



4th 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 (KE 180 ticket stock)
* Including DL coded KE operated (KE 180 ticket stock)
- 3. Applicable Period**
 - Period of Travel : Flight cancelled between March 4 ~ **August 31, 2020**
- 4. Handling Guideline (Refund/Reissue)**
 - **Refund**
 - Full refund is available (Includes Non-Refundable Ticket)
 - **Reissue**
 - 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.
- **Ticket Validity Extension**
 - If the original ticket is valid between March 4 and August 31, 2020, the validity can be extended up to December 18, 2020 with the condition of travelling as originally ticketed itinerary.

5. Waiver AUTH : ORCTFRWASW

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

Please be advised that KE Sales Support Desk is unable to receive any inquiry through phone calls due to a high volume of inquiry from ongoing COVID 19. As we are only able to receive email inquiry (salesupport@mail.koreanair.com), we will respond via email in a timely manner.

[END]