

## Customer Service Plan

UNI Airways is committed to maintain the highest level of safety, service, comfort and convenience to our customers. This Customer Service Plan is introduced in accordance with the requirements of Article 119-5 of Aviation Law and is applicable for flights to and from the airport located within the Korean territory.

### Notifying Consumers of Known Delays, Cancellations, and Diversions

With respect to each flight scheduled to depart within 7 days, UNI Air will update the information about a change in the status of a flight no later than 30 minutes after the carrier becomes aware of a flight status change (e.g, a cancellation, a delay of 30 minutes or more, or a diversion) The flight change information will be provided in UNI Airline's boarding gate area (on the day of the flight), EVA website ([www.evaair.com](http://www.evaair.com) at flight information) or telephone reservation system or through SMS (Short Message Service) if you have registered for notification services on EVA website. Or if you have provided any other ways of contact (ex. E-MAIL, telephone.....), We will attempt to reach you through those reasonable methods.

### Baggage delivery

It is our goal that our customers and their baggage travel on the same flight and that baggage is delivered to our customers on time. In case your baggage is delayed, we will make every reasonable effort to return it to you within 24 hours. There are a number of factors that can cause baggage to be delayed, sometimes for more than 24 hours. These include: customs and immigration procedures, unusual operational interruptions, and/or the handling baggage by other carriers (for itineraries involving more than one airline). If you are unable to locate a bag upon arrival, you should notify an UNI airways baggage services agent prior to customs clearance. A report will be filed for you at that time, and you will be given a phone number for follow-up. You will receive periodic updates regarding the status of your baggage.

Reasonable expenses will be compensated by UNI airways for baggage delays. Once a delay bag is located, UNI airways will return the bag to designated address.

## **Damaged baggage**

Report damaged baggage to the airport Baggage Service Office, located near the baggage claim area, immediately after your flight arrived. Claims for damaged baggage must be submitted within seven (7) days.

## **Missing item(s) from checked baggage**

Missing item(s) from checked baggage should be reported to the airport Baggage Service Office immediately after the arrival of your flight, or in writing within twenty-one (21) days of your flight arrival.

## **Providing Ticket Refunds**

For tickets purchased at EVA AIR website, UNI/EVA reservation/ticketing office or travel agent and ticket refunds are due, we will process and provide the refund back to you, including any fees for optional services without refund charge that you were unable to use due to an oversales situation or flight cancellation

## **Customer care during lengthy tarmac delays**

Tarmac delays may happen due to various reasons such as safety requirements, unfavorable weather conditions, air traffic congestion and other operational factors. UNI Airways always strives for the highest quality service so that our customers are happy they have chosen to fly with us. In this respect, we have developed a comprehensive contingency plan, making sure we consistently meet our customers' essential needs in the event of a lengthy tarmac delay.

For international flights covered by this Plan that depart from or arrive at a Korea airport, UNI will not permit an aircraft to remain on the tarmac at a Korea airport for more than four hours before allowing passengers to deplane unless; either the pilot-in-command determines there is a safety-related or security-related reason that the aircraft cannot leave its position on the tarmac to deplane passengers; or air traffic control advises the pilot-in-command that returning to the gate or another disembarkation point in order to deplane passengers would significantly disrupt airport operations.



UNI will provide for the essential needs of our passengers during flight irregularities, such as a flight diversion, cancellation or a lengthy tarmac delay.

Each UNI airport office in Korea has a comprehensive contingency plan to respond to any irregularities. We always keep in close coordination with local airport authorities, government authorities as well as our code-sharing partners. We ensure that adequate resources are available, and designate an in-charge person to handle all arrangement, as well as to communicate with our Flight Operations Division and our flight crew.

When a flight that is departing from a Korea airport or is arriving at a Korea airport happens to have a lengthy tarmac delay, passengers will be offered snack/food and water no later than two hours following gate departure or flight touch down unless the pilot-in-command determines that safety or security reasons prevent such service. UNI will also provide medical assistance to passengers in case urgent medical attention is needed. Aircraft lavatories will be ready for services. Special assistance is also available for our passengers with disabilities.

Announcements will be made every 30 minutes onboard aircraft during a tarmac delay. The announcements will begin no more than 30 minutes after the scheduled departure time and will include information about the opportunity to deplane, if it exists, as well as the reason(s) for the delay.

Passenger will be advised that they have the opportunity to deplane from an aircraft that is at the gate or another disembarkation area with the door open if the opportunity to deplane actually exists to deplane safely without disrupting airport operations. Once the flight is ready to depart again, and a passenger who has deplaned cannot return to board on time, UNI has the right to depart the flight without those passengers.

### **Boarding priority on oversold flights**

Oversales or overbooking is a common industry practice, due to the number of passengers that cancel their bookings close to departure or fail to show up for a flight. If at the time of departure, there are still more passengers with confirmed reservations than vacant seats available, our airport team will provide information about our denied boarding policy and passengers will be asked to give up their seats voluntarily in exchange for compensation. In rare circumstances, should there be not enough passengers willing to give up their seats voluntarily; other passengers may be denied boarding on an involuntary basis. Apart from a few exceptions, under such circumstances, passengers denied boarding involuntarily will be entitled to the denied boarding compensation in line with Consumer Dispute Resolutions. Passengers denied boarding due to over-sales will be treated with fairness and consistency and as described in our policies and procedures. They

generally will be protected or rerouted to the final destination of the ticket presented at check-in by the first available flight(s) or at a later date if the passenger requests.

## **Disclosure of Cancellation Policies, Aircraft Seating Configurations, etc.**

UNI Airways' cancellation policies, rules, aircraft seating configuration and lavatory availability are available on EVA Air website and, upon request, from our telephone reservation system.

- **Cancellation Policies - For tickets purchased at EVA AIR website or UNI/EVA reservation/ticketing office and ticket refunds are due, we will process and provide the refund back to you, including any fees for optional services that you were unable to use due to an oversales situation or flight cancellation.**
- Aircraft Seating Configuration/Lavatory Availability-Please visit UNI/EVA Airways website Seat Plan of Fleet Information

## **Notifying Consumers in a Timely Manner of Changes in Their Travel Itineraries**

UNI Airways will notify consumers in a timely manner of change in their travel itineraries if this happen within seven days; and UNI will provide the flight change information within 30 minutes after the carrier becomes aware of change. The ways which passenger can get the flight change information:

- Website “[www.evaair.com](http://www.evaair.com)” at “Flight Information” or Mobile Flight Updates (Short Message Service) once the passenger has registered for notification service from the website or telephone reservation system.
- UNI boarding gate area, check-in agents, flight crews and airport flights status board (on the day of the flight)

## **Services Provided to Mitigate Passenger Inconveniences Resulting from Flight Cancellations and Misconnection**

In order to help reduce inconveniences resulting from flight cancellations and misconnections, UNI airways will offer you or arrange for appropriate remedies which, depending on the circumstances may include the following:

- Re-route you to your final destination as soon as possible or at a later date that is convenient for you.
- Offer a full refund of the fare for the affected segments, without penalty or refund surcharge.
- Offer free telephone/telex/fax service to your destination.
- Provide appropriate refreshments, meals, and hotel accommodations, if required.

## Disclosure of Aircraft Information and Compensation

Ensuring Good Customer Service from Code-Share Partners. We stand behind the services of our codeshare partners and we will strive to ensure that you receive excellent customer service whenever you travel on a UNI airways ticket including flights operated by our codeshare partners. The websites of our partner airlines provide current information on their policies and procedures.

This route is codeshare with EVA Air.

The aircraft information have been complied to the Korea Fair Trade Commission's Para 1, Article 4 of the Fair Labelling and Advertising Act, and is applicable to aircraft operating to and from the Republic of Korea.

Please visit EVA Air website to read General Condition of Carriage.

## 顧客承諾

立榮航空致力於提供旅客卓越的安全、舒適、便捷的服務。此顧客承諾係依據韓國航空法之規定，適用於往返韓國航班之旅客。本承諾中的部分服務與保證亦提供於其他本公司飛航的國際及兩岸航線航班上。

### 在確定班機異動取消及轉降的狀況須通知旅客

立榮航空在距班機起飛前 7 天內，確定該班機異動的 30 分鐘內需更新班機異動的訊息(如取消、延遲 30 分鐘以上或轉降等) 該些班機異動的訊息可以在立榮航空的登機區域、透過長榮航空資訊網的航班資訊、透過訂位電話系統得知。如您有註冊簡訊服務，亦會於獲知航班異動 30 分鐘內以簡訊通知您；或如您有提供其它的聯絡方式(如 E-MAIL，電話……)，我們亦會透過該些管道提供班機異動的訊息給您。

## 行李處理原則

如果您的行程超過一家以上航空公司，且行李有任何延誤、破損或遺失，請依據國際組織 IATA 規定，逕向最後飛航目的地之航空公司聯繫並填具相關資料。

## 行李延誤

大部分延誤行李多因轉機時間不足所致，如係此情形，行李將以最近之下一班班機後送，且盡速送還予您之延誤未到行李，請務必於離開機場海關前向承運之航空公司備案，並填具行李異常處理單(PIR)，如此航空公司方可以依據您提供之行李相關資料，盡速協助查找延誤之行李。區域短程之航班多可在您抵達後之 24 小時內送抵，長程線由於飛航時間及班表關係，行李運抵之時間可能會較久，另由於兩地機場海關作業與規定，也有可能需費些時間。相關行李運送進度可逕行上網查詢；如欲至機場領取者，為免徒勞往返，建議先行確認行李是否已運抵。

## 行李毀損

行李如有破損請於收到行李時即刻向航空公司人員反映，如於抵達後七日以上及行李之輕微毀傷損壞，依規定本公司將不予受理。

## 內容物遺失

行李內容物如有遺失請即刻向航空公司人員反映，如於抵達後 21 日以上反映，依規定本公司將不予受理。

## 退款服務

透過長榮航空網站/訂位/票務單位與旅行社購買本公司確認機位之機票者，因班機超賣或取消航班導致旅客無法成行而欲辦理退票時，本公司將以該票原付款方式與金額且不扣退票手續費辦理。

## 長時間機坪延誤期間之旅客照顧

機坪延遲可能因為各種原因而發生，如安全要求、不利的氣候條件、空中交通忙碌及其他的因素。我們的旅客之所以選擇立榮航空的班機，是因為本公司持續不斷提供高品質的優質服務。在這方面，我們已制定了長時間機坪延誤應變計劃，確保班機在發生長時間機坪延誤期間，維持一貫的服務品質，提供旅客基本需求。

依此計劃，所有抵達韓國機場或由韓國機場離境的國際航班，除非機長確認有安全相關或者與安檢有關的原因，飛機不能離開停機坪的位置讓乘客下機；或空中交通管制建議機長若返回登

機門或其他下機地點讓乘客下飛機會擾亂機場運作外，立榮航空將不允許飛機停留在機坪上超過四個小時，才讓乘客下飛機。

本公司將在班機異常時，如航班轉降、取消或長時間停機坪延誤，為我們的乘客提供基本需求。

位於韓國的立榮航空各機場辦公室皆備有全面性應變計劃對任何航班異常作出回應。我們始終與當地機場當局、政府部門以及我們的聯營合作夥伴保持聯繫。我們確保提供足夠的資源，並指定專員處理異常班機運作，並與航班運作相關部門及機組人員進行協調。

本公司從韓國機場出發或抵達韓國機場的航班若持續停留於停機坪上，出發航班離開登機門或抵達航班落地後，在不超過兩小時的期間內，將提供乘客零食/食物及水的服務。但若機長決定因安全或安檢的原因須避免提供此類服務時，則將不提供。本公司也會對需要緊急醫療的乘客提供醫療照護。於航機停留於機坪時，將提供機上衛廁設施，對於行動不便的乘客也將提供必要的協助。

在停機坪延誤時，本公司將每隔 30 分鐘針對飛機延遲情形進行廣播。在表訂起飛時間開始的 30 分鐘內即會開始進行廣播，內容將包含是否有下機的機會（若其可行）及航機延誤原因等事宜。

在不影響機場營運狀況下，本公司將告知旅客，若下機機會確實存在時，可以開啟機門並在登機門或其他下機區域執行下機等事宜。然當延誤因素排除時，若有旅客無法準時返回機上，本公司保留不等候該旅客立即起飛的權利。

### **因超售機位被拒絕登機之旅客應變措施**

由於旅客未在出發前取消機位或是未到機場辦理報到手續，所以航空公司機位超售或超訂是常見的業界慣例。如果在班機結束受理報到時，預訂機位人數比實際上可銷售座位數多，我們機場團隊將提供有關本公司被拒絕登機的政策資訊和詢問自願放棄機位旅客並提供其補償金。在極少數情況下，有可能因為自願放棄機位旅客人數不足導致有不願意放棄自己機位的旅客被拒絕登機，除了少數的例外，在這種情況下，乘客被拒絕登機將有權按照韓國消費者保護法被拒絕登機賠償。一般被拒登機旅客將會被安排改搭第一班替代航班或是依照旅客需求安排其他日期搭機。

### **揭露取消政策、航機座位配置圖..等等**

透過長榮航空網站(<http://www.evaair.com>)，及立榮/長榮訂位票務中心，皆提供取消政策、航機座位及盥洗室配置圖。



- 取消政策 - 透過長榮航空網站，立榮/長榮航空訂位/票務單位與旅行社購買本公司確認機位之機票者，因班機超賣或取消航班導致旅客無法成行而欲辦理退票時，本公司將以該票原付款方式與金額且不扣退票手續費辦理。
- 航機座位配置圖/盥洗室配置圖，請參閱本網站機隊介紹-座艙配置圖

## 即時通知旅客其預定行程之變化

立榮航空在距班機起飛前 7 天內會通知旅客班機異動的訊息；同時會在確定該班機異動的 30 分鐘內提供班機異動的訊息給旅客，立榮航空會透過以下管道告知旅客班機延誤，取消及轉降訊息：

- 長榮航空資訊網的航班資訊或透過已註冊本公司的簡訊服務或訂位電話系統。
- 立榮航空登機區、劃位人員，機組員及機場班機訊息的看板(當天的班機)。

## 班機取消及錯過銜接後段班機

按照公司設定之程序在旅客等候期間提供必要之點心、餐點及旅館住宿或提供機場貴賓室。單獨旅行、年幼旅客、無法獨立自主的旅客及年長旅客不會被拒絕搭載，並提供及安排下列予旅客：

- 儘速重新安排行程至旅客的目的地，或
- 在旅客方便情況之下，安排另一晚點的班機，或
- 予以該航段全額退費，且不涉及罰款或手續費用，或
- 提供電話/電報/傳真 至旅客目的地。

## 揭露機隊資訊及旅客須知

確保提供良好的旅客服務，我們將在聯營夥伴網站上公告本公司網站連結點，另外也會在本公司網站上公告聯營夥伴網站以提供有關聯營夥伴相關政策及流程。本航線與長榮航空聯營。航機資訊皆符合 the Korea Fair Trade Commission's Para 1, Article 4 of the Fair Labelling and Advertising Act 規範，並適用於進/出韓國之航班。

請參考長榮航空網站(<http://www.evaair.com>)



## Contingency Plan

### UNI Air Contract of carriage

You can visit our website to read General Conditions of Carriage

### Contingency Plan for flights to/from Korea.

UNI will provide for the essential needs of our passengers during flight irregularities, such as a flight diversion, cancellation or a lengthy tarmac delay.

For international flights covered by this Plan that depart from or arrive at a Korea airport, UNI will not permit an aircraft to remain on the tarmac at a Korea airport for more than four hours before allowing passengers to deplane unless: either the pilot-in-command determines there is a safety-related or security-related reason that the aircraft cannot leave its position on the tarmac to deplane passengers; or air traffic control advises the pilot-in-command that returning to the gate or another disembarkation point in order to deplane passengers would significantly disrupt airport operations.

Each UNI airport office in the Korea has a comprehensive contingency plan to respond to any irregularities. We always keep in close coordination with local airport authorities, government authorities as well as our code-sharing partners. We ensure that adequate resources are available, and designate an in-charge person to handle all arrangement, as well as to communicate with our Flight Operations Division and our flight crew.

When a flight that is departing from a Korea airport or is arriving at a Korea airport happens to have a lengthy tarmac delay , passengers will be offered snack/food and water no later than two hours following gate departure or flight touchdown unless the pilot in command-determines that safety or security reasons prevent such service. UNI will also provide medical assistance to passengers in case urgent medical attention is needed. Aircraft lavatories will be ready for services. Special assistance is also available for our passengers with disabilities.

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Passenger will be advised that they have the opportunity to deplane from an aircraft that is at the gate or another disembarkation area with the door open if the opportunity to deplane actually exists to deplane safely without disrupting airport operations. Once the flight is ready to depart again, and a passenger who has deplaned cannot return to board on time, UNI has the right to depart the flight without those passengers.

## 機坪延遲應變計畫

### 航班飛航往/返回韓國的異常應變計畫

本公司將在班機異常時，如航班轉降、取消或長時間停機坪延誤，為我們的乘客提供基本需求。

依此計畫，所有抵達韓國機場或由韓國機場離境的國際航班，除非機長確認有安全相關或者與安檢有關的原因，飛機不能離開停機坪的位置讓乘客下機；或空中交通管制建議機長若返回登機門或其他下機地點讓乘客下飛機會擾亂機場運作外，立榮航空將不允許飛機停留在機坪上超過四個小時，才讓乘客下飛機。

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請參考本網站運送約款