

Damage relief information for Fly Gangwon air transportation users

Legal grounds

- Article 61 of Aviation Business Act and Article 64 of Enforcement Decree of the Aviation Business Act

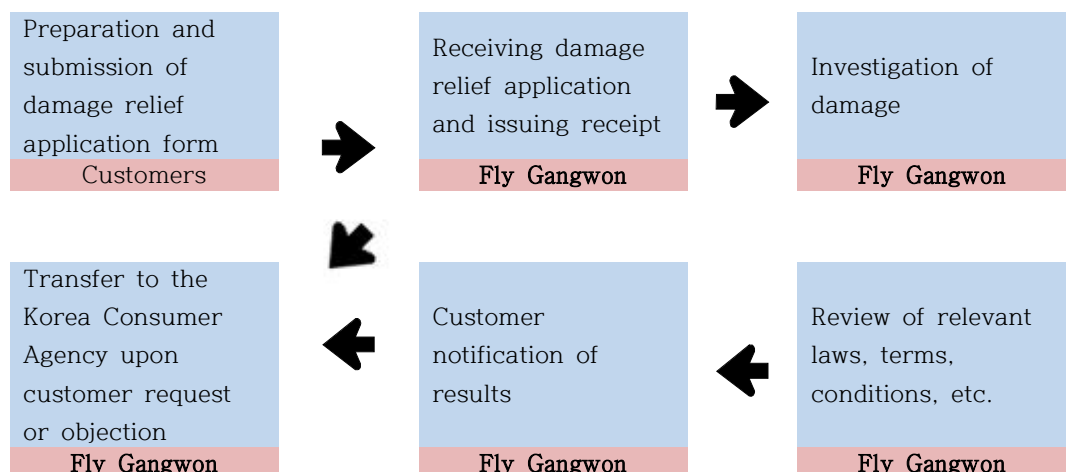
Subjects for damage relief

- Failure or delay of flights by air transportation operators
- Loss or damage of checked baggage
- Overbooking
- Delay of refund for canceled flights
- Boarding denied due to non-provision of relevant information of passenger, flight, etc.
- Difficulties in boarding aircraft due to failure to install movement convenience facilities according to Article 2, Subparagraph 7 of the 'Act on Promotion of the Transportation Convenience of Mobility Disadvantaged Persons'
- * However, damages caused by forces majeure such as weather, aircraft connections, unexpected maintenance or airport operations for safe flights, etc. shall be excluded from subject for damage relief

Installation and operation of damage relief reception desk

- Damage relief application and customer center
 - Mail: 388, Josan-ri, Yangyang-eup, Yangyang-gun, Gangwon-do, Korea (215801), Fly Gangwon, Sales Planning Team
 - In person: Airport branches of Fly Gangwon
 - Email : 4vhelp@flygangwon.com
 - Tel : 1800-7770 (Main Number)
- Processing period: Within 14 days of receiving an application for damage relief
- Notification method of results: Select from telephone, text message, email or mail on the application form
- Objection application method and procedures: In the event that the customer makes an objection after the results are reported to the customer, the airline will transfer the case to the Korea Consumer Agency
- Roles and duties of departments in charge of damage relief
 - Airport branch: Reception of damage relief application
 - Sales Planning Team : Consulting related to reception of damage relief application
 - Cabin Service Team: Reception and processing of damage relief application.

Damage relief handling procedure



* In the event that it is difficult to process the application or when requested by the customer, the airline shall transfer the damage relief application to the Korea Consumer Agency for handling within 14 days of receiving such application pursuant to the Framework Act on Consumers.

항공교통이용자 피해구제 신청서

Interrupted Passenger Claim

접수번호 Receipt Number: _____

성명 Name		생년월일 Birth Date	
연락처 Phone Number		이메일 E-mail Address	
주소 Address			
이용 편명/일자 Flight No. / Date		이용구간 Itinerary	좌석번호 Seat Number
피해유형 Type of claim	<input type="checkbox"/> 운송불이행 및 지연 관련 Flight Cancellation or Delay <input type="checkbox"/> 항공권 초과판매 Denied Boarding <input type="checkbox"/> 위탁수하물 분실/파손 Lost or Damage of Checked Baggage <input type="checkbox"/> 탑승장, 항공편 등 관련정보 미제공으로 인한 탑승 불가 Not Boarded by not Supplying the Relevant Information about Flight, Gate etc. <input type="checkbox"/> 취소항공권의 대금환급지연 Refund Delay of Canceled Ticket <input type="checkbox"/> 사전고지 없이 소멸된 항공마일리지 Mileage Extinction without prior notice <input type="checkbox"/> 항공사 과실로 인한 마일리지 누락 Mileage omission due to Airline's mistake <input type="checkbox"/> 이동편의시설 미설치로 인한 항공기 탑승 장애 Boarding inconvenience due to the lack of facilities * 단, 기상상태, 항공기 접속관계, 안전운항을 위한 예견하지 못한 정비 또는 공항운영 중 천재지변 등의 불가항력적인 사유로 발생한 피해는 구제대상에서 제외됩니다. * You may not apply for this form in the circumstances beyond control such as bad weather, airport condition, aircraft connection problem, unscheduled aircraft maintenance for safety, etc.		
피해내용 Comments			
항공법 제119조의 2 및 항공법 시행규칙 제288조의 2에 의거 위와 같이 피해구제를 신청합니다. In accordance with the Law, I/We hereby file a complaint/claim of deliberate act of negligence as stated above. 20 년(YY) 월(MM) 일(DD) 신청인(Claimant) _____ (서명 Signature)			

<h3 style="margin: 0;">접수확인서 Confirmation Form</h3> <p style="margin: 5px 0;">항공법 제119조의 2 및 항공법 시행규칙 제288조의 2에 의거 위와 같이 신청서를 접수하였음을 확인합니다. In accordance with the Law, I/We confirm receiving of your complain/claim as stated below.</p> <p>접수번호 Receipt Number :</p> <p>접수일자 Receipt Date : 20 년(YY) 월(MM) 일(DD)</p> <p>접수자 Recipient : (성명 Name) _____ (서명 Signature) _____</p>
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