



## **\*2<sup>nd</sup> Amendment\***

### **COVID-19 “Special Reissue Fee Waiver”**

Korean Air would like to offer a special waiver to protect customers purchasing tickets between **March 10, 2020 and May 31, 2020** for future travel to any destination due to the Coronavirus situation.

**1. Applicable Route** : All KE International Routes (**Excluded from Korea**)

**2. Applicable Ticket** : Revenue KE international ticket (180 ticket stock)

\* Including non-changeable/reissue tickets

\* Including KE Marketing/OAL Operating Codeshare flights

- Based on KE Long Haul portion flights

**[Example]**

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

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

**3. Applicable Period**

• Ticketing Period : March 10, 2020 ~ **May 31, 2020**

• Travel Date : **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 (1<sup>st</sup> segment)**

**4. Waiver Detail**

• **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.

**5. Waiver AUTH : ORCTFRWIHw**

- ❖ 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](mailto: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](mailto:salesupport@mail.koreanair.com)), we will respond via email in a timely manner.

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