



2nd Amendment

Ticket Handling Guideline due to COVID-19

Regarding COVID-19 ticket handling guideline, please be advised the revised rule waiver information as follow:

Applies for Tickets Issued : [On or before April 1, 2020](#)

Issued On : KE 180 Ticket Stock

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

* Including KE Marketing/OAL operating Codeshare flights

Date of Impacted Travel : **February 2 – August 31, 2020**

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

Waiver AUTH : **ORCTFRWSTA**

- You may indicate the waiver AUTH in the endorsement box

Waivers & Conditions

1. Refund Penalty Waiver

- Totally Unused Ticket : Full refund is available
 - * Including Non-Refundable ticket
- Partially Used Ticket : Refund Penalty will be waived.
- No-Show Penalty will be waived when refund 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.

- ❖ 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]