

February 12, 2026

Updated Policy and Guidelines for STARLUX Airlines on Schedule Change/Irregularity Operations (IROP)

STARLUX Airlines schedule change policies and Irregularity operations (IROP) provide Travel Professional(s) the option to accept the re-accommodations provided by STARLUX Airlines or to offer passenger(s) alternate re-accommodations without the need of contacting STARLUX Airlines for assistance. The guidelines are as follows:

I. Flight Irregularities

Eligibility:

- a) Passenger(s) holding confirmed STARLUX Airlines (JX) 189 stock tickets whose itineraries are affected by flight changes or cancellations (excluding aircraft changes).
- b) It is applicable for flights operated by STARLUX Airlines, Codeshare, and Inland flights (Alaska Airlines/American Airlines)
- c) For itineraries involving U.S. routes, please refer to "II. Itineraries Involving the United States."
- d) Eligibility tickets must meet any of the following conditions to qualify for the waiver.
 - (1) The flight is canceled, and no alternative flight is provided.
 - (2) The rescheduled or alternative flight departs or arrives **more than two hours before or after** the originally scheduled time.
 - (3) The schedule change or alternative flight results in insufficient connection time.
 - (4) The service class of the alternative flight is lower than the originally confirmed class.
 - (5) The alternative flight involves a change in the departure or arrival airport or adds an extra stopover.
- e) Passengers who do not meet the above conditions but request a refund or change will be handled as a voluntary refund or change, and must pay any applicable fare differences, taxes, reissue/refund fees, booking service charges, and fuel surcharges in accordance with the fare rules.

1. Ticket Reissue: Rebooking Alternative Flights

If an alternative flight is not offered or is unacceptable, passenger may rebook another JX flight within 14 days before or after the original departure date with ticket validity.

The following rebooking options should be **offered in sequence**:

A. JX flight irregularities

- a) If the original booking class (RBD) is not available, book the lowest available RBD within the same service cabin after receiving authorization from STARLUX Passenger Sales Team.
(e.g. TPE-JX-DAD RBD N to S)
- b) If needed, rebook to a nearby JX on-line city within the same country. If there's none in the same country, rebook to a JX on-line city with a flight time of less than 120 minutes, using the original RBD is required., using the original RBD is required.
(e.g. TPE-JX-DAD to TPE-JX-SGN)
- c) If needed, rebook via a JX SPA partner as a connecting carrier, with JX remaining the primary carrier, authorization from STARLUX Passenger Sales Team is required.
(e.g. TPE-JX-DAD to TPE-JX-SGN-VN-DAD)
- d) If needed, rebooking with applicable SPA sectors, flights, and RBDs by partner carrier requires Authorization from STARLUX Passenger Sales Team.
(e.g. TPE-BR-DAD)

B. Other airline flight irregularities on 189 tickets

- a) Rebook on the same partner carrier with same itinerary and RBD. If original RBD is unavailable, use another RBD with the same fare.
(e.g. TPE-JX-SEA-AS-PHX AS RBD G to O)
- b) Rebook a nearby JX on-line city within the same country; if there's none in the same country, rebook to a JX on-line city with a flight time of less than 120 minutes, using original RBD is required. If JX original RBD is unavailable, rebook the lowest available RBD within the same Cabin; authorization is required.
(e.g. Original TPE-JX(V)-SEA-AS-PHX ; new TPE-JX(L) GATEWAYS-AS-PHX)
- c) Rebook with applicable JX SPA partner as a connecting carrier, with JX remaining the primary carrier and using JX's original RBD; authorization is required.
(e.g. Original TPE-JX(V)-SEA-AS-PHX; new TPE-JX(V)-LAX-AA-PHX)

Notes:

1. If the alternative flights do not match above, the itinerary will be handled as voluntary reissue, fare difference, tax, booking service fee, and fuel surcharge will be applied. Reissue fee can be waived once. Please add "REISU DUE XX1234 (Carrier code + flight number)/DDMMM IRR" in the Endorsement box.
2. Please contact STARLUX Passenger Sales Team for authorization of applicable flights and RBDs on SPA partner airlines.
3. Ancillary services such as Seat Selection, Prepaid Galactic WiFi, and Prepaid Additional Baggage may vary, subject to the availability of rebooking a preferred flight which cannot be guaranteed on reservation.

Waiver Code is not required. Below message MUST be placed in the endorsement box.

"SKCHG DUE XX1234 (Carrier code + flight number)/DDMMM IRR"

2. **Ticket Refunds**

If the ticket meets eligibility from the general guidelines, flight ticket can be refunded with no refund penalty. Ancillary services such as Seat Selection, Prepaid Galactic Wi-Fi, and Prepaid Additional Baggage can be refunded.

- a) Fully Unused Tickets
 - Penalty waived: Fully refund through normal ARC processing.
- b) Partially Used Tickets
 - Penalty waived: Deduct the used portion from the settled amount, plus unused taxes and fuel surcharge.
- c) For passengers who did not cancel flights before departure, no-show fee will be applied based on the fare rules.

Waiver Code is not required. Below message MUST be placed in Remarks.

"INVOL RFND DUE TO XX1234 (Carrier code + flight number)/DDMMM IRR"

II. Itineraries involving the United States

For itineraries involving U.S. routes must comply with U.S. Department of Transportation (DOT) regulations under 14 CFR Part 399.80.

a) Refund Processing Timeline:

Refunds must be completed within the time limits specified by the DOT under the following conditions:

- The flight is canceled, and the airline does not offer an alternative flight, or the passenger refuses the alternative flight and requests a refund.
- The flight schedule changes meet the following conditions, and the passenger refuses the alternative flight and requests a refund:

- ✓ International flight departure/arrival times change by more than 6 hours from the original time.
 - ✓ Domestic flight departure/arrival times change by more than 3 hours from the original time.
 - ✓ A change in the departure/arrival airport.
 - ✓ Additional transfer points are added to the original itinerary.
 - ✓ The original service is no longer available.
- b) Travel agencies should check their queue mailbox regularly or monitor the flight status of the operating carrier to ensure that all flight irregularities are handled promptly according to the passenger's needs.
- c) BSP/ARC Reporting Tickets. Tickets issued through GDS under BSP/ARC, regardless of the payment method (credit card or other), must be refunded through the original issuing travel agency. If there are any questions during the refund process, please contact the local STARLUX Airlines office to ensure timely processing.

III. Non-Applicable

- a) Discount ticket (ID/AD/DM) and other types of reduced fare tickets is not applicable to this general guideline. Please contact STARLUX Passenger Sales Team for further assistance.
- b) Group Tickets, please contact the travel agency for assistance.

STARLUX Airlines schedule change policy is subject to change at any time.