



New U.S Department of Transportation refund rules

New U.S. Department of Transportation (US DOT) Refund Rules effective 28 October 2024

Below are the flight disruption criteria that make a ticket eligible for a refund as required by the DOT, regardless of whether the ticket is refundable or nonrefundable. These rules apply to all customers with itineraries flying to, from, or within the United States.

- Flight Cancellation
- Flight Delay of three hours or more for domestic itineraries and six hours or more for international itineraries
- Early departure of three hours or more for domestic itineraries and six hours or more for international itineraries
- Change in origin or destination
- Increase of connecting points
- Downgrade to lower class/cabin of service
- Change in flight number
- Change of accessibility of the aircraft, for passengers with disabilities

Customers impacted by one of the above may elect to cancel their travel for a refund of the unflown portion of the ticket (including any taxes, prepaid ancillary fees, and prepaid checked bag fees).

In addition to the above ticket refund eligibility, the following is effect with the new rules:

(1) Mishandled Bags: Paid checked bag fees will be refunded where a bag is significantly delayed (12 hours for domestic itineraries, 15+ hours for international itineraries) and a Mishandled Baggage Report is filed.

(2) Prepaid Ancillary Services Fees: Paid ancillary services fees that are not provided to a customer through no fault of their own will be refunded.

Travel agencies are expected to manage refund requests on behalf of customers on a timely basis in strict accordance with the new rules.

Please note that the above information is a summary of the new rules and travel agents should review the rules themselves to ensure they understand the impact these rules will have on their business.

For full details of the new rules, please visit:

<https://www.transportation.gov/airconsumer/refundsfinalruleapril2024>

For more detailed Korean Air's customer protection policy, please visit:

<https://www.koreanair.com>

❖ If you have any questions, please contact your sales representative.

