



JAPAN AIRLINES



JAL Agents Bulletin COVID19_12APR2021

Latest COVID-19 Update

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

Special ticket handling has been updated

There are now "Stricter countermeasures to prevent spread of COVID-19 from targeting some prefectures by Japanese government".

Please see below 'NEW' in section (3) SPECIAL TICKET HANDLING [a] Applicable Tickets for more details.

IMPORTANT

Notice to all passengers entering Japan:

Please remind passengers about possession of a valid inspection certificate to enter Japan, as unfortunately we have cases reported where we had to deny boarding due to incomplete test certificates. The details of Entry Restrictions and Quarantine Measures can be found on JAL web site or please [click](#) here.

ADMs will be issued for the following cases:

- Misuse of waiver code.
- Missing waiver code.
- Incorrect waiver code input.
- Not removing unnecessary segments such as UN, TK.
- No-show cases.
- Refund beyond valid period.

For more details, please see below.

How to enter Waiver Code:

Please refer to the Agents Bulletin entitled " **Waiver Code WI2001: Correct Input Field For Each GDS** " (dated 10th February 2021).

Refund using Waiver Code " **WI2001** " or " **WI2041** ":

Refunds before commencement of travel must be done with GDS Manual Refund (except if agent is unable to process GDS Manual Refund, then agent is allowed to use BSP Refund Application).

(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. To see the latest details, please use the links below:

[For information on all JAL international and domestic operated flights](#)

[For changes on the Europe Route Network for Departure in April 2021](#)

[For changes on the Europe Route Network for Departure in May 2021](#)

[For changes on the Europe Route Network for Departure in June 2021](#)

[For changes on the Europe Route Network for Departure in July 2021](#)

[For changes on the Europe Route Network for Departure in August 2021](#)

[For changes on the Europe Route Network for Departure in September 2021](#)

(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:

- ***NEW*** "Stricter countermeasures to prevent spread of COVID-19 for targeting some prefectures by Japanese government" has been issued.

For tickets including some airports, depending on the dates we may apply special handling. Please contact er.agencydesk@jal.com for details.

" WI2001 "

- If no operated flight (due to cancellation or schedule change) on / before 16th April 2021.
- If operated flight on / between 28th February 2020 and 16th April 2021.
- Flights from 8th January to 21st March 2021 for flights where the itinerary includes an airport in Japan. (Tickets with Japan Domestic sectors are only included if issued outside Japan. For example, products such as "Japan Airpass" or "Okinawa Island Pass").

" WI2041 "

- If no operated flight (due to cancellation or schedule change) from 16th April 2021 to 30th October 2021.
- If operated flight from 16th April 2021 to 30th October 2021 and passengers on the flight will be subject to immigration restrictions or forced to isolate themselves after entering the country. However, this will only be applicable if such restrictions are in place within 2 months before the reserved boarding date. (Tickets with Japan Domestic sectors are only included if issued outside Japan. For example, products such as "Japan Airpass" or "Okinawa Island Pass").

[b] Applicable Issue Dates

" WI2001 "

- Tickets issued on / before 11th June 2020.
(Issue date does not matter if the flight is suspended or if time schedule is changed).
(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).
- Tickets issued on / before 5th March 2021 for flights where the itinerary includes an airport in Japan from 8th January 2021 to 21st March 2021.
(Issue date does not matter if there is a related school closure or curfew).

" WI2041 "

- No restrictions.

[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** " or " **WI2041** " .
- 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** " or " **WI2041** " 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 with code " **WI2001** " . Agents must contact JAL in order to arrange such a change (please see the contact details at the bottom of this Bulletin). However, it is not permitted to change the ticket to an open ticket with code " **WI2041** " .
- 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** " or " **WI2041** " .
- Refund after change is permitted with waiver code " **WI2001** " or " **WI2041** " .
- Any 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.
- Please refer to the Agents Bulletin entitled " **Waiver Code WI2001: Correct Input Field For Each GDS** " (dated 10th February 2021). ADM will be raised if waiver code is not input correctly.

RESERVATION CHANGE:

Reservation Change Penalty Fee is waived with waiver code.

Alternative Date	" WI2001 " All travel must be completed up to and including 10th July 2021. " WI2041 " All travel must be completed up to and including 10th November 2021.	
Embargo Dates	" WI2001 " n/a " WI2041 " 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 originally booked. 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 " WI2001 " or " WI2041 " 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 "**WI2001**" or "**WI2041**" .

	<u>Before Commencement Of Travel</u>	<u>After Commencement Of Travel</u>
<u>GDS - Manual Refund</u>	mandatory	n/a
<u>GDS - Auto Refund</u>	n/a	n/a
<u>BSP Link - Refund Application</u>	only available when unable by GDS	available
<u>Also :</u> When refund reason is a restriction on entering / departing a country (or a requirement for quarantine after entering a country).	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.