

March 18, 2020 (as of 15:40 PT)

Special Ticket Handling for Outspread of Novel Coronavirus for Flights to/from/via Japan

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 flights to/from/via Japan (including JL marketed flights and other airline flights on a Japan Airlines ticket stock)
- 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

Boarding between February 28, 2020 and March 19, 2020

*Tickets issued on/before February 28, 2020, inclusive of above eligible flights for reservation change or refund on/after February 29, 2020

Boarding between March 20, 2020 and April 5, 2020

*Tickets issued on/before March 6, 2020, inclusive of above eligible flights for reservation change or refund on/after March 6, 2020

Boarding between April 6, 2020 and April 30, 2020

***For reservation change or refund on/after March 18, 2020**

2. Reservation change policy

- Date Change: Allowed
- Changes to Origin/Destination: Not Allowed
- Number of Ticket Changes: 2nd time or more permitted, or refund after change allowed
- New Travel Dates: February 29, 2020 to June 30, 2020

- Inventory Requirements:
 - For new travel dates on/before April 24, 2020, please book the same class of service (RBD) as ticketed. The lowest booking class in the same cabin is permitted if there is no availability.
 - For new travel dates on/after April 25, 2020, please book the same class of service (RBD) as ticketed.
- Waiver Code: **WI9047**

The new ticket must include this waiver code in the Endorsement Box or will be subject to a debit memo.

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:
Agencies in USA, including Hawaii, processing through ARC: Please type the following waiver code in the Waiver Code column in the IAR Refund screen: WI9047
Agencies in Canada, Mexico, & Brazil processing through BSPLink: Please type the following waiver code in the "Reason for Refund" column in the Refund Application: WI9047

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 free to contact Japan Airlines.