



## **\*11<sup>th</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 March 31, 2022** for future travel to any destination due to the Coronavirus situation.

**1. Applicable Route** : All KE International Routes (Included 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 ~ **March 31, 2022**
- 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 rule other than the reissue fee must be complied with original fare rule (Fare difference charge/refund, refund penalty, revalidation, etc.)

- Any fare/tax/surcharge differences must be collected if Itinerary, booking class, cabin class, or seasonality changes from the original ticket

**5. Waiver AUTH : 2RCTFRWIHw**

- ❖ 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 Email : [SalesSupport@mail.koreanair.com](mailto:SalesSupport@mail.koreanair.com)