



10th 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 17, 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:

ASIA*	EAST ASIA	Korea, China, Japan, Chinese Taipei, Hong Kong, Macao, Mongolia
	SOUTH EAST ASIA	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
	SOUTH ASIA SUBCONTINENTAL	Afghanistan, Bangladesh, Bhutan, India, Nepal, Pakistan, Sri Lanka, Maldives

- HNL/NRT v.v KE Operating Flight included
- **Excluding GUM departure/arrival flight**

Waivers & Conditions

1. **One-time Reissue Fee Waiver**

- New ticket must be reissued on/before June 30, 2020
- Apply to all revenue tickets; totally unused and/or partially used tickets (Regardless of fare rule such as non-changeable tickets)
- New travel date must be within the original ticket validity
 - A period of one year from the date of original ticket issuance
- No-Show Penalty will be waived when reissue the ticket
 - **Limited to departure date between February 22 – June 30, 2020**
- Any Tax/Surcharge difference must be collected

2. **Fare Difference Waiver** (In addition to Waiver 1: One-time Reissue Fee Waiver)

- **Child → Adult (Fare Difference will be waived)**
- **Infant → Child (Fare Difference will NOT be waived)**
- **Routing (except KE domestic flight) and carrier must be the same as the original ticket**

[Example]

- 1) SEA-(KE)-ICN → SEA-(KE)-ICN : YES
- 2) SEA-(KE)-ICN → SEA-(DL)-ICN: NO
- 3) SEA-(KE)-ICN → SEA-(DL)-LAX-(KE)-ICN : NO

- 'Fare Difference Waiver' can be applied on top of one-time reissue fee waiver when either condition (a) or (b) met

a) If new travel date is **on/before July 31, 2020**

- Ticket must be totally unused
- **Cabin Class, Routing, and Carrier must be the same**
- If original Booking Class is unavailable, rebook with the lowest available Booking Class in the same cabin.

(Please note that this waiver is only applicable for COVID-19 effect.

*Ex. Reissue ticket for mileage upgrade purpose is **NOT** allowed.)*

b) If new travel date is **between August 1, 2020 – February 28, 2021**

- Ticket must be totally unused
- **Booking Class, Routing, and Carrier must be the same**
 - * Rebook with higher Booking Class → Fare difference must be collected

- c) If new travel date is **on/after March 1, 2021** and/or if the ticket is partially used and/or if the case does not meet above condition (a) or (b)
- **Not applicable** for fare difference waiver

3. Refund Penalty Waiver (TAE route ONLY)

- Full refund is available for TAE routes (including Non-Refundable ticket)
- No-Show Penalty will be waived
- One of the following documents is required 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