

JAL Covid-19 Special Handling

- **Applicable Tickets**

Itineraries including unused sectors and tickets validated on JAL (ticket numbers beginning '131')

Applicable Flights : Itineraries including a flight which is subject to cancellation or schedule change. This applies for flight dates up to and including 29OCT2022.

Other Applicable Flights : 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 applies for flight dates up to and including 29OCT2022 and is applicable when requested within 2 months from the departure date.

- **Ticket Issue Date**

Issue date does not matter.

- **Ticket Handling Procedure**

Involuntary reservation change or refund will be applicable under the following conditions.

Please note that if you make a reservation change / refund that does not meet the conditions, an ADM will be issued.

Covid-19 Involuntary Change Procedure

- [RTC1644: For applicable tickets including flights between 10FEB22 and 14APR22](#)
- [RTC1678: For applicable tickets including flights between 15APR22 and 29OCT22 \(PDF\)](#)

Covid-19 Involuntary Refund Procedure

- [For all applicable tickets](#)

Update History

Mon, 23rd May 2022