

April 7, 2020 (as of 09:30 PT)

## Special Handling for Tickets Affected by Flight Suspensions/Decrease in Frequency

### due to the Novel Coronavirus

**\*\*Title changed from "Refund Policy for Tickets Affected by Flight Suspensions/Decrease in Frequency due to the Novel Coronavirus"\*\***

Dear Travel Partners,

Thank you for your continued support of Japan Airlines.

Japan Airlines has implemented a special policy to our travel partners due to the Coronavirus, for tickets which meet the conditions below.

#### 1. Applicable tickets

- Tickets validated on JL (validated on 131 tickets) and issued in USA (including Hawaii), Canada, Mexico, & Brazil.
- Confirmed reservations which became "UN" status for JL flights between February 4, 2020 and June 30, 2020 (including JL marketed flights)
- 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: After departure only. Please contact Japan Airlines for instructions
- Number of Ticket Changes: 1
- New Travel Dates: thru June 30, 2020
- Inventory Requirements:
  - For new travel dates on/before May 31, 2020, please book the same class of service (RBD) as ticketed (the lowest booking class in the same cabin is permitted on JL flights only, if there is no availability).
  - For new travel dates on/after June 1, 2020, please book the same class of service (RBD) as ticketed.

#### **Involuntary Ticket Reissue in GDS**

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

**SKCHG/JL \_ \_ \_ /ddmmm/citycity**

[SKCHG/affected flight #/original flight date/city pairs of affected flight)

Please contact Japan Airlines for any questions regarding changes to your reservations

**VALID UNTIL APRIL 16, 2020**

## 3. Refund policy information

- 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:
<b>Agencies in USA, including Hawaii, processing through ARC:</b> Please type the following waiver code in the Waiver Code column in the IAR Refund screen: <b>WI9039</b>
<b>Agencies in Canada, Mexico, &amp; Brazil processing through BSPLink:</b> Please type the following waiver code in the "Reason for Refund" column in the Refund Application: <b>WI9039</b>

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.

# VALID UNTIL APRIL 16, 2020

If you have any questions, please free to contact Japan Airlines.