIRLINES



## Agent Clue Card 2019

### Product : AIRBUS 350 – 900 XWB

<p><b>Key information:</b></p> <ul style="list-style-type: none"> <li>✓ 2 letter code – <b>CI</b></li> <li>✓ Ticket stock – <b>297</b></li> <li>✓ <b>Child policy:</b> 2-11 years pay 75% of adult fare <b>on all long haul year round fares</b> and some short-life fares. CHD pays 100% of adult fare on Trans-Tasman fares.</li> <li>✓ <b>Infants:</b> 10% of year round fares for Economy/Business Class on long haul routes. Infant discount may/may not apply on Trans-Tasman route, please refer to fare rules.</li> <li>✓ <b>Unaccompanied minors</b> permitted - contact us for details</li> </ul> <p><b>Note:</b> UM are not accepted for all fare types. Please refer to fare rules/sheets and No Infant/Child discount for L Class fare.</p>	<p><b>Commission (ex NZ only):</b></p> <ul style="list-style-type: none"> <li>✓ <b>5%</b> on Trans-Tasman</li> <li>✓ <b>7%</b> for all other destinations</li> </ul> <p><b>NOTE: SOTO tickets – 0% commission for all other sectors (except Ex-BNE to AKL RT/OW-3% commission )</b></p> <p><b>Fuel Surcharge:</b></p> <ul style="list-style-type: none"> <li>✓ Does not apply on Trans-Tasman fares</li> <li>✓ Approx. NZD\$56 to Asian destinations (RT)</li> <li>✓ Approx. NZD\$100 to EUR, IND, USA destinations (RT)</li> <li>✓ Auto prices as YQ tax</li> </ul>
<p><b>AKL-BNE-AKL: DAILY FLIGHTS</b> Outbound: CI54 19:30/<b>21:20</b>, Inbound: CI53 12:55/<b>18:00</b></p> <p><b>AKL-TPE-AKL: DAILY FLIGHTS</b> Outbound: CI54 19:30/<b>0545+1</b>, Inbound CI53 <b>23:50/18:00+1</b> <b>(Subject to change without notice, please refer to GDS)</b></p>	<p><b>Routing:</b></p> <ol style="list-style-type: none"> <li>1. <b>AKL-CI-BNE-CI-TPE-CI/AE-destinations.</b></li> <li>2. <b>CHC/WLG/GIS/TRG/ROT/BHE/PMR/DUD/NPE/NPL NSN/ZQN)-NZ-AKL-CI-BNE-CI-TPE-CI/AE-Beyond</b></li> <li>3. <b>CHC/AKL-CI codeshare (QF operated)-SYD-CI-TPE-CI/AE Beyond</b></li> </ol>
<p><b>Pre-seating:</b></p> <ul style="list-style-type: none"> <li>✓ Permitted within 48 hours prior to departure for standard seats and within 12 hours prior to departure for preferred seats.</li> <li>✓ Chargeable seats only apply to Economy and Premium Economy cabins.</li> <li>✓ Sales Channels: China Airlines official website, Mobile App, local sales office and ticket counters.</li> <li>✓ Online check-in 48hrs prior to departure</li> </ul>	<p><b>Frequent Flyer Programme:</b></p> <ul style="list-style-type: none"> <li>✓ Dynasty Flyer (Dynasty-Gold-Emerald-Paragon)</li> <li>✓ Free to join</li> <li>✓ Great membership benefits when flying on CI &amp; other SkyTeam partner airlines and <b>redeemable on QF operated flights on selected Trans- Tasman routes.</b></li> </ul> <p>Note: Match name on reservation <b>exactly</b> as per name appearing in Dynasty Flyer member profile (spaces between names must not exist in reservation if they do not exist in profile name)</p>
<p><b>Taiwan Visa Information:</b></p> <ul style="list-style-type: none"> <li>✓ Mainland Chinese, Hong Kong and Macau passport holders need online application for entry permits.</li> <li>✓ Visa-Exempt with a duration of stay up to 90 days for most of OECE passports (e.g. NZ, AU, EU, GBR, USA, Canada, Japan, Republic of Korea)</li> <li>✓ Transit Visa not required for most of nationalities</li> <li>✓ <b>Please remember to check if your customer requires an AU transit Visa</b></li> </ul>	<p><b>Groups Features:</b></p> <ul style="list-style-type: none"> <li>✓ Great group fares (minimum 10 Pax required)</li> <li>✓ Please contact us with your requirements</li> <li>✓ CHD/INF discounts do not apply</li> <li>✓ Shared Baggage Allowance across the group is permitted on weight concept</li> <li>✓ Deposits once paid are NON-REF</li> <li>✓ 70% of all confirmed group space must be utilized</li> </ul>
<p><b>Sales Support:</b> E: <a href="mailto:China.Airlines@walshegroup.com">China.Airlines@walshegroup.com</a> T: +64 9 977 2288 F: +64 9 977 2212</p> <p><b>Sales &amp; Marketing:</b> Dan Khanna (Sales &amp; Marketing Manager) T: +64 977 2271 M: +64 21 633 895 E: <a href="mailto:dan.khanna@walshegroup.com">dan.khanna@walshegroup.com</a> Leo Li (Account Manager) T: +64 9 977 2288 M: +64 21 190 4269 E: <a href="mailto:leo.li@walshegroup.com">leo.li@walshegroup.com</a></p>	<p><b>Baggage: Long Haul &amp; Trans-Tasman</b></p> <ul style="list-style-type: none"> <li>✓ <b>Economy Class - 30 kg / 10 kg - infant</b> (Except for Y/B/M class-35kg and L class-20 Kg per ADT)</li> <li>✓ <b>Premium Economy – 35 kg*</b></li> <li>✓ <b>Business Class – 40 kg*</b></li> <li>✓ <b>Carry on - 7 kg for ADT/CHD</b></li> </ul> <p><b>NOTE:</b> Piece Concept baggage allowance applies for flights to N. America. (refer to fare rules)</p> <p>Excess baggage: 1.5% of full economy o/w fare per kg <i>*Checked Baggage cannot exceed 32 kg per piece</i></p>





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	Premium Business Class	Premium Economy Class	Economy Class
Seats	32	31	243 (incl. 12 sofa beds)
Specifications	18" personal screen 180° fully flat seats Bed length 78" Seat width 28"	12.1" personal screen 129° recline Seat pitch 39" Seat width 20"	11.1" personal screen, 116° recline Seat pitch 32", seat width 18"
Features	All seats with direct aisle access 	Fixed seat backs Enjoy comfortable and personalized space 	Slimline seat design Increased legroom 
Entertainment System	Movies and TV shows            Music            Games            Seat Chat            Connecting Flight Information            Real-time News            E-books            Shopping            Power Outlet            USB Socket            Wi-Fi		

\*On selected A350-900 aircraft

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.

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	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
Ticket Validity	3M	1Y	1Y	1Y	1Y	1Y	1Y	1Y	1Y	1Y
Combination	NO	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
1. Reissue Fee	charge	charge	charge	Free	charge	charge	Free	charge	charge	Free
2. Rebooking Fee- outbound	reissue fee apply	reissue fee apply	reissue fee apply	Free	reissue fee apply	reissue fee apply	Free	Free	Free	Free
3. Rebooking Fee- Inbound	reissue fee apply	Free	Free	Free	Free	Free	Free	Free	Free	Free
4. Refund Fee	Not allowed	charge	charge	charge	charge	charge	charge	charge	charge	charge
5. Mileage	0%	50%	80%	100%	100%	115%	125%	125%	150%	175%
6. Upgrade with mileages	No	Yes	Yes	Yes	No	Yes	Yes	/	/	/
7. Baggage Allowance	Weight	20KG	30KG	30KG	35KG	35KG	35KG	40KG	40KG	40KG
	Piece	1P,23KG/P	2P,23KG/P	2P,23KG/P	2P,23KG/P	2P,28KG/P	2P,28KG/P	2P,28KG/P	2P,32KG/P	2P,32KG/P
8.No Show Fee	charge	charge	charge	charge	charge	charge	charge	charge	charge	charge
9.Wifi	X	X	X	X	X	X	12HR	12HR	24HR	24HR

\* Effective for tickets issued on or after 2 Oct 19. For reissue, refund and no-show charges, please refer to GDS. L class is not combinable with other RBD.

All information above is subject to change without notice, please refer to GDS or [www.china-airlines.com/nz/en](http://www.china-airlines.com/nz/en)

