



## COVID-19 Ticket Handling Guideline

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

### 1. Waiver AUTH : **1RCTFRWATW**

### 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 canceled KE international flight (Including non-refundable ticket)
- 2) Itinerary affected by newly established extended entry restrictions after ticketing
- 3) **COVID-19 confirmed passengers and their accompanying family members**  
(A proof of family relationship & valid COVID-19 result document must be collected along with the reservation number)

### 5. Reissue Penalty Waiver & Ticket Validity Extension

- 1) Canceled KE international flight
  - No reissue fee will be collected for the first time changes
  - Validity extension until **December 31, 2022**
    - 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 canceled KE international flight**
  - No reissue fee will be collected for the first time changes
  - 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 and their accompanying family members  
(A proof of family relationship & valid COVID-19 result document must be collected along with the reservation number)

- After waived, reissue penalty can be waived one more time
- Validity extension until December 31, 2022
  - Complete the entire journey within the 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 canceled 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.
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