



NEWS from JAL
09OCT2020
UK / IE / IT / TR / DE / NL

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 Flight Schedule: Please note the dates JAL will be flying in November, December, and January.

IMPORTANT Agents must remove all UN segments & any unnecessary TK segments when handling these tickets. UN & TK segments can be checked from PNR history later if necessary.

(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	<u>OCT & NOV & DEC & JAN:</u> JL043 and JL044 operate Mon, Tue, Thu, Fri, Sun <u>Additional Flights in DEC & JAN:</u> JL043 and JL044 operate 16th, 19th, 23rd, 26th, 30th December and 2nd, 6th, 9th January.
London-Tokyo (LHR-HND)	JL041/042	<u>OCT, NOV, DEC, JAN:</u> Suspended.
Paris-Tokyo (CDG-HND)	JL045/046	<u>OCT:</u> JL045 and JL046 operate Tue, Wed, Fri, Sun. <u>NOV & DEC:</u> JL045 and JL046 operate Tue, Fri, Sat, Sun. <u>Additional Flights in DEC:</u> JL045 and JL046 operate 16th, 23rd, 30th December. <u>JAN:</u> JL045 and JL046 operate Tue, Wed, Fri, Sun.

Frankfurt-Tokyo (FRA-NRT)	JL407/408	<u>OCT & NOV & DEC & JAN:</u> JL407 and JL408 operate Wed, Fri, Sun.
Helsinki-Tokyo (HEL-HND)	JL047/048	<u>OCT & NOV & DEC & JAN:</u> JL047 operates Tue, Thu, Sun and JL048 operates Tue, Fri, Sun <u>Additional Flights in DEC & JAN:</u> JL048 operates 19th December. JL047 and JL048 operate 23rd December and 6th January
Moscow-Tokyo (SVO-HND) (evacuation flights are operated, but route launch is delayed.)	JL047: (Departure) Moscow (Arrival) Helsinki JL048: (Departure) Helsinki (Arrival) Haneda	<u>OCT:</u> 9th and 23rd October. <u>NOV:</u> 6th and 20th November. <u>DEC:</u> 4th, 18th, 25th December. <u>JAN:</u> 1st, 8th, 15th, 29th January.
Tokyo-Moscow (HND-SVO) (evacuation flights are operated, but route launch is delayed.)	JL049 (Departure) Haneda (Arrival) Moscow	<u>OCT:</u> 9th and 23rd October. <u>NOV:</u> 6th and 20th November. <u>DEC:</u> 4th, 18th, 25th December. <u>JAN:</u> 1st, 8th, 15th, 29th January.

* Currently when entering Russia, if you are a foreign national, Immigration restrictions are imposed except people who hold diplomatic and official passports.

JL047 is only available for same-day transfers to JL048.

Some of these flights will not be on sale until Friday 9th October.

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

* LHR Terminal 3 has been closed and flights are being operated at LHR Terminal 5 until further notice. For more information, please see: "JAL Agents Bulletin ALL010-20-v2_24JUL20"

* FRA Terminal 2 has been closed and flights are being operated at FRA Terminal 1 until further notice. For more information, please see: "JAL Agents Bulletin DE003-20_17JUN20"

(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

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

- If no operated flight (due to cancellation or schedule change) on / before 27th March 2021.
- If operated flight on / between 28th February 2020 and 31st January 2021.

(Tickets with Japan Domestic sectors are only included if issued outside Japan. For example, products such as "Japan Airpass" or "Japan Explorer Pass").

[b] Issue Date

Tickets issued on / before 11th June 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**".

- To apply for a refund, all tickets must be cancelled prior to departure. 'No-Shows' will automatically lose any right to a refund. If there are extenuating circumstances, please request a refund through BSP Link with code "**WI2001**" and specify the reason for the 'No-Show'. We will then consider case-by-case.

- 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 (or within one year from the date of reissue for reissued tickets).

- If refunding the booking, please refund before the refund validity date.

- Please be sure to inform the passenger(s) of the validity of reservation change / refund and note that changes and refunds will not be possible after this deadline.

- Only one change is permitted with waiver code "**WI2001**".

- Refund after change is permitted with waiver code "**WI2001**".

- Applicable waiver code must be entered in "endorsement" field (for reservation change) or "waiver code" (for refund). Please do not input in "remarks" or "free text area". ADM will be raised if waiver code is not input correctly.

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	n/a	
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)	If there is no change in carrier, book with the same RBD as original.	
	If there is a change of carrier, book with the RBD as stated in each fare rule.	
Override MIN / MAX STAY	MIN / MAX STAY may not be waived. (Exceeding MAX STAY is only permitted for partially used tickets.)	
Ticket Handling	Please make a reservation with an itinerary that meets the above conditions, Input "SKCHG" at the beginning of the ENDORSEMENT field and "W12001" when reissuing the ticket. Fare / TAX / FEE are to be kept the same as on the original ticket.	
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>	only available when unable by GDS	available
<p><u>Also:</u> 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 beginning date of the journey or from the re-issue date, whichever is later.

