



12th Amendment

COVID-19 “Special Reissue Fee Waiver”

Korean Air would like to offer a special waiver to protect customers purchasing tickets between **March 10, 2020 and June 30, 2022** for future travel to any destination due to the Coronavirus situation.

1. Applicable Route : All KE International Routes (Included from Korea)

2. Applicable Ticket : Revenue KE international ticket (180 ticket stock)

* Including non-changeable/reissue tickets

* Including KE Marketing/OAL Operating Codeshare flights

- Based on KE Long Haul portion flights

[Example]

1) ICN - (KE) - LAX - (AA) - SAN : Yes

2) DFW - (AA) - ICN - (KE) - SGN : No

3. Applicable Period

- Ticketing Period : March 10, 2020 ~ **June 30, 2022**
- Travel Date : On/After March 10, 2020 ~
- New Travel/Reissue Date : Within the original ticket validity
 - Totally unused ticket : One year from the original ticket issuance date
 - Partially used ticket : One year from the departure date (1st segment)

4. Waiver Detail

- **One-time reissue fee waiver**
 - Waiver AUTH is applicable to all totally unused or/and partial used tickets
 - Ticket must be reissued within the original ticket validity
 - New travel date must be within the original ticket validity
 - Any fare rule other than the reissue fee must be complied with original fare rule (Fare difference charge/refund, refund penalty, revalidation, etc.)

- Any fare/tax/surcharge differences must be collected if Itinerary, booking class, cabin class, or seasonality changes from the original ticket

5. Waiver AUTH : 2RCTFRWIHw

- ❖ 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