

KE SKYNEWS



Date: May 18, 2023

KE074 (YYZ/ICN) SCHEDULE CHANGE NOTICE & RE-ACCOMMODATED PASSENGER HANDLING GUIDELINES

Please be advised of KE074 (YYZ/ICN) schedule change and re-accommodated passenger handling guidelines as follows;

1. Delay Operation

FLIGHT	PORTION	PERIOD	DOW	STD/STA		REMARKS	
				FROM	TO	DEP	ARR
KE074	YYZ/ICN	01JUL23 ~ 30JUL23	Daily	1240/1520+1	1240/1620+1	-	1HR DELAY (*Russian Airspace Detour)

2. Re-accommodated Passenger Handling Guideline

- Detailed explanation of schedule changes should be given to passengers prior to their expected travel date
- In case where a schedule change is resulted in misconnection with the connecting flight, reach KE agency support desk for an assistance
- Terms and conditions on KE's guidelines for handling international schedule change shall be applied

(REISSUE)

- One-time involuntary reissue/rerouting is allowed DATE/FLIGHT within +/- 7 days. The same origin/destination must be observed. Any penalty caused by the change of the ticket shall be exempt

* In the case of OAL FLT schedule changes, date change is allowed within +/-2 days. Rerouting is allowed if all of the following conditions are met.

- Cancel, Time Change greater than 120 minutes or Time Change within 120 minutes with mis-connection

- Must observe the same origin/destination by using KE Long-haul
- For itinerary to/from the Americas, transit airport can be changed only within the same KE regional group (WEST: LAX/SEA/SFO/LAS/YVR/HNL, EAST: ATL/NYC/WAS/BOS/CHI/DFW/YTO)

* If all itinerary including departure/arrival time is the same as original ticket and only aircraft type is changed, involuntary reissue is not allowed, but reissue charge can be waived

- SPA Booking Class agreed on OAL (other airlines) sectors must be observed, but if impossible, other booking class in the same cabin can be used
- In case of Involuntary Reissue, original fare calculation (including Fare Type, Shown Fare) must be kept the same on the new ticket
- "R/I CHRG WVR DUE TO KE NBR/DATE" should be entered in the Endorsement Box of the new ticket

(Refund)

- Involuntary refund is allowed

*In the case of OAL FLT schedule changes or schedule changes for KE operated flights issued on OAL ticket stocks, more restrictive rules apply

OAL Schedule Change	Involuntary Refund	Penalty/Service Charge Waived
Cancel, Time Change greater than 120 minutes, or Time Change within 120 minutes with mis-connection	X	O
Minor Change (Time Change within 120 minutes without mis-connection)	X	X

- If the ticket was previously reissued with the consent of the customer after schedule change, voluntary refund by customer will not be covered by the KE's guidelines for handling international schedule change

- In the case of Group ticket, please consult with your agency's account manager
- Due to schedule changes, previously entered information on pre-assigned seats and other special service requests may have been deleted from PNR. Agents are required to check deleted SSR information and take a necessary follow-up action

3. Remarks

- Re-accommodation will be done on May 22, 2023 (KST). Please review your schedule change Queue and take all necessary follow-up actions

