

## Damage Redress Procedure and Action Plan for Air Transport Users

According to Article 61 of the Aviation Business Act (Protection of Air Transport Users, etc.) and Article 64 of the Enforcement Rules of the same Act, the following information is provided regarding the Air Transport User Damage Redress.

### Damage Redress in Cases of:

1. Failure or delay of transport by aviation transporter
2. Loss and/or damage of checked baggage
3. Over sales of flight tickets
4. Delayed payment of refund for cancelled flight tickets
5. Unable to board due to lack of information on boarding gate, flight number, etc.
6. Missing mileage caused by air carrier's negligence
7. Mileage expired without airline's prior notice
8. Troubled boarding due to lack of Facilities of the Handicapped required by the Act of Promotion of the Transportation Convenience for the mobility handicapped.

However, redress will be exempted in cases where the air traffic operator proves damages caused by unavoidable circumstances such as adverse weather conditions, unexpected measures for safe operation and maintenance, natural disasters or flight connections, etc.

### Damage redress reception desk set up and operation

1. Office and Mailing address
  - Seoul Office: Cathay Pacific Airways, 10F, Tower A, K-Twin Towers, 50, Jong-ro 1-gil, Jongno-gu, Seoul, Republic of Korea 03142
  - Incheon International Airport Office: Room 2082, Incheon International Airport, 272 Gonghang-ro, Jung-gu, Incheon, Republic of Korea 22382
  - Busan International Airport Office: Cathay Dragon, Room 3107, 3F, Gimhae International Airport, 108 Gonhangjinip-ro, Gangseo-gu, Busan, Republic of Korea 46718
  - Jeju International Airport Office: Cathay Dragon, Room 312, Jeju International Airport, 2, Gonghang-ro, Jeju-si, Jeju-do, Republic of Korea 63115
2. Phone: 1644-8003 (Reservation team)
3. Roles and Responsibilities of Damage Redress Team
  - Airport Services office: Redress Application Reception counter
  - Reservation team: Inquires for damage redress
  - Homepage: [Receipt of complaints and suggestions](#)

### Procedure for Damage Redress

1. Processing time: within 14 days of receipt of application
2. Notification of outcome: Choose phone, text, email or mail

### Filing an appeal

The application will be dealt promptly and fairly, and in the event that it is difficult to process or there are objections to the applicant's request, the application will be transferred to the Korea Consumer Agency, in accordance with the Framework Act on Consumers.

# 항공교통이용자 피해구제신청서



## Application for Damage Redress for Air Transportation Users

접수번호 Application No.	접수일자 Date	20 . . . .	담당자 Person in Charge
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신청인(이용자) Applicant	성명 Name			성별 Gender (Check one)	<input type="checkbox"/> 남   Male <input type="checkbox"/> 여   Female
	주소 Address				
	연락처 Contact No.	1.	Asiamiles 회원번호 FFP NO.		
		2.	이메일 E-mail		
	탑승일 및 편명 Date/Flight No.	탑승구간 및 좌석번호 Airline Segment/ Seat No.			
피해유형(√표시) Type of damage (check one)	<input type="checkbox"/> 운송불이행 및 지연 Failure or delay of transportation <input type="checkbox"/> 항공권 초과 판매 Oversold flight tickets <input type="checkbox"/> 탑승장, 항공편 등 관련정보 미제공으로 인한 탑승불가 Unable to board flight due to lack of information about boarding gate, flight number, etc. <input type="checkbox"/> 사전고지 없이 소멸된 항공마일리지 Mileage expired without notice <input type="checkbox"/> 위탁수하물의 분실·파손 Loss and/or damage of checked baggage <input type="checkbox"/> 취소 항공권의 대금환급 지연 Delayed payment refund for cancelled flight tickets <input type="checkbox"/> 항공사 과실로 인한 항공마일리지의 누락 Missing mileage due to airline's negligence <input type="checkbox"/> 이동편의시설 미설치로 인한 항공기 탑승 장애 Impediments to boarding due to failure to install mobility facilities				
피해내용 (피해금액 및 산출 근거) Details of damage (Basis for calculation of requested amount)	가급적 육하원칙에 따라 작성 who, what, where, when, why, how?          *단, 기상상태, 항공기접속관계, 안전운항을 위한 예기치 못한 정비 또는 공항운영 중 천재지변 등의 불가항력적 사유로 발생한 피해는 구제대상에서 제외 However, redress is not provided if the damage is due to uncontrollable circumstances, such as meteorological conditions, flight connections, unforeseen maintenance for safe flight operations, natural disasters in the course of airport operations, etc				
회신방법 Preferred method of communication (check one)	<input type="checkbox"/> 전화   Phone <input type="checkbox"/> 문자   Text <input type="checkbox"/> 이메일   E-mail <input type="checkbox"/> 우편   Mail				

항공사업법 제61조 및 항공사업법 시행규칙 제64조에 의거 피해구제신청을 접수했음을 확인합니다.

I hereby confirm that this application for damage redress has been received based on Aviation Business Act §61 and Aviation Business Act Enforcement Regulations §64

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신청인 \_\_\_\_\_ (서명)  
(Applicant Name/Signature)



### 항공교통이용자 피해구제 접수증 | Certification for damage compensation for air transport users

항공사업법 제61조 및 항공사업법 시행규칙 제64조에 의거 위와 같이 피해구제를 신청합니다.  
I hereby apply for damage redress based on Aviation Business Act §61 and Aviation Business Act Enforcement Regulations §64

접수일 Date	20 . . . .	접수번호 Application No.	
접수자 Applicant	연락처 Contact No.	성명 Name	(서명) Signature