



COVID-19 Ticket Handling Guideline Summary

Regarding COVID-19, Korean Air has issued different waivers according to each cases. **As of April 3rd, some waivers become inactive and merge to one waiver AUTH.** For your better understanding, please refer to below summary table and following reference pages.

| Category | Ticket Handling Guideline | Waiver AUTH | Page |
|---------------------------------|--|-------------|------|
| Voluntary Change/Cancel | Special Reissue Fee Waiver | ORCTFRWIHW | 2 |
| | All KE International Flights | ORCTFRWSTA | 3~4 |
| Involuntary Flight Cancellation | | ORCTFRWASW | 5~6 |

When handling (reissue/refund) the ticket, please indicate the applicable waiver AUTH in the endorsement box in order to avoid any debit note.

[Previously Informed Waiver AUTH]

| Category | Ticket Handling Guideline | Waiver AUTH | Status |
|-------------------------|---|-----------------------|----------|
| Voluntary Change/Cancel | Flights to/from all cities in China (Including HKG, MFM, TPE / Excluding ULN) | ORCTFRWCCC | Inactive |
| | Flights from Americas (U.S/Canada/Mexico) to Korea or to other destinations in Asia via Korea | ORCTFRWFGA | Inactive |
| | Flights from Asia* to Americas (U.S/Canada/Mexico) | | |
| | Flights to/from TAE (Daegu) | | |

- ❖ You may visit our Global Kalmate website to find the most updated information: <https://kalmate.koreanair.com/global/s/>
- ❖ 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

Special Reissue Fee Waiver

Reference : 20200317 COVID-19 Special Reissue Fee Waiver (Amendment)

Waiver AUTH : ORCTFRWIHW

Affected Area(s) To/From/Through :

- All KE International Routes (All Region)

Applies for tickets issued : March 10, 2020 ~ April 30, 2020

Issued On : KE 180 Ticket Stock

* Including non-changeable/reissue tickets

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

* Including KE Marketing/OAL operating Codeshare flights

- Based on KE Long Haul portion flights

[Example]

ICN - (KE) - LAX - (AA) - SAN : Yes

DFW - (AA) - ICN - (KE) - SGN : No

Date of Impacted Travel : On/After March 10, 2020 ~

New Travel/Reissue Date : Within the original ticket validity

- Totally unused ticket : One year from the original ticket issuance date
- Partially used ticket : One year from the departure date (1st segment)

Waivers & Conditions

1. One-time Reissue Fee Waiver

- Waiver AUTH is applicable to all totally unused or/and partial used tickets
- Ticket must be reissued within the original ticket validity
- New travel date must be within the original ticket validity
- Any fare/tax/surcharge differences must be collected if Itinerary, Booking Class, Cabin Class, or Seasonality changes from the original ticket.

All KE International Flights

Waiver AUTH : **ORCTFRWSTA**

Affected Area(s) To/From/Through : **All KE International Routes (All Region)**

Applies for tickets issued : **On or before April 1, 2020**

Issued On : KE 180 Ticket Stock

* Including non-changeable tickets

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

* Including KE Marketing/OAL operating Codeshare flights

Date of Impacted Travel : **On or before June 30, 2020**

Waivers & Conditions

1. Refund Penalty Waiver

- Full refund is available (including Non-Refundable ticket)
- No-Show Penalty will be waived when reissue the ticket
 - Limited to departure date between February 22 – June 30, 2020

2. 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)
- Totally Unused Ticket : New travel date can be scheduled any date on/before February 28, 2021 regardless of ticket validity.
- Partially Used Ticket : 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

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

- 'Fare Difference Waiver' can be applied on top of one-time reissue fee waiver when condition met. Any Tax/Surcharge difference must be collected
- Child → Adult (Fare Difference will be waived)
- Infant → Child (Fare Difference will **NOT** be waived)

Totally Unused Ticket

If new travel date is :

| On/before July 31, 2020 |
|---|
| <ul style="list-style-type: none">- 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.) |

| Between August 1, 2020 – February 28, 2021 |
|--|
| <ul style="list-style-type: none">- Booking Class, Routing*, and Carrier must be the same * Rebook with higher Booking Class → Fare difference must be collected |

* Routing (except KE domestic flight) 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

| On/After March 1, 2021 |
|--|
| <ul style="list-style-type: none">- Not applicable for fare difference waiver |

Partially Used Ticket

- **Not applicable** for fare difference waiver

If the case does not meet above condition,

- **Not applicable** for fare difference waiver

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

- Please contact your sales representative for more detail.

Involuntary Flight Cancellation

Reference : 20200317 COVID-19 Ticket Handling Guideline for Involuntary Flight Cancellation (3rd Amendment)

Waiver AUTH : ORCTFRWASW

Affected Area(s) To/From/Through :

- All KE International Routes (All Region)
 - All flights that are involuntary cancelled due to COVID-19

Applies for tickets issued on or before the departure date

Issued On : KE 180 Ticket Stock

Applicable to Travel On : Revenue KE International Ticket (KE 180 ticket stock)
 * Including DL coded KE operated (KE 180 ticket stock)

Date of Impacted Travel : March 4 ~ May 31, 2020

Waivers & Conditions

1. One-time Reissue Fee Waiver

- Involuntary rerouting is only permitted under the condition of origin/destination within the same region* regardless of seasonality as long as within the original ticket validity.

If necessary, rerouting to other airline is allowed. See below example.

EX) SYD/ICN → SYD-(GA)-BKK-(KE)-ICN
 AKL-(MH)-KUL-(MH)-ICN

(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) |

- Within original ticket validity, rebook with the same Booking Class as originally ticketed. If original Booking Class is unavailable, rebook with the lowest available Booking Class in the same cabin.

- After ticket has been reissued once with re-accommodated flight schedule :
If passenger changes his/her mind and request for,
 - Voluntary Refund → Refund is available without Refund Penalty with below waiver AUTH.
 - Voluntary Change → **ONE-TIME** Reissue Fee will be waived with below waiver AUTH but any fare/tax/surcharge differences must be collected.
(Additional Reissue Fee Waiver)

2. Refund Penalty Waiver

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

3. Ticket Validity Extension

- If the original ticket is valid in between March 4 and May 31, 2020, the validity can be extended up to August 31, 2020 with the condition of travelling as originally ticketed itinerary.

[END]