

**AGENT NEWS****Special Handling Procedures due to outbreak of New – type Coronavirus**

Please be advised of special handling procedure due to outbreak of New-type Coronavirus

**Applicable Tickets**

ANA – 205 plate

**Applicable condition for special handling**

Flights (to/from)	Date of ticket issue (on/before)	Original departure date (from)	Original departure date (to)	Change / Refund	Change of travel date
Mainland China (other than HKG/MFM)	09-Feb-21	24-Jan-20	30-Jun-21	Applicable	Until 30-Oct-21 *1
HKG/MFM		30-Jan-20			
Other including JP domestic flights		26-Feb-20			

\*1 Travel has to be completed by 30-Oct-21

**Refund**

Full refund is applicable, please use Waiver Code – **WCN001**  
(failure to enter waiver code might result in ADM being issued)

**Changes**

- Only one change permitted
- Change of origin/destination not permitted
- Rerouting – permitted only in case of change from indirect to direct NH flight
- Change of RBD not permitted
- Reissue has to be done by ANA, please contact ANA Reservation Centre on **0808 234 6842**
- Please follow Published Fare Rules if less restrictive than the rules above

**Please refer to the website regarding the border measures and restrictions**

<https://www.ana.co.jp/en/jp/topics/notice200501>