



NEWS from JAL  
01APR2020  
UK / IE / IT / TR / DE / NL

## AGENTS BULLETIN LATEST COVID-19 UPDATE Flight Operations & Special Refund Handling

Dear Japan Airlines Partner Agency

Thank you for your continued support. Please be assured that JAL continues to fully support our business partners and customers around the world.

\*NEW\* Additional suspensions on 3rd, 4th, 6th, and 8th April 2020 for JL044 LHR-TYO.

### **(1) FLIGHT OPERATIONS**

We are still flying, but have had to re-schedule much of our network in line with the dramatic drop in demand and travel restrictions that have been put in place to curb the spread of COVID-19. For the latest information on affected JAL international and domestic operated flights, please [click here](#).

The situation for Europe - Japan routes is as below:

ROUTE	Flight No.	Detail
London-Tokyo (LHR-HND)	JL043/044	<b>JL043 to London:</b> Daily service continues. <b>JL044 to Tokyo:</b> Suspended 3, 4, 6, 8 Apr 2020.
London-Tokyo (LHR-HND)	JL041/042	Suspended 26 Mar - 23 Apr 2020

- \* Passengers booked on JL041/042 will be offered seats on JL043/044.
- \* Paris-Tokyo, Frankfurt-Tokyo, Helsinki-Tokyo routes are all suspended until 23rd April 2020.
- \* Moscow-Tokyo is suspended until 29th April 2020.

### **(2) JAPAN VISA & QUARANTINE REGULATIONS**

Please [click here](#) to check the current visa and quarantine regulations issued by the Ministry of Foreign Affairs of Japan (MOFA).

### **(3) SPECIAL REFUND HANDLING**

Regarding JAL policy for refunds, please note the information below regarding special ticket handling of suspended & non-suspended flights.

#### **SUSPENDED FLIGHTS**

##### **[a] Applicable Tickets**

Tickets are valid on JAL (ticket numbers beginning '131') for suspended flights to Japan which were marketed by and due to be operated by JAL (if codeshare flights are cancelled please apply through BSP Link with "flight cancellation" as the reason in remarks). For the latest JAL operated flight suspensions, please [click here](#).

##### **[b] Refund Policy Information**

Cancellation penalty fee is waived with the following waiver code:

<Before Commencement Of Travel>

Travel agencies may refund tickets by BSP Link Direct Refund (Automated Refund) or refund by GDS. Please enter the authorisation number "**WI9039**".

<After Commencement Of Travel>

Please apply for a partial involuntary refund with the authorisation number "**WI9039**" through your BSP Link.

**NON-SUSPENDED FLIGHTS**

**[a] Applicable Tickets**

Tickets are valid on JAL (ticket numbers beginning '131') for flights to Japan operated either by JAL or by our codeshare partners and which meet the following conditions:

<Flights>

Tickets with confirmed reservations on international flights to / from airports in Japan (domestic flights only included if issued with international flights).

<Dates>

- (i) If the passenger is subject to immigration restriction or has to be isolated for quarantine reasons, then there is no limitation of ticket issue date.
- (ii) Otherwise, please note the following date limits.
  - If issued on / before 28th February 2020, for flight onboard dates from 28th February 2020 to 19th March 2020.
  - If issued on / before 6th March 2020, for flight onboard dates from 20th March 2020 to 5th April 2020.
  - If issued on any date, for flight onboard dates from 6th April 2020 to 30th April 2020.

**[b] Refund Policy Information**

Cancellation penalty fee is waived with the following waiver code:

<Before Commencement Of Travel>

Travel agencies may refund tickets by BSP Link Direct Refund (Automated Refund) or refund by GDS (not Automated Refund). Please enter the authorisation number "**WI9047**" ("**WI9037**" & "**WI9046**" are no longer valid).

When the refund reason is the passenger has a restriction on entering / departing a country or will be isolated after entering the country, please keep the document which is the proof of immigration restrictions on your files.

<After Commencement Of Travel>

Please apply for a partial involuntary refund with the authorisation number "**WI9047**" through your BSP Link ("**WI9037**" & "**WI9046**" are no longer valid).

When the refund reason is the passenger has a restriction on entering / departing a country or will be isolated after entering the country, please attach the document which is the proof of immigration restrictions.

**(4) DATE CHANGES**

For date changes to the above Applicable Tickets or any other queries please contact Japan Airlines as below.

**(5) CONTACT DETAILS**

Please note that we are currently experiencing a very high volume of calls. For more COVID-19 information, please [click here](#).

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We appreciate your understanding and cooperation.  
Japan Airlines