

2017/18 Inclusive STPC Guideline

2017. 08

Contents

[Conditions of Inclusive STPC SVC and Requesting Procedures]

I. Outline of Inclusive STPC ----- 3

II. Conditions of Inclusive STPC ----- 3

III. Service Type of Inclusive STPC ----- 5

IV. Procedures of requesting Inclusive STPC ----- 11

[Attachment]

■ STPC SLIP (E-mail) ----- 11

■ ICN Airport Information Desk Map ----- 13

I. Outline of Inclusive STPC

STPC (Stopover Paid by Carrier): Complimentary ground services for connecting passengers in order to raise schedule competitiveness.

1) Ground service for transit passengers which is a sales tool for raising KE's competitiveness.

- For the ground service due to KE SKD change (re-accommodation), please refer to the 'Guideline for handling international schedule change'

2) Inclusive STPC can be applied only for 24 hours to the passengers who use FRAV(First Available) flight.

3) Pre-request and reconfirmation are required to check STPC availability.

II. Conditions of Inclusive STPC

1) Applicable to passengers who reserve for the STPC service and confirm 24 hours before their travel.

2) Applicable to passengers who pre-book the product. In addition, booking must be confirmed for connecting FLT.

3) Inclusive STPC is provided only once for the entire Outbound/Inbound trip¹
 *Service can be provided twice (In/Out bound) in case of R/P/F/J/C class for round trip.

4) Terms of FRAV FLT (First Available Flight)

※ **FRAV FLT rules** : The passenger must travel from the connecting point on the first available flight after arrival.

<FROM>									
(1)	KE	652	E	SA	3NOV	BKKICN	HS1	E	2245 0550*1
(2)	KE	654	E	MO	4NOV	BKKICN	HS1	E	0015 0720
(3)	KE	658	E	MO	4NOV	BKKICN	HS1	E	1305 2030
<TO>									
(4)	KE	017	E	MO	4NOV	ICNLAX	HS1	E	1515 0905
(5)	KE	011	E	MO	4NOV	ICNLAX	HS1	E	1950 1330
(6)	KE	061	E	MO	4NOV	ICNLAX	HS1	E	2135 1520

¹ In the case of combination class tickets (R/P/F/J/C+Other booking class), STPC is provided only once for the entire Outbound/Inbound trip.

SKD	Applicability	RMKS
(1)+(4) / (2)+(4)	O	First FLT after arrival
(1)+(5) / (1)+(6) / (2)+(5) / (2)+(6)	X	

- 5) Applicable to thru ticketing only (Sector fares permitted)
- 6) Ticket holders with discount of 50% or more are not eligible for Inclusive STPC.

► **Notification**

- 1) FRAV rules will be applied to Multi airport which are regarded as the replaceable airports.
* STPC will not be provided at GMP
- 2) Ticket issued through the internet should be handled by relevant regional call center or branch.
- 3) In case of Irregularity due to staff's mistake and misinformation, cost will be charged to responsible branch and agency.
- 4) **Do not give confirmation to passengers before hotel segment is confirmed.**
- 5) Hotel meals are irrelevant to KE special meals (SPML)
(Additional confirmation is needed for particulars)
- 6) Hotel service is only valid for passengers over the age of 18 years (DOB basis).
Young passengers must be accompanied by an adult who is eligible for STPC.

7) **Special STPC AUTH**

* Applicable cases

- Cases purposing sales promotion which are not permitted with inclusive AUTH
- Group (more than 10 passengers) with IND class

* Procedure

- Please send request e-mail to your Vancouver Sales Manager.

III. Service Type of Inclusive STPC

1. ICN APO

A. Applicable conditions

1) Applicable Routes

ICN IN	ICN OUT	STPC	Remarks (Exception)
Long haul	Long haul	O	
Short haul	Long haul	O	
Long haul	Short haul	O	
Short haul	Short haul	X	* Applicable to 'Japan ↔ ULN, KTM' of E Class or higher class tickets.

※ Section of region

Short haul	Japan	Cities in Japan
	China	Cities in China/ULN/HKG/TPE/KHH
	S.E Asia	BKK/HKT/MNL/CEB/CNX/SGN/DAD/HAN/CXR/JKT/DPS/KUL/PNH/REP/SIN/RGN/GUM/ROR/ DEL
	S.W Asia	BOM/KTM/CMB/MLE
	CIS	IKT/VVO
Long haul	Oceania	Cities in Australia/New Zealand /NAN
	Americas	Cities in USA/Canada
	Europe	AMS/FRA/LHR/CDG/PRG/VIE/ZRH/MAD/MXP/FCO/IST/TLV/ BCN
	CIS	LED/TAS/SVO
	M.E.A	DXB/JED/RUH

※ Passengers taking KE on all of their 6th traffic travel segments

- OAL and codeshare are not permitted. (※ Refer to the exception below)
- Surface is not permitted. (Ex. TLV/ICN X PEK/ICN/TLV (X))

※ Exceptions

- Codeshare FLT
 - Codeshare flights of Japan and China route
 - Europe route CDG(KE5901/2), AMS(KE5925/6), PRG(KE5935/6)
 - LJ C/S FLT : MFM(KE5205/6), TPE(KE5233/4), VTE(KE5207/8), CRK (KE5215/6), HAN(KE5225/6), HNL(KE5053/4)
- OAL FLT
 - ICN-HRB,CGQ v.v on CZ, ICN-CTU,HGH v.v on CA, ICN-NKG,KWL,YNT v.v on MU
 - OAL segment can be added only when it is not the basic 6th traffic travel segments (Ex. CPH(**BA**)LHR/ICN/SYD v.v)

※ Exceptions of FRAV FLT rules (FRAV Rules : II-1-4)

- HNL : If KE001 is FRAV FLT, KE051/053 of the same day can be applied
- CDG : If KE5901 or 903 is FRAV FLT, KE901 of the same day can be applied
- If a codeshare FLT of the above exceptions is FRAV FLT, next KE FLT can be applied
- * Regardless of airlines, FRAV rule applies even to codeshare flight if there are more than two codeshare flights departing earlier than KE.

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<FROM>
(1) KE 2 M TH 8OCT HNLICN HS1 E 1130 1925*1
<TO>
(2) KE5803 M FR 10OCT ICNPEK HS1 E 0810 0910
* OPERATED BY CZ316/U-CHINA SOUTHERN AIRLINES
(3) KE 855 M FR 10OCT ICNPEK HS1 E 1105 1210
(4) KE 853 M FR 10OCT ICNPEK HS1 E 1900 2005
    
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=> (1)+(2) or (1)+(3) is applicable as the codeshare FLT(KE5803) is FRAV FLT

2) Embargo Period (* based on the actual service date)

Case	2016/2017	2017/2018
Case if portion excluding Americas (*including HNL)	2016.07.15 ~ 2016.08.21	2017.07.14 ~ 2017.08.19
	2016.12.21 ~ 2017.01.01	2017.12.21 ~ 2018.01.01
	2017.07.14 ~ 2017.08.19	2018.07.13 ~ 2018.08.18
	2017.12.21 ~ 2017.12.31	2018.12.20 ~ 2018.12.31
Case if portion including Americas (*excluding HNL)	2016.05.13 ~ 2016.08.21	2017.05.12 ~ 2017.08.19
	2016.12.09 ~ 2017.01.01	2017.12.08 ~ 2018.01.01
	2017.05.12 ~ 2017.08.19	2018.05.11 ~ 2018.08.18
	2017.12.08 ~ 2017.12.31	2018.12.07 ~ 2018.12.31

※ Embargo Period Waiver

- BKG CLS : waived for any bounds for R, P, F, A (Only Upgrade), J, C, D, I class
 - In case of combination class tickets, apply the rule of lower fare
- Route (regardless of BKG CLS)
 - Oceania-All of Region v.v (All of Region excluding Americas)
 - HOU-JPN, CHN, SEA, SWA v.v (off-line cities of the U.S/HOU can be added)

3) Booking Class

- R, P, F, A(Upgrade), J, C, D, I, Z, Y, B, M, S, H, E, K, L, U, Q (E Class and higher for oneway trip fare)
- In case of combination class tickets, apply the rule of lower fare

KE	24	T	TU	2APR	SFOICN	HS1	XE	0825	1255*1	} (1)
KE	683	T	WE	3APR	ICNSGN	HS1	E	1855	2205	
KE	682	Q	TH	18APR	SGNICN	HS1	XE	1250	2015	} (2)
KE	23	Q	FR	19APR	ICNSFO	HS1	E	1730	1145	

(1): T CLS	(2): Q CLS
Apply for the rule of T CLS → Inclusive STPC is not provided.	

B. Service Type (* Refer to p.4 for group)

Connection Time	Service Type	Remarks
6 hours or longer and less than 9 hours	Lounge	
9 hours or longer and less than 12 hours	Hotel Day use	* Transit Hotel (aka Airgarden) & the hotels in Incheon/Songdo/Seoul area.
12 hours or longer	Hotel Layover ²	
6 hours or longer and less than 12 hours - Connecting flight is unavailable on the same day or arrival time at ICN is from 24:00 to 03:00 am		

C. Meal Service time table

Arrival Time (under)	Meal Type	Departure time (over)
7:00	Breakfast	9:00
13:00	Lunch	15:00
20:00	Dinner	22:00

² Service will be provided only 1night (24 hours) at KE's expense, Additional expenses will belong to passengers. (Please input In/Out date precisely)

D. Notifications

- Please check if passenger is eligible to enter into KOREA.

- Passengers who cannot be admitted to Korea can only use Transit hotel (aka Airgarden) or lounge.

When irregular case occurs, the cost will be charged to AGT.

- For the hotel service, passengers cannot preselect a particular hotel, and the hotel information will be notified on the day that the service is provided. (excluding Transit hotel, for general STPC passenger, except high class passenger)
 - Passenger's staying information cannot be shared without passenger's agreement in principle. If you need further clarification(in case of staying 2 nights or more due to flight schedule), please contact icnkkhjs@koreanair.com via OWA or Outlook.
 - Launching 'High class one-stop service' (for FR/PR class STPC passenger) High class passenger doesn't need to visit STPC desk, they can check-in at HYATT hotel reception desk directly.
 - High class passengers (FR or PR CLS) can be pre-informed of their stay at Grand Hyatt ICN Hotel after STPC confirmed.
 - Other STPC passenger will receive detailed instruction manual based on using type.

※ Guidelines for Transit Hotel at ICN for inclusive STPC

- Transit Hotel (aka Airgarden) is available for
 - Passenger who cannot be admitted to Korea
 - Passenger traveling with wheelchair
 - Passenger who arrives at ICN from 22:00 pm to 05:00 am
- Apply to Inclusive STPC Auth (No need to apply Special STPC Auth)
 - * Rate of Transit Hotel increases by 6 hours (6/12/18/24 hrs)
- Before reserving the STPC service, please reserve the hotel first and input its confirmation number on STPC application form
 - * E-mail for request a reservation : airhotel@sk.com
 - * E-mail sample

PNR
 PAX NAME
 ARR (KE868/03DEC ULNICN ARR 2135L)
 DEP (KE901/04DEC ICNCDDG DEP 1400L)
 PAX Number(s)
 Room Type (Double room or Twin Room)
 Number of Room(s) in needed

E. Others

- Hotels excluding Transit Hotel – located in Incheon/Songdo/Seoul area (outside of the Airport)
 - Inform the passenger to pick up the hotel voucher after immigration procedure at the Arrival Information Desk which located on the 1st floor.
 - Need to fill out disembarkation card for Korea/a custom declaration.
- Lounge or Transit Hotel (aka Airgarden) : located at ICN Airport Passenger Terminal
 - Inform the passenger to pick up the hotel voucher at the KE Transfer Desk which located in front of Immigration B on the 2nd floor.
 - No need to fill out disembarkation card for Korea/a custom declaration.
- Airport lounge is available to passengers less than 18 years old (DOB basis) on hours of Lounge operation (PR Lounge 04:00 ~ 24:00)
 (This exception does not apply to UM and Optional UM)
- Free 'Transit Tour' program of IIAC (Incheon International Airport Corporation);
 Please refer to the webpage below (reservation is required) and advice passengers to participate this program. (<http://www.airport.kr/pa/ko/t/2/3/5/index.jsp>)

2. DXB APO

1) **Applicable Route** : ICN/DXB/Middle east, Africa(off-line cities) v.v
(3rd or 4th traffic via KE 951/2)

2) Booking Class

- R, P, F, A(Upgrade Only), J, C, D, I, Z, Y, B, M, S, H, E, K, L, U, Q
(E Class and higher for oneway trip fare)
- In case of combination class tickets, apply the rule of lower fare

3) Service Type

Connection Time	Service Type	Remarks
4 hours or longer and less than 8 hours	Lounge	- Open : 24 hours
8 hours or longer and less than 12 hours	Hotel Day use	- DUBAI HTL or (www.dubaairports.com) - AL-BUSTAN (www.al-bustan.com)
12 hours or longer Or Connecting flight is unavailable on the same day (8 hours or longer)	Hotel Layover ³	

* Normally, all passengers assigned to DUBAI HTL (Airport Transit), AL-BUSTAN assigned to the passengers who want to stay in the city.

4) Others (Hotel)

- In case of KE951 to OAL, DXBSM staff will contact the passenger at the arrival gate after the STPC service confirmation.
- In case of OAL to KE952, DXBSM checks the hotel confirmation, inputs hotel details into PNR remarks, and sends an E-mail to passenger about the hotel.

※ AL-BUSTAN Hotel Information

- When a passenger arrives at DXB during 23:00~09:00, passenger needs to take a taxi to hotel.
- Taxi charge will be reimbursed at the hotel counter, when he/she gives hotel taxi receipt at check-in. (Taxi : take 15min/around 18 USD)

IV. Procedures of requesting Inclusive STPC

- 1) Inclusive STPC is based on Pre-request and Reconfirmation is required. It can only be booked up to 24 hours prior to departure.
- 2) Fill out the request form and please submit your request at least 72 hours prior to the departure via e-mail only: stpcwest@mail.koreanair.com
- 3) Please indicate number of rooms when requesting for more than 1 passenger in the same PNR.
- 4) If passenger cancels or changes the reservation, it is important to contact Korean Air to cancel STPC service and request STPC service again, if necessary.

KOREAN AIR STPC SERVICE REQUEST

DATE	
TRAVEL AGENCY	
AGENT NAME	
TEL NUMBER	
E-MAIL ADDRESS (Required)	

	PAX NAME	KE PNR	Service Request Date	Number of Rooms	Fare Basis (required)
1					
2					
3					
4					

Comments:

▣ STPC SLIP

1) High Class (FR/PR) STPC Passenger



STPC Service Information


Stopover Service Information



Booking Reference	8594-9439
Passenger Name	1. KO/TEST
Segment of service provided	Auckland (AKL)/ Seoul (ICN/Incheon)/ Paris (CDG/Charles De Gaulle)
Type of service	HOTEL LAYOVER (HYATT HOTEL)
Date of service provided	20AUG17

Where to receive the service information

- ▶ Proceed to the immigration booth after you arrive.
- ▶ You are required to have valid travelling documents including visa (if applicable) and completed forms for immigration, customs clearance, and quarantine (if applicable).
- ▶ First/Prestige class passengers should proceed to Exit number 3C, 14C on the 1st floor after completing the immigration process.
- ▶ You can take the free shuttle offered by Hyatt hotel and check in at the hotel desk.

 [Check the ICN APO Map](#)

Terms and Conditions

- ▶ This notice was sent based on the reservation records at the time of notice, and any subsequent changes in the reservation will limit the use of this service.
- ▶ In case of any changes in the reservation, please contact the place of ticket issuance at least 24 hours prior to departure to request the service for the changed reservation.
- ▶ This service is provided only once during the whole itinerary for a special fare ticket. You are not allowed to change your reservation for the latter part of the segments once the service has been provided.
- ▶ The service may not be provided during Embargo period, so be sure to check with the place of ticket issuance in advance.
- ▶ This service is provided free of charge in accordance with the regulations of Korean Air. Therefore, transfer/refund/exchange of this service is prohibited.
- ▶ This notice is only a reference for passengers and does not give authority over any issues related to this service.
- ▶ The regulations of this service may be revised without prior notice.
- ▶ Passengers who will be transferring at Incheon Airport must verify his/her eligibility to enter Korea in advance.

Information for Transfer Passengers

Grand Hyatt Hotel Service



- Proceed to the Immigration booth after you arrive.
- You are required to have valid travelling documents including visa (if applicable) and completed forms for immigration, customs clearance, and quarantine (if applicable).
- First/Prestige class passengers should proceed to Exit number 3C, 14C on the 1st floor after completing the immigration process.
- You can take the free shuttle offered by Hyatt hotel and check in at the hotel desk.



Proceed to the Immigration booth (2nd floor)



Take Hyatt's free shuttle (Exit No. 3C, 14C 1st floor)



Arrive at the hotel (5~10 minutes)

※ If you need more information about the hotel service, you can speak with an agent at the STPC/SKYPASS Counter (1F)
 (Passengers arriving at Incheon airport between 23:15-05:15, please proceed directly to STPC/SKYPASS Counter.)

▶ Information Desk Map



2) Normal STPC Passenger (Outside hotel)



STPC Service Information

Stopover Service Information



Booking Reference	8594-9440
Passenger Name	1. KO/TEST
Segment of service provided	Sydney (SYD/Kingsford Smith)/ Seoul (ICN/Incheon)/ London (LHR/Heathrow)
Type of service	HOTEL LAYOVER
Date of service provided	20AUG17

Where to receive the service information

- ▶ Proceed to the immigration booth after you arrive.
- ▶ You are required to have valid travelling documents including visa (if applicable) and completed forms for immigration, customs clearance, and quarantine (if applicable).
- ▶ Proceed to the STPC/SKYPASS counter (between Exit 1 and 2) on the 1st floor after you complete the immigration process.

 [Check the ICN APO Map](#)

Terms and Conditions

- ▶ This notice was sent based on the reservation records at the time of notice, and any subsequent changes in the reservation will limit the use of this service.
- ▶ In case of any changes in the reservation, please contact the place of ticket issuance at least 24 hours prior to departure to request the service for the changed reservation.
- ▶ For the hotel service, a passenger cannot preselect a particular hotel, and the hotel information will be notified on the day that the service is provided.
- ▶ This service is provided only once during the whole itinerary for a special fare ticket. You are not allowed to change your reservation for the latter part of the segments once the service has been provided.
- ▶ The service may not be provided during Embargo period, so be sure to check with the place of ticket issuance in advance.
- ▶ This service is provided free of charge in accordance with the regulations of Korean Air. Therefore, transfer/refund/exchange of this service is prohibited.
- ▶ This notice is only a reference for passengers and does not give authority over any issues related to this service.
- ▶ The regulations of this service may be revised without prior notice.
- ▶ Passengers who will be transferring at Incheon Airport must verify his/her eligibility to enter Korea in advance.

Information for Transfer Passengers

Hotel Service



- Proceed to the immigration booth after you arrive.
- You are required to have valid travelling documents including visa (if applicable) and completed forms for immigration, customs clearance, and quarantine (if applicable).
- Proceed to the STPC/SKYPASS counter (between Exit 1 and 2) on the 1st floor after you complete the immigration process.



Proceed to the immigration booth on 2nd floor

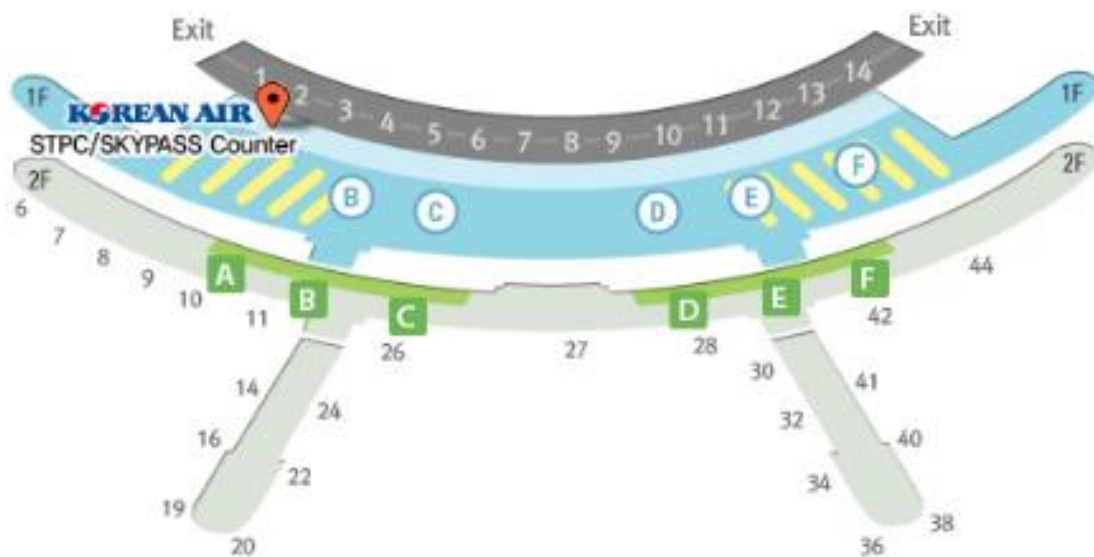


Pass through the baggage claim area on the 1st floor



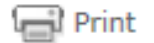
Receive information on hotel services

► Information Desk Map



- B - F International Arrival Gate
- 1 - 14 Exit Numbers
- A - F Immigration Gate
- A - F Immigration
-  STPC/SKYPASS Counter
- 6 - 44 Baggage Claim Area

3) Transit Hotel or Lounge Passenger



STPC Service Information

Stopover Service Information



Booking Reference 8594-9442

Passenger Name 1. KO/TEST


Segment of service provided Brisbane (BNE)/ Seoul (ICN/Incheon)/ Tianjin (TSN)

Type of service HOTEL LAYOVER (Transit Hotel)

Date of service provided 20AUG17

Where to receive the service information

- ▶ Passengers who plan on staying at the transit hotel should proceed to 'Korean Air Transfer Desk' (in front of Immigration B) on the 2nd floor.
- ▶ Passengers who plan on using the Korean Air Prestige Lounge must pass through the security area and enter through the lounge entrance located next to Gate 11.

 [Check the ICN APO Map](#)

Terms and Conditions

- ▶ This notice was sent based on the reservation records at the time of notice, and any subsequent changes in the reservation will limit the use of this service.
- ▶ In case of any changes in the reservation, please contact the place of ticket issuance at least 24 hours prior to departure to request the service for the changed reservation.
- ▶ This service is provided only once during the whole itinerary for a special fare ticket. You are not allowed to change your reservation for the latter part of the segments once the service has been provided.
- ▶ The service may not be provided during Embargo period, so be sure to check with the place of ticket issuance in advance.
- ▶ This service is provided free of charge in accordance with the regulations of Korean Air. Therefore, transfer/refund/exchange of this service is prohibited.
- ▶ This notice is only a reference for passengers and does not give authority over any issues related to this service.
- ▶ The regulations of this service may be revised without prior notice.
- ▶ Passengers who will be transferring at Incheon Airport must verify his/her eligibility to enter Korea in advance.

Information for Transfer Passengers

Transit Hotel or Lounge Service (Located at Incheon Airport)



- Passengers who plan on staying at the transit hotel should proceed to 'Korean Air Transfer Desk' (in front of Immigration B) on the 2nd floor.
- Passengers who plan on using the Korean Air Prestige Lounge must pass through the security area and enter through the lounge entrance located next to Gate 11.



Proceed to Korean Air Transfer Desk on the 2nd floor



Pass through the security area



Arrive at Transit Hotel

► Information Desk Map



* SLIP and ICNKK Desk Information pages may be revised without prior notice.