



JAPAN AIRLINES

Special Travel Exception Considerations Related to Santa Rosa Kincaid Wildfire <REVISED>

This important notification is to inform our travel partners of special exception policies available for our mutual customers traveling to/from the cities below.

As of 10/28/2019 08:01 AM Pacific Time

As if 10/30/2019 05:44 AM Pacific Time

| Special Travel Exceptions Considerations | |
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| Affected Airports: | STS |
| Tickets Issued On/Before: | 28OCT19 |
| Agency POS | US and CA |
| Impacted Travel Dates: | 28OCT19 - 03NOV19 |
| New Travel Dates: | 28OCT19 - 08NOV19 |
| Reissuance of Tickets On/Before | Same day changes are made |
| Inventory Requirements: | Lowest Inventory - Same Cabin |
| Waiver Code and Endorsement Box Requirements: | TN/1028 STS WILDFIRE Above Waiver Code is the only required verbiage in the Endorsement Box and supersedes all other information |
| Changes to Origin/Destination: | Yes-150mile radius |
| Changes to Stopover City: | Not Allowed |
| Changes to Connecting City: | Allowed |
| Number of Ticket Changes | 1 |
| Refund Eligibility: | Not allowed *If flight is canceled, please process refund as involuamntary. |

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| Travel to/from/through on Japan Airlines and JB Operated and Marketed Flights: | Japan Airlines (JL/JL*AA) American Airlines (AA/AA*JL) |
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