



February 27, 2020

Special Ticket Handling for Possible Affect from the Novel Coronavirus in China

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 which are validated on JL, issued in USA (including Hawaii), Canada, Mexico, & Brazil, and fulfill the following.

- Applicable flights

Tickets with confirmed reservations on JL operated flights to/from Mainland China and Hong Kong (codeshare flights with the following airlines are also included: China Eastern, China Southern, Xiamen, Shanghai, Cathay Pacific, and Dragonair)

- Tickets issued on/before February 27, 2020
- Impacted travel dates: January 24, 2020 to April 20, 2020

*If the customer is Mid-Trip, this restriction does not apply.

VALID UNTIL MARCH 17, 2020

2. 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:
<p>Agencies in USA, including Hawaii, processing through ARC:</p> <p>Please type the following waiver code in the Waiver Code column in the IAR Refund screen: WI9037</p>
<p>Agencies in Canada, Mexico, & Brazil processing through BSPLink:</p> <p>Please type the following waiver code in the "Reason for Refund" column in the Refund Application: WI9037</p>

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.

For changes to your reservation, please contact Japan Airlines.