

Updated version in red

Special Ticket Handling in Accordance with the Impact of Coronavirus/COVID19 and Reduced Flights

Dear Travel Partners

Thank you for your continued support of Japan Airlines.

Japan Airlines has implemented special handling for tickets which are affected by flight schedule changes caused by the spread of the Coronavirus.

It is important for agents to remove UN segments when handling these tickets, UN segments can be checked from PNR history later if necessary.

1. Applicable flights

Tickets are valid on JAL (ticket numbers beginning "131") **for flights operated by JAL or by any other airlines**, as follows

- Cancelled flights: flights on/before 31 August, 2020
- **Cancelled flights with flight numbers beginning "JL": Flights on/before 24 October ,2020**
- Reasons other than flight cancellation: on/between 28 February, 2020 – **30 September, 2020.**

*Including tickets issued outside Japan that include Japan domestic sectors only. For example, products such as "Japan Airpass" or "Japan Explorer Pass"

2. Ticket Issue Date

Tickets issued on/before 11 June, 2020

*If the flight is cancelled, there is no ticket issue date restriction.

*If the passenger is subject to immigration restrictions or is forced to isolate after entering the country, there is no ticket issue date restriction.

3. Ticket Handling

Involuntary reservation change or refund will be applicable under the following conditions.

**Please note that if you make a reservation change / refund that does not meet the conditions,
an ADM will be issued.**

To apply for a refund, all tickets must be cancelled prior to departure. 'No-Shows' will automatically lose any right to a refund. If there are extenuating circumstances, please request a refund through BSP Link with code "**WI2001**" and specify the reason for the 'No-Show'. We will then consider case-by-case.

***About changing to an OPEN ticket**

Only this time, it is permitted to change the ticket to an open ticket.

Please contact to agency desk **in English** : er.agencydesk@jal.com

with PNR and ticket number in order to arrange such a change.

***About the deadline for reservation change / refund**

Make sure to make a new reservation and reissue the ticket within one year of the date of issue of the original ticket. If you do not make any changes, please perform a refund within the refund validity period.

*Please be sure to inform the passenger of the validity of reservation change/refund.

*Please note that changes and refunds will not be possible after the above deadline.

*Refund after change is applicable within the limits of this AUTH.

*Change is permitted only once.

◆ Reservation Change

Alternative Date	Until 31 March, 2021 *Itinerary must be completed by 31 March, 2021	
Embargo Date	15 December, 2020 ~ 15 January, 2021	
Alternative Flight Conditions	Not rerouting	Other airline flights may be booked if it is the same carrier as originally booked, regardless of the carrier.
	Rerouting	Only pure JL + AA/BA/AY/IB operated flights may be used.
Booking Class (RBD)	If there is no change in carrier, book the same RBD as originally booked. If there is a change of carrier, book with the RBD as stated in each fare rule.	
Override MIN/MAX STAY	MIN/MAX stay may not be waived. (Exceeding MAX stay is permitted for partially used tickets only)	
Ticket Handling	Please make a reservation with an itinerary that meets the above conditions, and input "SKCHG" at the beginning of the ENDORSEMENT field and WI2001 when reissuing the ticket. ※Fare/Taxes/Fees are to be carried over as per the original ticket.	
Note	Passenger is to request the new date and ticket handling is to be completed by the same day of the year following the applicable ticket issue date.	

◆ Refund

Cancellation Penalty Fee is waived with waiver code.

<p>Before Commencement of Travel</p>	<p>Travel agencies may refund ticket(s) by GDS with waiver code "WI2001" or refund ticket(s) by BSP-Link with waiver code "WI2001" <i>only available when unable by GDS.</i></p> <p>※When the refund reason is that the passenger is restricted from entering/departing a country or will be isolated after entering the country, please keep documentation to prove the immigration restrictions.</p>
<p>After Commencement of Travel</p>	<p>Please apply for a refund by BSP-Link with the waiver code "WI2001"</p> <p>※When the refund reason is that the passenger is restricted from entering/departing a country or will be isolated after entering the country, please attach documentation to prove the immigration restrictions.</p>
<p>Validity of refund</p>	<p><Before commencement of travel></p> <p>One year and 30 days from the original ticket issue date.</p> <p><After commencement of travel></p> <p>One year and 30 days from the beginning date of the journey.</p> <p>(If the ticket is already reissued after departure, refund is applicable 1 year and 30days from the REISSUE date)</p> <p>*However, for tickets reissued under this WI AUTH, one year and 30 days from date of reissue.</p>

If you have any queries, please contact Japan Airline.

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