



中國東方航空
CHINA EASTERN



February 14, 2020

UPDATE 2

Notice of involuntary Free Refund of China Eastern Airlines (781) Tickets

In order to lend every effort in the joint prevention and control of the new coronavirus pneumonia epidemic situation and assist passengers to arrange their travel plans, we are notifying special provisions on China Eastern Airlines (781) Tickets as follows:

Eligibility:

China Eastern Airlines (781) tickets (including mileage award tickets) issued and purchased before 00:00:00 hrs on Jan 28, 2020, as long as the passenger cancels the reservation or applies for a refund before the flight departs, the refund can be processed in accordance with the involuntary regulations during the validity period of the ticket, and the refund fee is waived for travel involving actual flights operated by China Eastern Airlines, Shanghai Airlines including code share flights with MU or FM flights numbers.

Refund Policy / Ticket Handling Procedure:

- MU/781 tickets (including mileage award tickets) purchased before January 28, 2020, meeting the above criteria may be refunded in accordance with the involuntary refund regulations, no refund fee is charged.
- Passengers can apply for refund within the validity period of the tickets without paying refund fees. Refund shall be processed by the passenger with his/her issuing channel or agent.
- For Passenger who require to process refund can contact:
 1. Their original channels where tickets were purchased (Travel Agent, Online Portal, official Website etc.).
 2. China Eastern Airlines hotline (Within China): 95530
China Eastern Airlines hotline (Overseas): 0086-21-20695530
 3. China Eastern official WeChat (WeChat ID: China Eastern Airlines), upload and submit manual process.
 4. China Eastern mobile APP, process Refund on main page left top corner 'online customer services'.

China Eastern always puts the safety and health of passengers first, will continue to pay attention to the progress of the epidemic, and go all out to do a good job in epidemic prevention and control, and work together to overcome difficulties.

Kindly cascade the above information to all concerned.

Thank you for your understanding and support!

Team China Eastern Airlines - India

New Delhi - 011-43513166/158

Kolkata - 033- 40448887/88