



## **\*7<sup>th</sup> Amendment\***

### **Ticket Handling Guideline for due to COVID-19**

Regarding travel advisory toward South Korea due to COVID-19, please be advised the rule waiver information as follow:

#### **1. Applicable Ticket**

- Revenue KE international tickets (180 ticket stock)
- Departing from Americas (U.S/Canada/Mexico) to Korea or to other destinations in Asia via Korea
- Departing from **Asia\*** (including Korea) to Americas (U.S/Canada/Mexico)

\* Applicable Asia countries:

<b>ASIA*</b>	<b>EAST ASIA</b>	<b>Korea</b> , China, Japan, Chinese Taipei, Hong Kong, Macao, Mongolia
	<b>SOUTH EAST ASIA</b>	Brunei, Cambodia, Christmas Island, Cocos(Keeling) Island, Guam, Indonesia, Kazakhstan, Kyrgyzstan, Laos, Malaysia, Marshall Islands, Micronesia, Myanmar, Northern Mariana Island, Palau, Philippines, Russia in Asia (XU), Singapore, Tajikistan, Thailand, Timor Leste, Turkmenistan, Uzbekistan, Vietnam
	<b>SOUTH ASIA SUBCONTINENTAL</b>	Afghanistan, Bangladesh, Bhutan, India, Nepal, Pakistan, Sri Lanka, Maldives

- HNL/NRT v.v KE Operating Flight included

#### **2. Applicable Period**

- Original Travel Date : ~ June 30, 2020
- Original ticket issued on/before March 1, 2020.

### 3. Waiver Conditions

#### A. Condition 1 :

- **One-time reissue fee waiver. (No-Show Penalty will be waived)**
- Must reissue the ticket on/before June 30, 2020
- New travel date must be within the original ticket validity
- **Details:**
  - If new travel date is on/before May 31, 2020
    - Ticket must be completely unused.
    - Fare differences will be waived as long as in the same cabin and between the same cities. (Tax/CIF differences must be collected)
    - If original Booking Class is not available, rebook with the lowest available Booking Class in the same ticketed cabin.
      - ❖ Please note that this waiver is only applicable for COVID-19 effect.  
*Ex. Reissue ticket for mileage upgrade purpose is **NOT** allowed.*
  - If new travel date is on/after June 1, 2020 ~
    - Tax/CIF and any fare differences must be collected.

#### B. Condition 2 : **Full refund is available only for TAE routes** (Includes Non-Refundable Ticket)

- **Details :**
  - Waive refund penalty and No-Show penalty.
  - Will refund the full amount of ticket for the passengers travelling from/to TAE (Daegu)
    - If ticket does not have ICN-TAE v.v segment, the following verifications are acceptable :
      - Bus/Train tickets (TAE Arrival/Departure)
      - Hotel Accommodation Confirmation/Receipt (TAE)
      - Other documents that verify that the passenger will travel to/from TAE

#### 4. Waiver AUTH : **ORCTFRWFGA**

❖ 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](mailto:SalesSupport@mail.koreanair.com)