

(LJ) 真航空公告

發布日期：2022 年 6 月 14 日

(L) 真航空退改票相關規則公告:

1. NO SHOW 之定義：以實際搭乘航班為主，即使完成報到手續但未登機仍視為 NO SHOW。
2. 申請退票時扣除罰金後，無論任何艙等，稅款及燃油附加費均可全額退回。(罰金費用若高於票款，則計算至將票款抵用完為止，稅款及燃油仍可全額取回)
3. 若客人 NO SHOW 後申請退票，則須同時計收 REFUND 罰金和 NO SHOW 罰金。若於航班起飛先將航班取消而後再辦理退費，則可免收 NO SHOW 罰金。
4. 退票期限各艙等均有不同(到期後 30 天內或 15 天內)，相關規定請於 GDS 中使用 FQN 查詢規定。機票效期計算方式如下，已使用之機票以首段運輸日起算一年內；未使用之機票以開票日起算一年內。
5. 客人須依序使用訂位行程，不得在未使用前段行程的情況下搭乘後續行程。若客人搭乘前段行程後欲申請後段行程退費，則依未使用行程之艙等規定辦理。

GDS 開票後免手續費退票規定如下：

1. 訂票後當天 23:59 前退票將不收取退款罰金(韓國當地時間 KST Time)。
2. 除了取消行程外必須作業完成退款。
3. 如退款後須重新訂位請另起新紀錄，進行新的計價開票，請勿在原紀錄中作業。

**1. Reservation & Ticketing**

Booking	LJ on-line flight only (The STOCK number of LJ ticket is 718). Not allowed QK booking and waitlist.
Fare	All fare regulations & rules apply to each direction based on fare basis. ex) In case of 1st direction is B/CLS and return direction is I/CLS, regulations of B/CLS and I/CLS will be applied respectively.
Child Fare (CHD)	Charged 75% of Adult fare / In SUPERLOW Fare Type(I/CLS), 100% of Adult fare will be applicable.
Infant Fare (INF)	INF(without seat) : charged 10% of Adult fare.
Penalty / Fee	The Penalty and Fee applies equally to infants with seat(INS), children and adults, and does not apply to infants without seat(INF).
Fuel Surcharge	Fuel Surcharge will be collected as YR TAX per direction (Exemption : Infants without seat).

2. Refund Regulations (Applicable according to Fare Rules)

Unused Ticket	The refund penalty should be applied based on the existing tickets regulations per direction.
Partial Unused Ticket	Partial Refund Penalty should be applied per direction.
Partial Unused Coupon	After using Cpn 1, refund is only possible for the remaining direction (CPN 3,4).
Refund Penalty	Refund Penalty is not imposed within the day of purchase(KST Time) (VOID can be possible).
No-Show Penalty	No-Show penalty will be imposed for passengers who either do not cancel the reservation prior to check-in closing time(50 minutes before departure) or do not board the flight after check-in. For a no-show ticket, No-Show Penalty would be applied per direction. Refund for a no-show ticket would be collected Refund penalty and No-Show Penalty per direction. If 1st direction is unused(no-show) and return direction is not deleted(no-show), the No-show penalty get doubled.
Unused TAXES	If the total amount of fee/penalty is larger than fare, unused APO tax and YR tax are refundable.
Waiver Auth.	If RFND PENALTY WVR AUTH is given, please input the AUTH No. in WA box and refund the ticket. If N/S PNLTY WVR AUTH is given, please input the AUTH No. in RM box (or WA if RM doesn't exist).
Submission Deadline	The refund request should be submitted within 30 days of ticket expiration date and request thereafter may be declined.
Ticket expiration	The ticket is valid for one year from the issuance date for unused tickets or one year from its first departure date for partially used tickets.

3. Reissue Regulations (Applicable according to Fare Rules)

Reissue Fee (TAX code : YQ)	Reissue Fee will be applied based on the existing tickets regulations per direction. Both Reissue Fee and No-Show Penalty will be charged per direction, when No-Show Tickets are reissued. Reissue Fee will be imposed per Reissue and non-refundable, and is not applied on the day of purchase(KST).
PAX PTC change	Not Allowed after purchase. The ticket should be refunded and repurchased.
Reissue	Flight changes can only be made if there are seats available at the equivalent or higher fare. For totally unused ticket, validate fares and taxes(including YR) should be recalculated based on the day of reissue. For partially unused ticket, validate fares and taxes(including YR) should be recalculated based on the day of original issue. After using Cpn1, reissue is possible for the remaining Cpn 2 and direction (In that case, reissue Fee is charged twice). Already paid unused TAXes are non-refundable and new TAXes should be collected.
Waiver Auth.	If Reissue Fee WVR AUTH is given, please input the AUTH No. in ENDS BOX(FE) and reissue the ticket.
PAX PTC change	Not Allowed after purchase. The ticket should be refunded and repurchased.
SPELL CHNG	Allowed only if the name is pronounced the same (No Reissue Fee), if not, the ticket should be refunded and repurchased. Please input 'TKT REISSUED DUE TO SPELL CHNG' in FE(ends box).

4. Refund Penalty & Reissue Fee & No-show Penalty

Penalty / Fee		IND		
		JINI PLUS	FLEX	Super Low
		C	B	I
REISSUE	Fee (per direction)	USD 50	USD 75	USD 100
REFUND	Penalty (per direction)	USD 75	USD 100	N/A
	Partial Refund (per direction)			
NO SHOW	penalty (per direction)	USD 120		

* For other currencies, please refer to 5. [Fee Currency Conversion Table : Departing from Overseas] below

5. Fee currency Conversion Table

USD	JPY	CNY	HKD	TWD	MOP	THB	MYR
50	5,000	400	400	1,500	400	1,700	200
75	7,500	500	600	2,300	600	2,500	300
100	10,000	700	800	3,000	800	3,300	400
120	12,000	800	1,000	3,600	1,000	4,000	500