



Ticket Handling Guideline for Involuntary Flight Cancellation Due to COVID-19

Regarding involuntary flight cancellation due to COVID-19, please be advised the rule waiver information as follow:

1. Background : Involuntary Flight Cancellation due to COVID-19

2. Applicable Ticket : Revenue KE international ticket (180 ticket stock)

3. Applicable Period

- Period of Travel : [Flight cancelled during March 4 ~ April 25, 2020](#)
- Ticket issued on/before March 4, 2020

4. Handling Guideline (Refund/Reissue)

- Refund
 - Full refund is available (Includes Non-Refundable Ticket)
- Reissue
 - Rerouting is allowed within the same **region***
(No need to collect fare difference, tax, or CIF)

*** Region Group**

Korea	Japan	China (includes ULN, HKG, TPE)	S.E.Asia / S.W.Asia	Oceania
North America	Central & South America	Europe / Middle East (includes MOW,LED)	Africa	CIS in Asia (includes TAS, IKT, VVO)

5. Waiver AUTH : [ORCTFRWASW](#)

❖ If you have any questions, please contact your sales representative or Agency Sales Support Desk.

▪ **Agency Sales Support Desk**

- Toll Free : +1-800-525-6311
- Open Hours : 06:00 ~ 18:00 PST (MON~FRI / Closed on Holidays)
- Email : SalesSupport@mail.koreanair.com