

AGENTS BULLETIN LATEST COVID-19 UPDATE Flight Operations & Special Ticket 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 Please check the wording below when applying the waiver code "**WI2001**" (this is a dedicated code for any reservation change or refund of tickets which have been affected by COVID-19, it replaces previous codes "WI9039" and "WI9047").

(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	MAY: Operates Mon, Wed, Fri, Sat from 1st to 31st May 2020. JUNE: JL043 operates Mon, Wed, Fri and JL044 operates Wed, Fri, Sun from 1st to 30th June 2020.
London-Tokyo (LHR-HND)	JL041/042	Suspended until 30th June 2020

* Passengers booked on JL041/042 will be offered seats on JL043/044.

* Paris-Tokyo, Frankfurt-Tokyo, Helsinki-Tokyo, Moscow - Tokyo routes are all suspended until 30th June 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 TICKET HANDLING

Please note the information below regarding special ticket handling of suspended & non-suspended flights.

[a] Applicable Tickets

Tickets are valid on JAL (ticket numbers beginning '131') for flights operated by JAL or by any other airline, as follows:

- Suspended flights on / before 1st July 2020.
- Non-suspended flights on / between 28th February 2020 and 30th June 2020.

(Domestic flights only included if issued with international flights).

[b] Issue Date

Tickets issued on / before 8th May 2020.

(Issue date does not matter if the flight is suspended).

(Issue date does not matter if passengers on the flight will be subject to immigration restrictions or forced to isolate themselves after entering the country).

[c] Ticket Handling Procedure

Involuntary reservation change or refund will be applicable for the conditions described in the tables below.

Please note that if you make a reservation change / refund that does not meet the conditions outlined, an ADM will be issued even if reissued / refunded using the code "**WI2001**".

Please cancel the original flight before the departure time.

At this time only, it is permitted for tickets to be changed to an open ticket. Agents must contact JAL in order to arrange such a change (please see the contact details at the bottom of this Bulletin).

If changing the booking, please make a new booking, and reissue it within one year from the date of ticket issuance.

If refunding the booking, please refund by the refund validity.

Please be sure to inform the passenger(s) of the validity of reservation change / refund.

Please note that changes and refunds will not be possible after the above deadline.

Only one change is permitted. Therefore, if a ticket has been changed once to dates which are no longer convenient then no further change is allowed and the only option is refund with waiver code.

RESERVATION CHANGE:

Reservation Change Penalty Fee is waived with waiver code.

Alternative Date	All travel must be completed up to and including 31st March 2021.	
Embargo Dates	- 21st July 2020 to 31st August 2020. - 15th December 2020 to 15th January 2021.	
Alternative Flight Conditions	Not Rerouting	Regardless of the carrier, other airlines' flights may be booked as long as they are the same carriers as those used in the original booking.
	Rerouting	Only JL operated flights and AA / BA / AY / IB operated flights may be used.
Booking Class (RBD)	Cases with no change in carrier: Book with the same RBD as original.	

	<p><u>Cases with a change in carrier:</u></p> <p>Book with the RBD as stated in each fare rule.</p>
Override MIN / MAX STAY	<p>MIN / MAX STAY may not be waived.</p> <p>(Exceeding MAX STAY is only permitted for partially used tickets.)</p>
Ticket Handling	<p>Please make a reservation with an itinerary that meets the above conditions, Input "SKCHG" at the beginning of the ENDORSEMENT field and "WI2001" when reissuing the ticket.</p> <p>Fare / TAX / FEE are to be kept the same as on the original ticket.</p>
Note	The ticket handling must be completed within one year of the original ticketing date.

REFUND:

Cancellation Penalty Fee is waived with waiver code.

	<u>Before Commencement Of Travel</u>	<u>After Commencement Of Travel</u>
<u>GDS - Manual Refund</u>	recommended	n/a
<u>GDS - Auto Refund</u>	n/a	n/a
<u>BSP Link - Refund Application</u>	available	available
<p><u>Also:</u></p> <p>When refund reason is a restriction on entering / departing a country (or a requirement for quarantine after entering a country).</p>	Please keep on your files document proof of immigration restrictions.	Please attach document proof of immigration restrictions.
	<u>Before Commencement Of Travel</u>	<u>After Commencement Of Travel</u>
<u>Validity Of Refund</u>	1 year and 30 days from the ticket issue date.	1 year and 30 days either from the ticket issue date or from the beginning date of the journey or from the re-issue date, whichever is later.