

➔ Flexible Ticket Change Policy for EVA Air Tickets Due to Indonesia Volcano Eruption

1. Eligibility

- 1) **Ticket Issue Date:** Valid 695 tickets issued/reissued on or before 07SEP2026
- 2) **Travel Date:** Applicable to confirmed bookings on EVA Air-operated flights to or from Jakarta, with travel dates between 08 SEP 2026 and 10 SEP 2026 (inclusive). Flights that have been subject to schedule changes or cancellations are not eligible.

2. Change

- 1) Passengers may rebook their itinerary to an EVA Air flight departing on/before 24 SEP 2026, subject to the fare rules of the original ticket. One ticket change fee will be waived. However, any fare, tax, fee, or surcharge differences, as well as any other applicable charges arising from the rebooking, shall be borne by the passenger.
- 2) For changes processed via the automated reissue function, the system will automatically reprice the ticket in accordance with Cat. 31 Voluntary Changes
 - Amadeus(1A) users: Waiver code will be auto populated.
 - Non-1A systems: Please waive the change fee manually and enter “202609VOLC” at the beginning of the ENBOX field.
- 3) Changes must be completed by 10SEP2026 (inclusive).

3. In the event of an EVA Air or UNI Air flight cancellation or schedule change, ticket rebooking and refund requests will be processed in accordance with the EVA Air/UNI Air Ticket Change and Refund Guidelines for Flight Cancellations or Schedule Changes.

4. Refund

Refund requests shall be handled in accordance with the applicable voluntary refund regulations. Any refund processing fees, no-show penalties, and booking service fees will not be waived.

5. For tickets that were previously changed with the reissue fee waived, any subsequent voluntary change or refund request will be subject to the applicable service charge, which will not be waived.
6. 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.

7. Award ticket and upgrade with mileage

Please contact EVA Call Centers for assistance:

- 1) Change of Date/Flight: Free of charge
- 2) Change of Routing:
 - One rerouting request may be made on or before 10 SEP 2026, with one change fee waived.
 - Any applicable mileage difference will be collected or refunded. The passengers shall bear any additional taxes, fuel surcharges, booking service charges, and other charges arising from the revised itinerary. Any unused taxes will be refunded.
 - The required mileage will be recalculated based on the award chart in effect at the time of rebooking. Any mileage shortfall resulting from expired miles must be covered by the passenger.
- 3) Refunds:

Refund requests shall be handled in accordance with the applicable voluntary refund regulations. Any refund processing fees, no-show penalties, and booking service fees will not be waived.

8. Group passengers shall contact the original issuing travel agency for changes/refunds.

9. Free and Reduced fare tickets are not included in this handling guideline, e.g. ID/AD/DM... etc.

10. The fare difference or fees that previously charged will not be returned under any circumstance.