



JAPAN AIRLINES



JAL Agents Bulletin COVID19_18FEB2022

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

The flight operation information related to Europe has been updated.
Please click the links in section (1) FLIGHT OPERATIONS below for more details

NEW

Applicable tickets for the special ticket handling has been updated.
Please see ' ***UPDATED*** ' in section (3) SPECIAL TICKET HANDLING below for more details.

IMPORTANT REMINDER

Notice to all passengers entering Japan:
Please remind passengers about the necessity of obtaining an eligible covid test certificate for entry to Japan, as unfortunately we are still encountering cases on a daily basis where we are having to deny boarding due to incorrect test certificates. The details of Entry Restrictions and Quarantine Measures can be found on the [JAL web site](#) or please [click here](#) .

(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 February 2022](#)
[For changes on the Europe Route Network for Departure in March 2022](#)
[For changes on the Europe Route Network for Departure in April 2022](#)
[For changes on the Europe Route Network for Departure in May 2022](#)

(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

UPDATED

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:

- ① Waiver code: WI2001
Flights: on/before 16APR21.
Issue: The date information is on JAL Agency Web, please see the Ticket Handling Procedure on the below link.
- ② Waiver Code: WI2041
Flights: on/between 16APR21 and 09FEB22.
Issue: The date information is on JAL Agency Web, please see the Ticket Handling Procedure on the below link.
- ③ Waiver Code: RTC1644
Flights: on/between 10FEB22 and 29OCT22.
Issue: no restrictions in cases of cancelled flights; and in cases of schedule changed flights; and in cases where the Departure/Arrival airports are subject to the declaration of a state of emergency in Japan or stricter countermeasures to prevent spread of Covid-19. For example, if the passenger is subject to immigration restrictions or is forced to isolate him/herself after entering the country. This is applicable when requested within 2 months from the departure date. See Ticket Handling Procedure below for link.

[b] Ticket Handling Procedure

JAL Covid-19 special handling chart is now available on JAL Agency Web to check if the concerned tickets are applicable for 'JAL Covid-19 Special Handling' of involuntary change/refund.

Please [click here](#) for the chart, waiver code, and for the ticket handling procedure of JAL Covid-19 involuntary change/refund.

If you have not registered to access JAL Agency Web yet, please register from [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.

'JAL AGENCY WEB' HAS BEEN LAUNCHED

The latest information about our products and services can be checked on 'JAL AGENCY WEB'. Please register to access from [here](#).

CONTACT DETAILS

Agents in European countries (other than Ireland)

Email for non-group travel: er.agencydesk@jal.com

Email for group travel: er.groupdesk@jal.com

Open 09:00 to 17:30 (UK time) / Mon - Fri.

(except Christmas Day, New Year Day & public holidays)

Tel: Please click [here](#) to find the telephone number for your country.

Dial the appropriate number and then press "9" while listening to subsequent option guidance.

Open 10:00 to 12:00 and 13:00 to 15:30 (UK time) / Mon - Fri.

(except Christmas Day, New Year Day & public holidays)

Agents in Ireland

Email: jal.ie@aviareps.com

Tel: 01-661-07-49 (English language only)

Open 09:00 to 17:30 (UK time) / Mon - Fri.

(except Christmas Day, New Year Day & public holidays)

We appreciate your kind support.

Japan Airlines



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