



Involuntary Ticket Handling Guideline for Travel Agency

Please be advised that effective September 17, 2025 KE Involuntary Ticket Handling Guidelines will change as follows;

- Targeted Tickets
 - KE Prime FLT or KE marketing Codeshare flights (REAC occurrence before 72HRS of Departure) with departure/arrival of Korea in KE(180) Stock
 - * Include Korean DOM FLT issued with INTL FLT in one INTL TKT
 - When KE FLT changed to TK, UN/TK, UN in the TKT
- Definition of 'Involuntary Schedule Change'
 - Flight suspensions, reductions, or cancellations
 - Changes to departure/arrival times that meet the criteria below
 - ✓ KE flight/codeshare to/from Korea : Schedule change of **31 minutes and more**
 - ✓ OAL flight/codeshare other than to/from Korea : Schedule change of **121 minutes and more**
 - Common : If schedule changes cause any misconnection (Invalid MCT)

Category	Involuntary Schedule Change		Reissue (Change date/route)	Refund
KE Own FLT (or) C/S from/to Korea	Invalid MCT, Cancellation, reductions, suspensions	Changes in departure/arrival time for 31min or more	Within ±7days from the original departure - INVOL R/I with the same departure/arrival condition as original itinerary - Other than that, only reissue penalty is waived	INVOL Refund (or) Waive refund penalty/fee

OAL FLT (or) C/S other than from/to Korea	Invalid MCT, Cancellation, reductions, suspensions	Changes in departure/arrival time for 121min or more	Within ±2days from the original departure - INVOL R/I with the same departure/arrival condition as original itinerary(Note1) - Other than that, only reissue penalty is waived	Waive refund penalty/fee (Note2)
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(Note 1) Changes to transit points on itineraries departing from or arriving at Americas are possible within the same region.

(Note 2) Waiver of Refund Penalty/fee (Calculated by voluntary ticket refund method and allow refund for non-refundable ticket.)

- Involuntary Waiver :
 - Reissue AUTH : **SK CHG Flight#/Date** (eg. SK CHG KE018/01JAN)
Location : Add into Tour code or endorsement box
 - Refund AUTH : **Original Flight#/Reason for refund** (eg. KE018/Delay)
Location : Refund Panel (must be 14 byte)
- Effective Date : **September 17, 2025**
- Please contact KE Sales Support at salesupport.us@koreanair.com for any further inquiries