

ROYAL NEWSLETTER

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INDUSTRY NEWS



AIR CANADA'S NEW VOLUNTARY COVID-19 TESTING INITIATIVE

AC in cooperation with McMaster HealthLabs (MHL) and the Greater Toronto Airports Authority (GTAA) will partner for a voluntary COVID-19 study of international travellers arriving at Toronto Pearson International Airport beginning Sept.3.

The study's core purpose is to gather information to explore the effectiveness of various quarantine periods for travellers.

Click [HERE](#) to learn more



AIR CANADA

WESTJET'S ZERO TOLERANCE MASK POLICY

Effective September 1, 2020, the WestJet Group implemented a zero-tolerance policy in support of the requirement for all guests, over the age of two, to wear masks and face coverings. Non-compliant guests will face penalties including denied boarding, return of the aircraft to the gate to offload the passenger and the suspension of travel on any WestJet Group aircraft for up to one year.

Transport Canada fined two individuals \$1,000 each for refusing to follow directions from the air crew to wear their face coverings.

Click [HERE](#) for more information



UA, DL AND AA WILL NO LONGER CHARGE CHANGE FEES FOR US DOMESTIC ITINERARIES



The four largest U.S. airlines will no longer charge change fees for domestic itineraries, after American Airlines and Delta Air Lines joined United Airlines in ending the \$200 charge, a target of consumer ire for decades. Though each airline has a slightly different policy — American's is most customer-friendly — the trio now roughly matches the standard at Southwest Airlines, which has never charged for changes.



CHINA AIRLINES AND EVA AIR HAVE INCREASED FLIGHT FREQUENCIES FROM VANCOUVER/TORONTO IN SEPTEMBER & OCTOBER 2020



Destination	Flight No.	Route	Operating Schedule	
Vancouver	CI031	YVRTPE	05, 08, 12, 15, 19, 22, 26, 29 SEP	Tuesday / Saturday
			03, 06, 10, 13, 17, 20, 24, 27, 31 OCT	
	CI032	TPEYVR	03, 06, 10, 13, 17, 20, 24, 27 SEP	Thursday / Sunday
			01, 04, 08, 11, 15, 18, 22, 25, 29 OCT	



Destination	Flight No.	Route	Operating Schedule	
Vancouver	BR009	YVRTPE	01, 03, 05, 08, 10, 12, 15, 17, 19, 22, 24, 26, 29 SEP	Tuesday / Thursday / Saturday
			01, 03, 06, 08, 10, 13, 15, 17, 20, 22, 24, 27, 29, 31 OCT	
	BR010	TPEYVR	02, 04, 07, 09, 11, 14, 16, 18, 21, 23, 25, 28, 30 SEP	Monday / Wednesday / Friday
			02, 05, 07, 09, 12, 14, 16, 19, 21, 23, 26, 28, 30 OCT	

Destination	Flight No.	Route	Operating Schedule	
Toronto	BR035	YYZTPE	01, 03, 07, 10, 14, 17, 21, 24, 28 SEP	Monday, Thursday
			01, 03, 05, 08, 10, 12, 15, 17, 19, 22, 24, 26, 27, 28, 29, 30, 31 OCT	Monday, Thursday, Saturday (During 10/1-10/26)
	BR036	TPEYYZ	02, 06, 09, 13, 16, 20, 23, 27, 30 SEP	Sunday, Wednesday,
			02, 04, 07, 09, 11, 14, 16, 18, 21, 23, 25, 26, 27, 28, 29, 30, 31 OCT	Sunday, Wednesday, Friday (During 10/1-10/25)



CX FLY (WORRY) FREE PROGRAM EXTENDED TO OCTOBER 31, 2020

CX's fly (worry) free program gives passengers the freedom to make unlimited changes to new tickets without extra charges. The rebooking and rerouting fees will be waived, travel dates and destinations can be altered unlimited times within the year.

Click [HERE](#) for more details

Click [HERE](#) for the FAQs about 'Fly (worry) Free'



KEY INFORMATION SHARING ON ICN TRANSIT REQUIREMENTS FOR PAX TRAVELLING FROM CHINA

Passengers travelling from China to third countries are permitted to transit at Incheon Airport.

1. Changes :

- All passengers travelling from China to third countries are permitted to transit at ICN as of August 31, 2020

2. Other Transit Requirement :

- All passengers transiting in Korea must have a confirmed connecting ticket and transit within 24 hours

3. Details :

- The changes are updated in www.koreanair.com
- Please click [HERE](#) for more details

4. Others :

- Please check entry and transit requirements and restrictions for all the transit and entry points.
- Please be informed that transit and entry requirements can be changed anytime without notice





AFKL GDS REFUNDS - REOPENED!

The GDS direct refunds for AFKL has re-opened for Canada as of September 1st, 2020.

This means that new refund requests should be done via the GDS. If the customer does not want to wait for the refund that was initially requested via BSPlink, it is now also possible to re-request a refund via GDS that has not yet been processed.

The Refund Application (RA) will still be applicable for the more complicated refund requests and for the vouchers (EMD CDET), according to the general standard airline refund policy.

When requesting a refund via BSPlink, you must always enter the active ticket number. In case you do not have this information (ex, AF/057 had reissued your original KL/074 ticket or v.v) you can contact Helpdesk (1-888-345-7587) to obtain that new ticket number.

Click [HERE](#) for the flowchart for the refunds

AIRFRANCE



TOUR NEWS

MICHELIN GUIDE TAIPEI & TAICHUNG 2020 BIB GOURMAND SELECTION RELEASED

The MICHELIN Guide Taipei & Taichung 2020 was officially launched on the August 24 and the Bib Gourmand selection of the Guide was released on the August 11. This selection highlights 31 restaurants and 23 street food stalls in Taipei, including 7 new additions. In the city of Taichung, which is covered by the Guide for the very first time this year, 21 venues made the list.

These eateries all offer value-for-money food. In Taipei and Taichung, this means that diners can enjoy a high-quality three-course meal for less than 1,000 Taiwan dollars (excluding drinks).

Click [HERE](#) for the full press release

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