

TKT H/D Guideline (ENG)

Irregular Operation (IROP) Flight – Ticket Handling & Disruption Policy

Items	TKT H/D Guideline
Application	OW/RT PNR with IROP FLT according to maintenance, weather, natural disasters – Interline tickets connected to OAL and Rail are also subject to this policy (TW 722 stock) – If even one IROP FLT is included within the round trip, can waive the round trip change/cancel fee – However, in case of departure flight N/S+ return flight IROP FLT, change/cancel fee exemption is not possible for departure flight
FEE WVR AUTH NO	Change : AL26ALLDC106 / Refund : AL26ALLRF106 – Entering the WVR AUTH is mandatory. – For GDS, enter the change WVR AUTH in the TOUR CODE box, and the refund WVR AUTH in the WAIVER CODE box.
Refund	1) Waive for the Refund Penalty 2) [GDS through fare Partial refund guidelines] If a partial refund is required due to the inability to board the connecting TW flight due to an IROP FLT within through fare, the fare for the used CPN will be recalculated as a SECTOR FARE However, T CLS needs to be recalculated as D CLS SECTOR FARE, J CLS needs to be recalculated as M CLS SECTOR FARE (ex. BKK-ICN-FUK T CLS : When partially refund ICN-FUK due to IROP, the used BKK-ICN will be recalculated as DBI fare)
Change	1) Waive for the Change Penalty only once – Change the date only. It should be the same DEP/ARR 2) Allow change of reservation to FLT within ±7 days of the departure date 3) If some sections of the round trip are IROP FLT, the same guidance is applicable to other sections 4) Fare and TAX difference not collected [Guidelines for GDS INVOL reissue] ① Reissue with the same booking class. If there is no same booking class, change to a higher class – If it is an interline ticket (TKT), change the OAL segment to the lowest available class among the available classes. ② NO-ADC reissue is required even when changing to a higher class (*fare discount is not required) ③ Apply fuel surcharge / exchange rate / TAX / FBA based on the Origin TKT ④ For interline tickets, "INVOL" must be entered in the ENDS box (If "INVOL" is not entered, an ADM will be issued) [Procedure to reissue INVOL by GDS] – Amadeus (1A) : Use TTK/CS- entry (input ORGN fare calculation) – Galileo (1G) : NO-ADC reissue via R-manager – Sabre (1S/1B) : After revising the fare to be reissued, manually reissue via apps
Others	How to check IROP FLT : TW Homepage > Travel Info > At The Airport > Arrivals and Departures > Delay/Cancellation Verification However, if separate guidance is published for PNR H/D, that guidance will take precedence.