



Reservation & Ticketing Regulations **for Malpractice Case** **[Re-emphasis]**

Korean Air would like to remind the Reservation & Ticketing regulations regarding malpractice cases in order to prevent customers' complaint and continue ethical business practices.

We appreciate your full cooperation regarding regulations below.

Please review the details for types of violations and resulting action in each violation.

Type	Violation Detail	Result in violation
Improper use of Credit Card	Use of Travel Agency Business or Employee Credit/Debit Card including Sub-Agent Business/Employee Credit/Debit Card	KE Agency Contract Termination & ARC/BSP Reservation and Ticketing Inhibition
	Use of 3rd Party Credit Card	
	Use of Credit/Debit Card without card holder's approval	
	Deliberately make cash refunds on Credit/Debit Card purchase as well as overcharge on Credit/Debit Card	
Ticketing	Implication on Fraud Ticket / Ticket Forgery / ITR Forgery	
	Fabrication or alteration of discount authorization document	
	Intentionally promote misuse of ticket / coupon sequence	
	Sales unreported / intentionally delayed report	
Reservation	Fraudulent use of passengers' personal information without consent	
	* Improper use of 3 rd party's SKYPASS data	



Type	Violation Detail	Result in violation
Reservation and Others	Late Group cancel * 5 days prior to the departure date	Managed in 4 steps
	Change Ticket Time Limit * Input invalid ticket number to extend Ticket Time Limit * TTL extension is not allowed	- 1 st : Warning - 2 nd : Prohibit Reservation & Ticketing for 1 week
	Misuse of Booking Class * Booking in higher booking class to secure seat in the flight	- 3 rd : Prohibit Reservation & Ticketing for 1 month
	Misuse of GDS * Duplicate booking between GDS - Fake booking * Intentionally abusive booking	- 4 th : Termination in KE Agency Contract (Reservation & Ticketing inhibit)
	Misuse of Guideline for Name Spell Change * Name change without KE's authorization	
	Misuse of Tour Guide PF ticket	
	Operation and service disturbance	Managed in 3 steps
	Cause customers' complaints and lose KE's reputation due to failure to comply with the guideline	- 1 st : Warning - 2 nd : Prohibit Reservation & Ticketing for 2 week
	Failure to provide service notifications * Flight Change Notice * Confirmation Notice to waitlisted passengers * Ticket Restrictions / Fare Rules	- 3 rd : Termination in KE Agency Contract (Reservation & Ticketing inhibit)

Please be fully aware of the following regulations to avoid reservation cancellation, debit memo and disciplinary action.

- ※ Wholesaler is liable for any malpractice from its sub-agency whom it use wholesaler's GDS system and ticketing.

1. Name Change on Reservation/Ticket

- Name on reservation/ticket must be same as on passport.
- Name change on reservation is **NOT** allowed.
- In order to correct name, PNR must be cancelled and booked again.
(No seat replacement is possible. Please book available booking class.)
- In order to correct name on ticket, a ticket with incorrect name should be refunded with applicable penalty and new ticket with correct name should be issued.
 - Exception cases: Reissue a ticket with KE's authorization & valid legal documents to prove correct name
(Individual PNR only. Group PNR is not allowed any exception.)

Type	Details	Remark
1	Last/First name reversed / Title correction / Legal Name change	
2	Similar pronunciation spell change / Initial correction Order change in first name / First name change Double Passport / Last name change after marriage	Type 2 will be excluded from exception after grace period ends, 11/12/2018

⇒ **PNR will be canceled without pre-notice in addition to the result in violation above.**

2. VOID

- Unusually excessive VOID
- VOID to extend TTL
- VOID after permitted timeframe; the first business day after ticket issuance

3. MCO

- MCO is required to be issued and exchanged before a ticket.
- After issuing a ticket, manually attaching MCO to a ticket through ARC report is not permitted.