

Table 6: Schedule Fees Rules & Penalties

Rule Details	MRT (Change Cancellation Fee) - 100% refundable (only Member can apply for)		
	Alibaba Super Store SKU: 06.1771.001.001.001.001 SKU: 06.03.000.000.000.000	Alibaba Store (SIN, JAPAN, USA, etc.)	Alibaba Position (TY, T)
Change Fee: Per Person Per Sector	Any changes within 24 hours of booking, if cancelled at least 2 days before the travel starts	NL	NL
	Departure 2-3 days	USD 2000 or basic fare plus tax difference (whichever is lower)	USD 2000 or basic fare plus tax difference (whichever is lower)
Cancellation Fee: Per Passenger Sector	Any changes within 24 hours of booking, if booked at least 2 days before the travel starts	NL	NL
	Departure 2-3 days	USD 2000 or basic fare (whichever is lower)	USD 2000 or basic fare (whichever is lower)
Change Cancellation allowed 18	2 hours before the departure of flight. No change cancellation fees apply if 2 hours, no show charges will apply.	2 hours before the departure of flight. No change cancellation fees apply if 2 hours, no show charges will apply.	2 hours before the departure of flight. No change cancellation fees apply if 2 hours, no show charges will apply.
	No Show	Only basic refundable	Only basic refundable

1. Amount of Cash (USD) to USD (CNY) is 1:7. In 2020, after effective 30 August 2020 under no circumstances, the cancellation charge is either more than the basic fare plus tax charge (if applicable) or an amount which is less than the amount which is refundable.

Note:

1. Sector Changes are applicable per passenger. No show of "non-refundable" Basic fare will be refunded.
2. In case of No Refund: Application Changes and difference of fare (any) are applicable.
3. Cancellation Fee: 100% show will apply for change/cancellation of fare/ticket.
4. In case of flight cancellation:
5. Alternative arrangements are made by the Member. No Refund.
6. Passenger's consent is required for application of flight cancellation services. Full amount to be refunded.
7. Check arrangements for the cancelled sector is made by the passenger(s). Refund of basic fare for the cancelled sector.
8. The passenger's consent is required for the cancellation of the passenger(s) under no circumstances. Full refund is under in respective MTD along with applicable basic fare, if any.
9. No refund for Cancellation fee applicable on refund ticket.

Please refer to the flight rules and conditions for more details.

Updated on 10/2020