



[NYC] OZ News 20-008

March 9, 2020

Waiver Notice for Involuntary Flight Cancellation due to COVID-19

Please be advised of the ticket handling instructions for involuntary flight cancellations due to COVID-19 as below:

1. Applicable Routes

- All routes operated by Asiana Airlines (OZ), including Codeshare flights

2. Applicable Ticket Conditions

- OZ (988) ticket stock

3. Effective Dates

- **Departure Date: March 9, 2020 ~ April 30, 2020**
- **Ticketing Date: On/Before March 9, 2020**

4. Applicable Penalty

- Reissue

- > Date change or Rerouting is allowed without collecting Fare and tax difference.
- > Only flights operated by Asiana Airlines (OZ), excluding OZ codeshare flights, can be changed when the ticket is reissued for date change or rerouting.

- Refund

- > Full refund is applied. (Including Non-Refundable Ticket)

5. Waiver AUTH: OKLHR002 (0 = Number Zero)

6. Remark

- **For Involuntary Endorsement, please contact your Sales Representative.**
- **If the waiver auth is applied to the flight that is not cancelled, a DM will be issued.**
- **⇒ ONLY applies to itineraries that include "UN" segment**
- Please input the waiver auth in the waiver code box (tour code box) correctly to avoid DMs.
- If you have any questions, please contact your Sales Representative.