

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, 15/F, Seoul City Tower Building, 110 Huam-ro, Jung-gu, Seoul, Republic of Korea 04637
Incheon International Airport Office: Room 2081, Incheon International Airport, 272 Gonghang-ro, Jung-gu, Incheon, Republic of Korea 22382
Busan International Airport Office: Cathay Dragon, 3/F, Gimhae International Airport, 108 Gonhangjinip-ro, Gangseo-gu, Busan, Republic of Korea 46718
Jeju International Airport Office: Cathay Dragon, Room 306, Jeju International Airport, 2002 Yongdam 2-dong, Jeju-si, 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.

