

## China Airlines Members Day

### 【Purchase】

Q1 : Why is the price displayed on this purchase page not 16% off the published fare on the website?

The price displayed on this purchase page is 16% off the published fare, not 16% off the price on the website. Members can choose the best price to buy.

Q2 : Could members receive 16% discount when purchasing the flight tickets on China Airlines website ?

To enjoy the discount, the tickets must be purchased through the event portal.

Q3 : Is it possible for children to enjoy the discount if they join the Dynasty Flyer Program during the event period?

Yes, this discount is applicable for children if they travel together with an adult. This offer is not applicable for infant tickets.

Q4 : How many companions can travel together to get the discount?

The discount is available for the member and one travel companion with the same booking reservation number.

Q5 : Is the discount eligible for the multi-city itineraries?

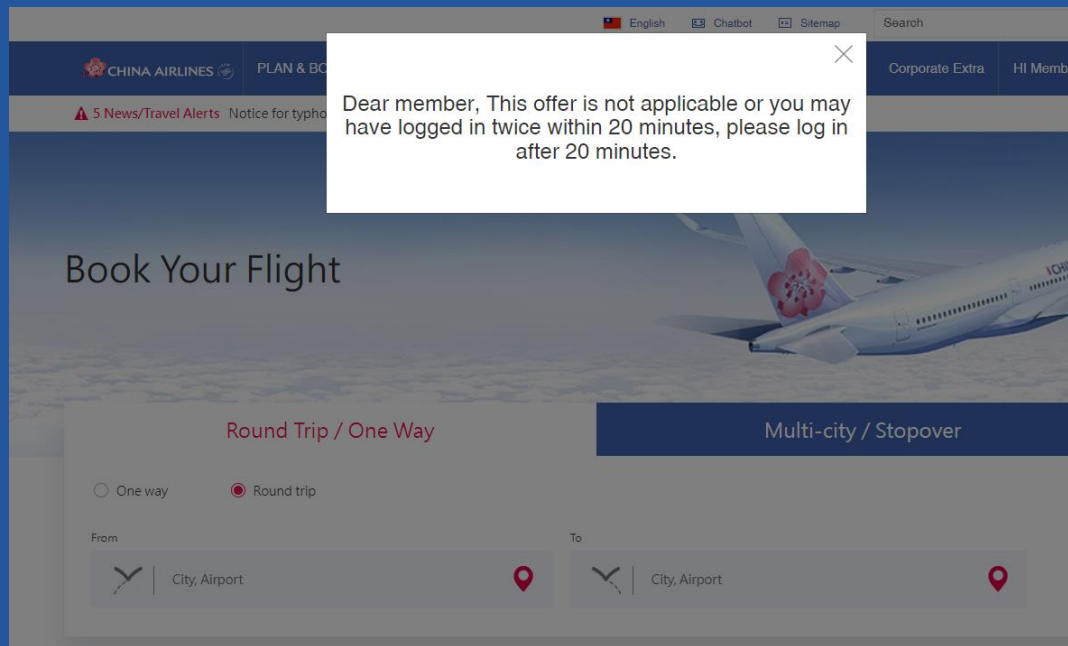
This discount can be used to purchase one-way, round-trip tickets and only applicable for China Airlines self-operated flights. Itineraries that include inapplicable routes, code-share flights, interline flights are not eligible for this discount.

Q6 : Why didn't I receive the discount when purchasing flight tickets on Members Day purchase page?

It may be caused by the following reasons:

- (1) You did not enter and purchase tickets from this event portal correctly.
- (2) Multiple attempts within 20 minutes and the system sign out automatically.
- (3) There are no actions on this event page within 30 minutes and the system sign out automatically.
- (4) The flights and departure dates you choose do not comply with the terms and conditions, so you cannot enjoy the discount.

## Q7 : Why does this warning message show up?



Within 20 minutes, you have logged in twice. Please log in after 20 minutes.

## Q8 : Are the itineraries that include inapplicable routes eligible for 16% discount? For example, from Los Angeles to Tokyo via Taipei.

Itineraries that include inapplicable routes are not eligible for the 16% discount.

## Q9 : Are the itineraries include inapplicable class eligible for 16% discount? For example, from Sapporo to Taipei (round trip), but the class for outbound is Eco Basic, the class for inbound is Standard.

Outbound applies to the 16% discount, but inbound does not apply to the 16% discount.

## Q10 : Are the itineraries include code-share flights and interline flights are eligible for 16% discount? For example, outbound : TPE-ICN(CI160), inbound : ICN-TPE(CI9065).

This discount can be used to purchase one-way, round-trip tickets and only applicable for China Airlines self-operated flights. Itineraries that include inapplicable routes, code-share flights, interline flights are not eligible for this discount.

## Reissue

### Q1 : Can I reissue the tickets after purchasing the flight tickets?

After the ticket is issued, changes of the flight booking or canceling the booking should be subject to additional higher fare difference, tax difference and processing fees. For the

detailed ticket refund/change rules of Eco Basic, please refer to the Fare Condition when booking. Please confirm the travel date before purchasing.

### **【 Refund 】**

**Q1 : After purchasing flight tickets on the website, I discovered that I could enjoy a discount for this event. Can I have a refund for the price difference?**

After the ticket is issued, changes of the flight booking or canceling the booking should be subject to additional higher fare difference, tax difference and processing fees. For the detailed ticket refund/change rules of Eco Basic, please refer to the Fare Condition when booking. Please confirm the travel date before purchasing.

**Q2 : Is it possible for me to get the discount again after refunding the flight tickets?**

Any member will enjoy 16% discount on the published fare when purchasing selected flight tickets via the event portal.