

## 公告

### 華航未登機(No-Show)作業新規通告

各位旅遊同業先進：

本公司未登機(No-Show)相關作業規範自即日起調整如下，敬請旅遊同業留意；原通告2019-SA018-SZ-GDS，自本通告發布日起停止適用。

#### 一、適用對象與注意事項：

1. 持CI/AE 297/803本票且訂位狀態為確認之國際線自營航班旅客(含無錫航線CI8609/8610)，如旅客無法搭乘預訂航班，且未能於班機起飛前取消或更改機位時即視同未登機(No-Show)，除後續行程機位將被取消，系統亦會自動於班機起飛後將旅客機票註記為Suspended，作為未登機費收費辨識；旅客需依各機票行程規定支付未登機費，方可重新預訂機位改票或退票。
2. 為避免No-Show之情形，若旅客已辦理網路報到且尚未托運行李，當於班機起飛前取消/更改該航段機位時，機票狀態將同步由Checked In狀態自動恢復為Open或Airport Control，惟此情形不適用已報到且辦妥行李托運者。如逕行取消已辦妥行李托運旅客之機位，將導致行程取消失敗。
3. 為確保同一訂位紀錄內其餘同行旅客之權益，請注意協助旅客更改/取消機位前，務必確認訂位紀錄中之所有旅客是否已辦理行李托運。如多人同行旅客訂位於同一紀錄，若部分旅客已辦妥行李拖運，需事先進行訂位紀錄分割處理。如未分割紀錄且已有部分旅客辦妥行李托運，逕行取消將會造成該訂位紀錄中所有旅客視同No-Show，並影響後續行程機位取消與機票註記為Suspended。
4. 搭乘轉機行程的旅客，不論在哪一個航段未登機，都需收取一筆從起始地到目的地的未登機費。例如：SGN-TPE-LAX，在SGN-TPE航段未登機，收取一筆SGN-LAX的未登機費。

5. 如因臨時狀況產生No-Show，旅客仍需保留原訂續回程時，為避免行程機位被系統取消，請於該No-Show航班起飛後24小時內於原行程之訂位紀錄更改訂位，或是聯繫本公司各地服務中心暨客服專線辦理機位確認。

## 二、 未登機費各票種收取原則：

### FIT/GIT 票種：

1. FIT個人機票：依各機票行程規定支付未登機費。
2. GIT團體機票：免收未登機費，但機票不可退費，僅退未用稅金及YQ。

### 兒童/嬰兒票種：

1. 非佔位嬰兒：免收未登機費。
2. 佔位嬰兒/兒童：未登機費收費標準與成人相同。

### 酬賓機票(BP)/免費機票：

1. 短程線：未登機費 USD50。
2. 長程線：未登機費 USD100。

### 其他特殊票種：

1. CBBG/EXST/STCR/POXY等佔位NCP(Non Commercial Passenger)，無論佔座位數多寡，皆依旅客票種統一收取兩筆未登機費。
2. 旅客如期搭機，但上述佔位之NCP發生No-Show，因NCP不可退費，且旅客與佔位NCP皆屬同一機票號碼，旅客如期搭機後機票狀態將會顯示FLWN，佔位之NCP則免收未登機費。

如因前述未登機情形致使旅客機票註記為Suspended，敬請協助旅客處理或請旅客逕洽華航官網支付未登機費。如有未盡事宜，請洽本公司各地服務中心暨客服專線。

~ 敬請公告周知，感謝配合 ~

中華航空公司 敬上

# China Airlines/Mandarin Airlines (CI/AE) Announcement

## No-Show Policy Update

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Dear Travel Partners,

Please be advised that the CI/AE no-show policy has been updated with immediate effect. Details are as follows. The previous announcement 2019-SA018-SZ-GDS will cease immediately after the publication of this revised announcement.

### 1. Eligibility

- 1.1 This policy applies to passengers holding CI(297)/AE(803) valid tickets with confirmed bookings on CI/AE operating international flights (including CI8609/8610 TPE-WUX v.v.) If a passenger does not rebook or cancel the reservations prior to the scheduled flight departure time and not show up for the flights, the passenger is considered as no-show. The return/onward reservation of a no-show passenger will be canceled and subject to a no-show fee. The unused ticket coupon status will be changed into “suspended”, and it will only be able to use again to rebook or refund after the no-show fee has been paid.
- 1.2 To avoid no-show, for those who have completed checked-in online but haven't dropped the baggage, the passenger can rebook or cancel the reservations prior to flight departure, and the ticket coupon status will be reverted automatically from the “checked in” status to “open” or “airport control”. However, passengers who have completed baggage drop is not applicable to this case. For those who have completed checked-in with baggage drop, any rebooking and cancellation may lead to failure.
- 1.3 In order not to affect the rights of other passengers under the same PNR, when assisting passenger to avoid no-show by rebooking or canceling the reservation, please always check whether any passenger in the same PNR have completed baggage drop or not. For multiple passengers under the same PNR, if any passenger has completed baggage drop but unable to take the flight due to unforeseen reasons, please split the PNR into a separated record for further handling. If the PNR is not divided, any rebooking and cancellation may lead to failure, and thus any passenger in the PNR is considered as no-show. The return/onward reservation will be canceled and subject to a no-show fee.

- 1.4 For passengers holding a connecting itinerary with different flight segments, any flight segment of no-show will result in the collection of entire no-show fee from the origin to the final destination. E.g. for connecting itinerary SGN-TPE-LAX, If the passenger does not board the SGN-TPE flight segment, the no-show fee will be incurred from SGN to LAX.
- 1.5 To avoid itinerary automatic cancellation, if a no-show passenger still needs to keep the original return/onward reservation, please add/rebook new segment in the original itinerary or contact our customer service hotline or worldwide branch offices to reconfirm the reservation within 24 hours after no-show

## 2. Rules and Regulations

### 2.1 FIT/GIT Ticket:

- (1) FIT: Refer to fare rules and conditions
- (2) GIT: No-show fee not applicable, but ticket is non-refundable, and only unused taxes and YQ fuel surcharge (if any) can be refunded.

### 2.2 Child/Infant Ticket:

- (1) Infant not occupying a seat: No-show fee not applicable
- (2) Infant occupying a seat/Child: No child discount, same as adult fare rules

### 2.3 Free / Award Redemption(BP) Tickets :

- (1) Short-haul: No-show fee USD50
- (2) Long-haul: No-show fee USD100

### 2.4 Other Special Ticket:

- (1) For NCP (non-commercial passenger) booking such as CBBG/EXST/STCR/POXY, regardless of the numbers of seat booked, the no-show fee will be imposed twice based on the ticket fare rules that the passenger has purchased.
- (2) For NCP booking, if passenger boards the flight without travelling with NCP, no-show fee is not applicable to NCP since NCP booking is non-refundable.

If passenger ticket is suspended by above reasons, please assist passengers with the payment or guide them to complete the no-show fee payment through China Airlines official website. For any further inquiries, please contact our customer service hotline or worldwide branch offices for assistance.

**China Airlines Thanks for Your Cooperation**