

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
An itinerary that includes ANA flights from/to Japan or within Japan on unused sectors (including ANA marketing flights)	12-May -21	26-Feb-20	30-Sep-21	Applicable	Until 23-Dec-21*

* Travel has to be completed by 23-Dec-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>