

May 31, 2019

REVISION TO GUIDELINES FOR FLIGHT IRREGULARITIES

Dear Travel Partners,

Please be advised that effective from June 1, 2019, Japan Airlines will revise our flight irregularity handling in accordance with IATA regulations. This is because handling of INVOLUNTARY and PLANNED SCHEDULE CHANGE has been clearly stated in the IATA Passenger Service Conference Resolutions Manual 735d at the IATA conference held in October, 2018.

1. INVOLUNTARY

The following circumstances shall justify as INVOLUNTARY (hereinafter “INVOL”) reservation and ticketing change.

If the ticket is handled on the day before or on the same day of the original departure date of the flight subjected to the irregularity, with the reasons #(1) - #(5) below:

- (1) a carrier cancels a flight
- (2) a carrier fails to operate a flight reasonably in accordance with schedule
- (3) carrier fails to stop at a point to which the passenger is destined or is ticketed to stop over
- (4) a carrier is unable to provide previously confirmed space
- (5) a carrier causes a passenger to miss a connecting flight on which he/she holds a reservation

Japan Airlines shall be in charge of changing the flights and reissue of the tickets.

2. PLANNED SCHEDULE CHANGE

The following circumstances shall justify a PLANNED SCHEDULE CHANGE (hereinafter “SKCHG”) reservation and ticketing change.

If the ticket is handled 2 days before or earlier than the original departure date of the flight subjected to the irregularity, in accordance with #(1) - #(2) below:

- (1) a change occurs to flight operations registered in the carrier’s schedule, which needs a change in reservation/ticket and information to passengers is required in advance (e.g. departure/arrival time, flight number, booking class, frequency or airport)
- (2) a change in departure/arrival time of a flight which causes passengers to miss a connecting flight.

If it meets above conditions, it will be distinguished from INVOL and will be handled as SKCHG. Please note that it will also be handled as SKCHG if the ticket is handled 2 days before or earlier than the original departure date of the flight subject to the irregularity, even though it meets the conditions of above INVOLUNTARY #(1) - #(5).

Validating travel agency shall be in charge of changing the flights and reissue of the tickets.

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