



COVID-19 “Special Reissue Fee Waiver”

Korean Air would like to offer a special waiver to protect customers purchasing tickets between March 10, 2020 and March 31, 2020 for future travel to any destination due to the Coronavirus situation.

1. **Applicable Route** : All KE International Routes (All Region)
2. **Applicable Ticket** : Revenue KE international ticket (180 ticket stock)
 - * Including non-changeable/reissue tickets
 - * Including KE Marketing/OAL Operating Codeshare flights
 - Based on KE Long Haul portion flights

[Example]

- 1) ICN - (KE) - LAX - (AA) - SAN : Yes
- 2) DFW - (AA) - ICN - (KE) - SGN : No

3. **Applicable Period**

- Ticketing Period : March 10, 2020 ~ March 31, 2020
- Travel Date : March 10, 2020 ~ February 25, 2021
- New Travel/Reissue Date : ~ [February 28, 2021](#)

4. **Waiver Detail**

- **One-time reissue fee waiver**
 - Waiver AUTH is applicable to all totally unused or/and partial used tickets
 - Ticket must be reissued on or before February 28, 2021
 - New travel must be rebooked no later than February 28, 2021
 - Any fare/tax/surcharge differences must be collected if Itinerary, Booking Class, Cabin Class, or Seasonality changes from the original ticket.

5. **Waiver AUTH : ORCTFRWIHw**

❖ 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