

Relaxed Fare Regulations Due to COVID-19 [Revision to the Change/Penalty Rule on Certain Fares]

Dear Valued Business Partners,

We understand that the current worldwide COVID-19 pandemic is still unpredictable, so we have been adding flexibility to our fare rules on the change fees (See Penalties) when customers plan their next trip. This is to let you know that the applicable selling period (ticket issue date) has been extended to March 31, 2021. Please be advised that this is not related to our special ticket handling with waiver codes due to COVID-19. This is a temporary change in the fare rules which will be reflected in your GDS.

	Applicable Selling Period	Fare Types	Details of temporary change
Relaxed <u>refund</u> fee for JL/AA Pacific Joint Business fares from North America (except Hawaii) to Asia (except Oceania and India)	August 25, 2020 to September 30, 2020	Published JL/AA Pacific Joint Business fares in the following class of services, except Normal Fares: Business / Premium Economy / Economy	Cancellation fee before departure: USD100.00
Relaxed <u>change</u> fee for JL fares	June 11, 2020 to March 31, 2021	Published JL Fares (Except fares from Japan to New Caledonia, and fares from Indonesia to Japan)	Change fee: Free of charge

Please check the applicability of your fare in GDS.

Sample GDS entries to display the fare rule for penalties

	1A	1S	1P	1V
To display fare	FQDLAXNRT/D01AUG/AJL	FQLAXNRT01AUG-JL	4FLAXNRT01AUG-JL	\$DLAXNRT01AUG*JL
To display penalty rule	FQN1*PE	RD1*16 (Penalty)	4F.R1#PEN	\$V1/16 (Penalty)

(1: Line number from the Fare Display)

For details on our relaxed refund fee - <https://www.jal.co.jp/ar/en/info/travelalerts/200901/>

For details on our relaxed change fee - <https://www.jal.co.jp/jp/en/info/2020/inter/200423/?inbound=ar>

Thank you for your continued support of Japan Airlines.

Fares, fees, rules, and offers are subject to change without notice. Please check your GDS for full details.