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Pul Express GmbH | 16.06.2020



Informationen zum Coronavirus/COVID-19 Changes of COVID-19 Coronavirus Refund or Re-issue Penalty Waiver for all International routes

Sehr geehrte Reisebüropartner,

hier eine weitere Information zum Thema Coronavirus von Asiana Airlines:

"Sehr geehrte Geschäftspartner,

we are waiving reissue/refund penalties for all international routes (up to second reissue) Book ahead and travel seamlessly!

1. Applicable Dates

- Ticketing Date: March 10, 2020 - June 31, 2020
- Departure Date: March 10, 2020 - No limit
- Changeable departure date: Within the ticket validity period

Departure date/reissue: within the validity period of the ORGN ticket (total unused: one year / partial unused from the date of ticketing: up to one year from the date of original departure)

2. Applicable Routes: Asiana Airlines international ticket

- Asiana Airlines purchased tickets departing from South Korea or international gateways (Excludes mileage Tickets)
- Including tickets purchased from travel agencies and codeshare flights

3. Penalty Fee Waiver: Duplicated application not permitted

- Option 1. Waiver for Refund Penalty
- Option 2. Waiver for reissue penalty due to a schedule change (1st and 2nd reissue penalty fee)
- Difference in fare and tax will be collected depending on date and route change
- For OAL-inclusive itineraries, long haul segments are allowed only for OZ marketing
- Local agent service fees may be applicable for those tickets purchased through agencies

4. Auth No.: OKLHR1GM

5. Other Information

- Please check beforehand if your ticket includes another airline's itinerary, as this may not apply to your ticket.
- Tickets issued by travel agencies are handled directly by the travel agency in a comprehensive AUTH (However, if the above guidelines are not observed, ADM is subject to collection)
- Other regulations comply with FARE RULE of ORGN tickets (fare difference collection, etc.)
- No ATC support, Manual reissue and Manual refund

Wir bedanken uns für die gute Zusammenarbeit!

Ihr Sales Team Deutschland"

Mit freundlichen Grüßen

Ihr Pul Express Team

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