



Amendment

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 ~ **May 31, 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 only permitted within the same **region*** and within the condition of KE-online only
(No need to collect fare difference, tax, or surcharge)

*** 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