

October 1, 2020

Special Ticket Handling due to Coronavirus (COVID-19) for Flights to/from/via Japan and Flight Suspension, Decrease in Frequency, and Schedule Change

Dear Travel Partners,

Thank you for your continued support of Japan Airlines.

Japan Airlines has implemented a revised special policy to our travel partners due to COVID-19, for tickets which meet the conditions below. Please be advised that this supersedes any previous special ticket handling policies due to COVID-19.

1. Applicable tickets

- Tickets which are validated on JL (validated on 131 tickets), issued in USA (including Hawaii), Canada, Mexico, & Brazil, and fulfill either one of the following two conditions:
 1. Tickets with confirmed reservations, on flights to/from/via Japan (including JL operated flights and JL marketed flights) between February 28, 2020 and **January 31, 2021**.
 2. **OR** confirmed reservations which became canceled or are affected by a schedule change on/before March 27, 2021.
- Issue date: on or before June 11, 2020
 - Exceptions: canceled flight/flight with schedule change, or for the reason of government restrictions
- International tickets with solely Japan domestic sector(s) (ie. Welcome to Japan fare)
- For group tickets, please contact our group desk at the following e-mail address: ar.groupdesk@jal.com

2. Reservation change policy

- Date Change: Allowed
- Changes to Origin/Destination: Please contact Japan Airlines for instructions
- Number of Ticket Changes: 1
 - (refund after change is allowed)
 - (including tickets already reissued under WI9039/WI9047)
- New Travel Dates: through March 31, 2021 (~~excluding the following dates: December 15, 2020 to January 15, 2021~~)
- Inventory Requirements:
 - For new travel dates on/before **February 20, 2021**, please book in the following order:
 1. The same class of service (RBD) as ticketed
 2. The RBD as stated per the fare rule of the ticket
 3. The lowest booking class in the same cabin is permitted if there is no availability for departures by **February 20, 2021** (JL flights, including JL marketed flights only)
 - For new travel dates between **February 21, 2021** and March 31, 2021, please book in the following order:
 1. The same class of service (RBD) as ticketed
 2. The RBD as stated per the fare rule of the ticket

- Requests to leave ticket OPEN within ticket validity: Must contact Japan Airlines for handling

Involuntary Ticket Reissue in GDS

The new ticket must include the following notation in the Endorsement Box or will be subject to a debit memo.

1. For reasons caused by COVID-19, such as government restrictions imposed upon arriving passengers: **SKCHGWI2001**

2. For reason of "UN" status of flights: **SKCHGJL _ _ _**
[SKCHG affected flight #]

3. Refund policy information

- Refund transaction must be completed:
 - Before commencement of travel: one year from the ticket issue date.
 - After commencement of travel: one year from the beginning date of journey, however for tickets reissued under this special policy, one year from the date of reissue.
- Travel partners may refund ticket(s) through GDS or ARC/BSP.
- Tickets will be refunded to the original form of payment (FOP).
- Cancellation Penalty Fee is waived.

Refund in GDS

**ARC/IAR - Refund Exchange Notice (REN) and/or
BSPLink - Refund Application (RA) Request must reflect:**

Agencies in USA, including Hawaii, processing through ARC:

Please type the following waiver code in the Waiver Code column in the IAR Refund screen: **WI2001**

Agencies in Canada, Mexico, & Brazil processing through BSPLink:

Please type the following waiver code in the "Reason for Refund" column in the Refund Application: **WI2001**

Refer to your respective GDS helpdesk for details & accuracy. Inputting information in the right box and/or location is important in order to avoid ADM.

If you have any questions, please contact Japan Airlines.

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