

## **Jin Air Customer Service Plan to/from United States**

### **1. Offer the lowest fare available**

We offer the lowest fare available to you for the date, flight, and class of service you request through our web site (www.jinair.com), on our telephone reservation system, at airport ticket counters, and at ticket offices in the city.

Upon request, our representatives will identify alternative itineraries if your travel schedule is flexible.

### **2. Notify consumers of delays, cancellations, and diversions**

When flight delays, cancellations or diversions occur, we will make available the most current, accurate information about your flight's status.

We provide real-time flight status information on delays, cancellations, and diversions that are available if you call us via Jin Air Customer Service center (82-1600-6200). In addition, you can check the information on our web site under the **Flight Status** menu. We also consistently provide, through our gate agents and flight crews, timely updates on the status and causes of delayed, cancelled, or diverted flights.

We have installed flight monitoring technology that will improve our capability to track delays and diversions; it also will help us relay information more completely.

We will contact you about cancellations when the event is made known to us using the contact information in your reservation.

### **3. Deliver baggage on time**

It is our intention to deliver your baggage on time. However, in the event that this does not occur, we will strive to return your misplaced baggage within 24 hours.

Notify a Jin Air employee at the airport if you cannot locate your baggage. To check the progress of your bag search, call the regional office where you made your report.

We will attempt to contact owners of unclaimed baggage when a name and address or a telephone number is available. We use scanning technology to identify the location of all unclaimed baggage which helps us to quickly reunite you with your property. Bags that are unclaimed after seven days are sent to our headquarters in Incheon, where continued efforts are made to locate bag owners.

### **4. Provide prompt ticket refunds**

We will issue refunds for eligible domestic and international tickets within seven business days for credit card purchase, and twenty business days for purchases made by cash or check. Requests for refunds may be submitted to Jin Air ticketing office, Jin Air Service center (81-1600-6200) or your travel agent.

### **5. Properly accommodate passengers with disabilities and other special needs, including tarmac delays**

## ● **Passengers with Disabilities and Other Special Needs**

Accommodating the special needs of passengers with disabilities is a top priority for Jin Air. Upon request, we offer such passengers a variety of special services:

- Transportation to, from, and between gates by wheelchair.
- Boarding assistance.
- While in the airport and on the plane, assistance to passengers with visual, auditory, cognitive, or mobility impairments.

To ensure the high quality of these services and protection of customer rights, we designate Complaint Resolution Officials (CROs) in all airports who are responsible for ensuring services provided to our customers with disabilities are properly implemented.

### **6. Meet customers' essential needs during lengthy tarmac delays**

We will provide information regarding the status of a flight if there is an extreme delay after you have boarded or after the plane has landed. If safety and security conditions allow, we also will provide for your essential needs such as food, portable water, operable lavatory facilities, and access to medical treatment. For more information, see Jin Air's [Contingency Plans for Tarmac Delays](#).

### **7. Treat passengers fairly and consistently in the case of oversales**

Occasionally, we may not be able to provide you with a seat on a specific flight even if you hold a ticket and check in on time. This is called an oversale, and it occurs if the number of customers who check in (ready to board) exceeds the number of available seats.

If you voluntarily give up your seat, we provide compensation and transportation on an alternate flight. A notice which explains the obligations and the compensation in an amount determined by Jin Air will be given to you.

If you are involuntarily denied boarding, we also provide compensation and transportation on an alternate flight. A notice which explains the obligations and the compensation in an amount determined by Jin Air will be given to you.

The policies and procedures that we follow ensure you receive fair and consistent treatment if such oversales occur.

### **8. Disclose travel itinerary and other policies that affect your travel**

We will provide you with your travel itinerary and complete information about policies and procedures that affect your travel:

● **Provide aircraft configuration**

You will be able to obtain the information through our reservation and airport agents.

● **Provide important terms including cancellation policies**

Information concerning terms and conditions can be found on our website under **Terms of Use** and **General conditions of carriage** menus.

**9. Notify consumers in a timely manner of changes in itineraries**

We will notify in a timely manner of changes on your flight when there is a change so as not to affect your itineraries. We will contact you about the aircraft or the schedule changes when the event is known, using the contact information you provide us in your reservation

**10. Ensure responsiveness to customer complaints**

We will acknowledge receipt of written customer complaints within 30 days of receipt and will send a substantive response within 60 days of receiving the complaint.

**11. Provide services to mitigate passenger inconveniences resulting from cancellations and misconnects**

If a cancellation occurs, we will attempt to contact you with the contact information you provide in your reservation in order to alleviate any inconvenience you may experience. In addition, we work to confirm you on the next flight we operate that has seats available in the same class of service when rebooking is necessary.

We arrange or provide hotel accommodations at Jin Air contracted facilities, based on availability, if you are required to stay overnight while away from your home or destination due to a delay, misconnect, or cancellation within Jin Air's control.