



COVID-19 Ticket Handling Guideline

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

1. Waiver AUTH : 1RCTFRWATW Effective July 1, 2021

(1RCTFRWASW inactive as of June 30, 2021)

2. Applicable Tickets : KE International Ticket (KE 180 Stock)

* Including IND, GRP, Revenue, Non-Revenue, Non-changeable,
KE/DL, DL/KE Codeshare

* Including partially unused tickets issued with inbound KE OPEN
(Outbound must be within the applicable period)

3. Date of Impacted Travel : March 4, 2020 – December 31, 2022

4. Refund Penalty Waiver

- 1) Involuntarily cancelled KE international flight (Including non-refundable ticket)
- 2) Itinerary affected by newly established extended entry restrictions after ticketing
- 3) COVID19 confirmed passengers
(including passengers subject to isolation, attaching documents of proof required)

5. Reissue Penalty Waiver & Ticket Validity Extension

- 1) Cancelled KE international flight
 - Reissue penalty / Validity extension until December 31, 2022
 - Complete the entire journey within validity
 - Involuntary rerouting permitted for origin/destination within the same *region**
** Region Group: Korea, Japan, China (ULN, HKG, TPE), Southeast Asia, Southwest Asia, Oceania, North America, South America, Europe (including MOW, LED), Middle East, Africa, CIS in Asia (TAS, IKT, VVO)*
- 2) Other than cancelled KE international flight
 - Reissue penalty (One time) / Validity extension until December 31, 2022
 - Complete the entire journey within validity
 - Fare difference, CIF, and tax must be collected

3) COVID-19 confirmed passengers

(including passengers subject to isolation, attaching documents of proof required)

- Reissue penalty (One time) / Validity extension until December 31, 2022
 - Complete the entire journey within the validity
 - Fare difference, CIF, and tax must be collected
- Additional reissue penalty waiver allowed one more time

6. Additional Voluntary Change or Refund

- Reissue/refund penalty, fare difference, CIF, and tax must be collected

7. Others

- Fare difference waived for Child → Adult reissue (KE own cancelled flight only)
- Fare difference must be collected for Infant → Child reissue
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<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

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