



COVID-19 Ticket Handling Guideline

Regarding COVID-19 ticket handling guideline, please be advised of 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 Codeshare, 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 - June 30, 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

5. Reissue Penalty Waiver & Ticket Validity Extension

- 1) Cancelled KE international flight
 - Reissue penalty waived / Validity extension until **June 30, 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 waived (One time) / Validity extension until **June 30, 2022**
 - Complete the entire journey within validity
 - Fare difference, CIF, and tax must be collected

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

- ❖ 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

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