



Date : March 10, 2020

## **\*9<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:

**Applies for tickets issued on or before **March 9, 2020****

**Issued On** : KE 180 Ticket Stock

**Applicable to Travel On** : KE / KE coded OAL operated

**Date of Impacted Travel** : ~ June 30, 2020

**Affected Area(s) To/From/Through** :

- Flights from Americas (U.S/Canada/Mexico) to Korea or to other destinations in Asia via Korea
- Flights from Asia\* to Americas (U.S/Canada/Mexico)

\* Applicable Asia countries:

<b>ASIA*</b>	<b>EAST ASIA</b>	Korea, 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

## Waivers & Conditions

### 1. Reissue Fee & Fare Difference Waiver

- **New travel must be rebooked on/before May 31, 2020**
- Must reissue the ticket on/before June 30, 2020
- Ticket must be completely unused ticket
- New travel date must be within the original ticket validity
- **Cabin Class must be the same**
- **Itinerary must be the same from the original ticket**
- If original Booking Class is unavailable, 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.*
- Tax/Surcharge difference must be collected
- No-Show Penalty will be waived

### 2. Reissue Fee & Fare Difference Waiver

- **New travel must be rebooked between June 1 ~ December 31, 2020**
- Must reissue the ticket on/before June 30, 2020
- Ticket must be completely unused ticket
- New travel date must be within the original ticket validity
- **Booking Class must be the same**
- **Itinerary must be the same from the original ticket**
- Tax/Surcharge difference must be collected
- No-Show Penalty will be waived

### 3. Reissue Fee Waiver

- **When new travel occurs beyond December 31, 2020 or/and ticket is partially used, only reissue fee will be waived.**
- Must reissue the ticket on/before June 30, 2020
- New travel date must be within the original ticket validity
- Fare/Tax/Surcharge difference must be collected
- No-Show Penalty will be waived

#### 4. Refund Fee Waiver (TAE route ONLY)

- Full refund is available for TAE routes
- Non-Refundable ticket is applicable
- No-Show Penalty will be waived
- Required Documents to Verify
  - Flight Itinerary contains ICN-TAE v.v segment
  - Bus/Train Tickets (TAE Arrival/Departure)
  - Hotel Accommodation Confirmation/Receipt (TAE)
  - Other documents that verify that the passengers will travel to/from TAE

#### Waiver AUTH : **ORCTFRWFGA**

- You may indicate the waiver AUTH in the endorsement box
- ❖ 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)