



## 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 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. Oversold 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 exempt in cases where the air traffic operator can prove that the damages were caused by unavoidable circumstances such as adverse weather conditions, unexpected measures for safe operation and maintenance, natural disasters, or flight connections\*, etc.

\*Issues with flight connections are as follows:

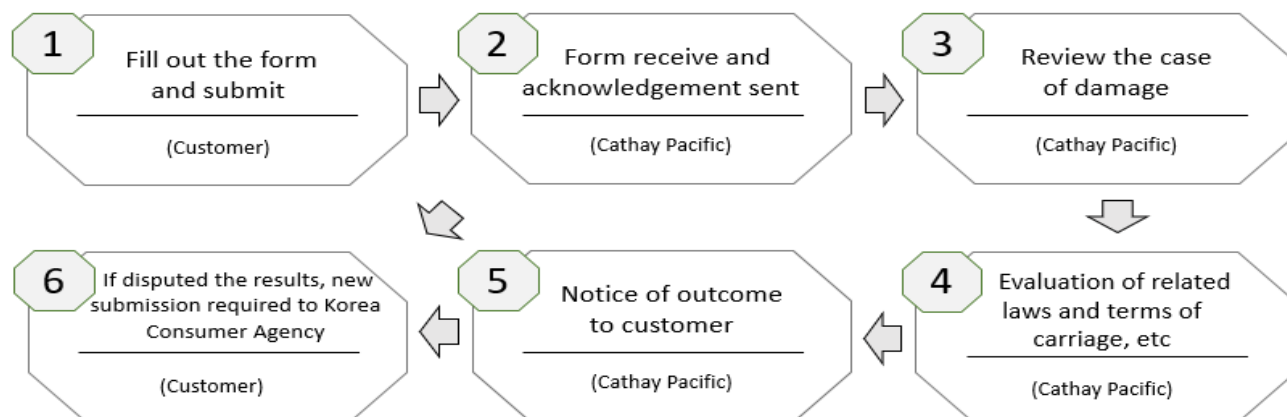
- Air Traffic Control delays approval for reasons such as airplane standing by for take-off or remaining in the air, etc.
- Flight delay due to acts of terrorism, contagious diseases, etc.
- Flight delay due to problems with airport facilities
- Other conditions acknowledged by the director of local aviation office

### Damage redress reception desk set up and operation

1. Office and Mailing Addresses:
  - Seoul Office: Cathay Pacific Airways  
10th Floor, 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
2. Phone:
  - 1644-8003 (Customer Care Department)
3. Roles and Responsibilities of the Damage Redress Team:
  - Airport Services Office: Redress Application Reception Counter
  - Reservation Team: Inquiries regarding damage redress
  - Website: [Submission of complaints and suggestions](#)
  - Processing Time: Typically, 14 days from receipt, up to 60 days for exceptional cases
  - Result Notification: Via the email provided at submission



## Procedure for Damage Redress



## Appeal Procedure and Procedure

Cathay Pacific is committed to processing damage relief applications promptly and fairly. However, if the applicant disputes the result, please note that, in accordance with the regulations of the Korea Consumer Agency, applications submitted to us cannot be transferred. We kindly ask for your understanding. For further damage relief requests, please submit a new application directly to the Korea Consumer Agency.



# 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.	캐세이회원번호			
		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"/> 위탁수하물의 분실·파손 Loss and/or damage of checked baggage
	<input type="checkbox"/> 항공권 초과 판매 Oversold flight tickets	<input type="checkbox"/> 취소 항공권의 대금환급 지연 Delayed payment refund for cancelled 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"/> 항공사 과실로 인한 항공마일리지의 누락 Missing mileage due to airline's negligence
	<input type="checkbox"/> 사전고지 없이 소멸된 항공마일리지 Mileage expired without notice	<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)	<p>가급적 육하원칙에 따라 작성 who, what, where, when, why, how?</p> <p>*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</p>
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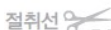
회신방법 Preferred method of communication (check one)	<input type="checkbox"/> 전화   Phone	<input type="checkbox"/> 문자   Text	<input type="checkbox"/> 이메일   E-mail	<input type="checkbox"/> 우편   Mail
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항공사업법 제61조 및 항공사업법 시행규칙 제64조에 의거 피해구제신청을 접수했음을 확인합니다.

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

20 . . . .

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