



Temporary Network Disruptions

Dear Travel Partner

Due to the ongoing global COVID-19 crisis . Asiana Airlines will be extending the suspension of our LHR-ICN service in the month of May.

For further information and a list of disruptions please visit the following link:

<https://flyasiana.com/C/GB/EN/customer/notice/detail>

Refund / Reissue instruction :

For issued tickets, please follow below instruction and use Auth number provided.

We are sorry we cannot honour unticketed booking.

- A. Unused tickets : Full refund of tickets or reissue charge waiver for any other dates.
- B. Partly used tickets : refund charge waiver
- C. Rerouting onto an alternative OZ flight via FRA, please rebook in lowest available RBD in same cabin.
- C. Auth number : **OKLHR002**
- D. In endorsement: Reissue for SKD CHNGE

Please contact Asiana Airlines for further information

Thank you for your continued support.