

Tigerair Taiwan Fare Conditions

■ Taxes and charges

This is the portion of the total airfare above the base fare that is payable by each passenger. It is calculated with reference to the applicable Government taxes and airport charges that are payable by Tigerair Taiwan in respect of passengers being carried on a particular route together with any administrative or other fees imposed by the airline.

Government Tax - This is a governmental departure or arrival tax which is collected by the airline and payable to the relevant governmental authorities. These taxes vary from country to country and in some cases are collected locally on departure and not by the airline.

Passenger Service Charge - This is the charge by the airport authorities to the airlines for use of the terminal, runway, emergency services, security facilities etc. GST or VAT is currently charged at 0% on fares or fees relating to International journeys. The amounts are provided for guidance only and we reserve the right to amend our fees at any time.

■ Fare rules

IT flights are operated by Tigerair Taiwan

Fares quoted are per person per one way journey. All fares are subject to change until payment is made in full and all seats are subject to availability.

Open-dated or open-ended tickets are not allowed. Tickets are valid for 1 (one) year from the date of issue of the ticket.

Fares quoted are subject to airport taxes and other prevailing charges, unless already included in the fare.

Fares, taxes and charges may fluctuate based on prevailing currency exchange rates.

Fares and charges are strictly non-refundable. Passengers who do not arrive for their flight before the stipulated check in deadline will not be allowed to board the aircraft and all monies will be forfeited.

Flight dates, times, routes may be changed up to four (4) hours prior to scheduled departure subject to change fees and any applicable fare difference. No refund for changes will be available should the fare be lower at the time of change.

Name changes are allowed subject to a change fee per flight plus any fare difference at the time of change. This is only available via the Call Center at least (4) hours before the scheduled departure time. No refund for changes will be available should the fare be lower at the time of change.

If a reservation is not amended at least 4 (four) hours prior to scheduled departure, all monies associated with the booking are forfeited.

Infants under two (2) years of age at the time of travel that do not occupy an aircraft seat are charged an infant fee at the prevailing rates per sector; baggage allowance and payment of taxes & charges are not applicable. Only one infant per adult over 18 years of age will be permitted to travel.

Children between (2) and (12) years of age pay 100% of the adult fare.

Passengers who have purchased a Flight Combination, but have not bought Tigerconnect product, will be required to clear customs and immigration where applicable and reclaim any baggage and then check-in for their onward flight. Please allow at least 3 (three) hours to complete this process.

Changes cannot be made to any part of a flight combination journey once the departure of the first flight has passed. Any unutilised portion of a flight combination is non-refundable or transferable.

No stopovers are allowed on any flight combination fare. A stopover is defined as a period of more than 24 hours in the connecting city and/or country.

All travel is subject to the Carrier's Conditions of carriage.

■ Refunds and Cancellations

Refund Conditions for Korea area only.

1. Refundable for itineraries originating (departing) from Korea only. An administrative fee applies.
2. Passengers have to fill out the Tigerair Taiwan refund form. Refund applications are subject to approval and an approximate 6 to 8 weeks from the date of receiving the application is required. Passengers have to submit refund form at least 48 hours before the first sector's departure time.
3. In the case of purchasing a round-trip ticket, refund of single sector of departure flight is not available. You have to apply for refund of the entire itinerary (departure and return) before departure date.
4. If the refund fee exceeds the amount you paid, the purchased amount will be the maximum refund fee. If the administrative fee exceeds the amount of refund, no refund will be paid.
5. For unused route, the airport taxes can be refunded with an administrative fee applies. Passengers have to submit the refund request within 30 days of the unused flight's original departure date.
6. Fare refund will be returned to the original form of payment or travel credit if requested. (Other payment methods not available.)

| Per sector per guest (구간당/인당) | Korea to Taiwan |
|---|-------------------------------|
| Fare-refund administrative fee (운임관련 환불 수수료) | 60,000 KRW per person (인당) |

| Flight status 운항상태 | Not Flown (출발이전) | Fare refundable (운임환불) | |
|-----------------------|--------------------------------------|--|--------------------------|
| | | Yes (가능) Fee charge: KRW 60,000 (환불 수수료) | |
| 운항상태 | Flown (출발이후) (No-show) (노쇼) | Fare refundable (운임환불) | Tax refundable (세금환불) |
| | | No (불가) | Yes (가능) |

| | | One way itinerary (편도 여정) | Round-trip itinerary (왕복 여정) |
|-----------------------|--------------------------------------|---|--|
| | | | Both tickets not used (미사용 항공권) |
| Flight status 운항상태 | Not Flown (출발이전) | Refundable for fare and tax (운임 및 세금 환불가능) | Refundable for fares and taxes (운임요금과 세금 환불가능) |
| | Flown (출발이후) (No-show) (노쇼) | Only refundable for Tax (세금만 환불가능) | Refundable for the taxes of both flights (왕복구간 세금 환불가능) |

In the event of the death of a passenger prior to the scheduled departure time of their flight. Tigerair Taiwan will refund the reservation following receipt of a copy of the death certificate.

■ Changing a booking

All reservations on Tigerair Taiwan can be changed subject to the following conditions.

Flight dates, times are changeable subject to availability and upon payment of a change fee on a per flight sector, per person, plus any additional cost between the original total price paid and the lowest total price available for the new flight at the time the change is made. If the total price is lower on the new flight, no refund will be made. Changes, subject to availability, can be made up to 4 (four) hours prior to the scheduled departure time of your outbound journey on www.tigerairtw.com or the Tigerair Taiwan call center (subject to center opening hours). Changes are not confirmed until a new itinerary is issued to you. Click [here](#) for details of the fees payable.

No changes can be made to any reservation within 4 (four) hours of the original scheduled departure time and/or BEYOND one (1) year from date of purchase.

There are three ways you can change your booking:

1. Direct, using the Tigerair Taiwan website at www.tigerairtw.com.
2. Via a Tigerair Taiwan dedicated call center - see "Making a booking" section for more details.
3. Via participating local travel agents.

Changes may not be permitted on selected promotional fares.

■ Flight cancellations and schedule changes

In the event that your Tigerair Taiwan flight is cancelled we will reschedule you on the next available Tigerair Taiwan flight, free of charge.

Tigerair Taiwan does not compensate, reimburse or provide tickets for travel on other airlines and takes no responsibility whatsoever should a cancellation cause you to miss a connection to another flight.

If your flight is rescheduled before the date of travel, and departs more than 4 (four) hours before or after the original departure time, then you will be entitled to a travel credit or full refund of the unused part of your reservation if the alternative flight/s offered are not acceptable to you and you do not wish to travel. This is provided you notify Tigerair Taiwan more than 4 (four) hours prior to the scheduled departure time of your flight.

We recommend that all passengers ensure that they have suitable private travel insurance cover in force to cover such eventualities