

Schedule change & flight irregularity policy

Dear Travel Trade,

Please find the December flight schedule for LHRICN vv.

ROUTE	PERIOD	SCHEDULE	
		KE908 LHRICN	KE907 ICNLHR
LHR	DEC (12/1~31)	3/W MON, WED, FRI (D135)	3/W MON, WED, FRI (D 135)

Remedies for Cancellation:

Passengers may choose one of the following remedies for LHR involuntary flight cancellation:

- Refund fully or partial, depending on ticket usage
- Change to alternative travel date (refer to TK seg date or within the ticket validity) in the same cabin's lowest available subclass, waiving the change & adcol charges only once.

In all cases, please reissue & place "[INVOL REROUTE] / [CANX] DUE CNCLD KE [NBR/DATE] x **1RCTFRWATW**" in ENDORSEMENT/RESTRICTION box of the new ticket.

Should you have any queries, please do not hesitate to contact us. Should you have any queries, please do not hesitate to contact us.

1st reissue fee waiver program

Dear Travel trade

Please be advised that our 1-time reissue fee waiver program has extended as follows.

1. Routes: KE international flights

2. Application:

1) **One free change**, on applicable revenue tickets, including non-changeable fares, which are:

- ▶ Ticketed between: MAR 10, 2020 - ~~MAR 31, 2021~~ 31DEC21
- ▶ Travel between: MAR 10, 2020 -
- ▶ Issued on: KE 180 stock (Revenue ticket only)
- ▶ Applicable flight: KE*/KE, KE*/OAL (Long haul must be KE)

[Example (Marketing carrier)]

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

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

2) Applicable dates

- ▶ Travel/Reissue: Within ticket validity
- Totally unused ticket - 1 Year from the original ticket issue date
- Partially unused - 1 Year from the date of departure

3. Ticketing:

Please place **1RCTFRWIHW** in the endorsement box of the reissued coupon.
If ATC is not available, Reissue manually for any totally/partially unused tickets.

4. Remarks:

- Applies to the original ticket rule except for schedule changes
 - The reissue fee waiver only. Fare difference, refund penalties, and other charges apply per the fare rule.
 - Ticket validity still applies.
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