



Ticket Handling Guideline for Mandatory Quarantine due to COVID-19

Every person arriving in South Korea from overseas will be required to undergo two weeks of quarantine from April 1, 2020 to prevent the spread of COVID-19. Please be advised the rule waiver information as follow:

Mandatory Quarantine Detail

- Short-term (less than 90 days) travelers without a confirmed address in Korea are subject to quarantine at a facility designated by the Korean government. The quarantine facility is allocated randomly and cannot be changed for personal reasons. Transportation from the airport to the facility will be provided. Passengers are responsible for the total expense for facility (total KRW 1,400,000) and must be paid before entering the facility and is non-refundable.
- Koreans must be quarantined at their own address. Long-term (Stay 90 days or longer) travelers must be quarantined at the address on their Alien Registration Card. Any other temporary accommodation such as hotels, Airbnb, or other address that is not registered on Alien Registration Card is NOT permitted and the passengers will be quarantined to the facility. Also, passengers are NOT allowed to take domestic flights and public transportation such as Incheon Airport Railroad (AREX) and Korea Train Express (KTX) except Airport Limousine Bus departing from Incheon International Airport.
- Exceptions : Transit passengers (Will be staying in Transit Area in the airport)

Applies for Tickets Issued : No restriction (On/before the departure date)

Issued On : KE 180 Ticket Stock

Applicable to Travel On : Revenue KE International Ticket (KE 180 ticket stock)

- Including KE Marketing/Other Airlines operating Codeshare flights

Date of Impacted Travel : April 1, 2020 – June 30, 2020

Affected Area(s) To/From/Through :

- All flights departing from the overseas to Korea
 - Final destination must be Korea; Transit via Korea is NOT applicable

Waiver AUTH : **ORCTFRWSTA**

- You may indicate the waiver AUTH in the endorsement box

Waivers & Conditions

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

- Apply to all revenue tickets; totally unused and/or partially used tickets (Regardless of fare rule such as non-changeable tickets)
- No-Show Penalty will be waived when reissue the ticket
 - Limited to departure date between April 1 – June 30, 2020
- Any Fare/Tax/Surcharge difference must be collected
- New travel date must be within the original ticket validity
 - A period of one year from the date of original ticket issuance

2. **Refund Penalty Waiver**

- Full refund is available (including Non-Refundable ticket)
- No-Show Penalty will be waived

3. **Exchange for Credit Voucher (EMD) : U.S ARC agencies – Amadeus User ONLY**

- Please contact your sales representative for more detail.

❖ 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