ANA schedule change policy 14/07/2022

Please refer to the following our rebooking procedure for ticketed bookings in case of schedule change:

**[Refund]** Before and after commencement of travel - Full refund on the totally unused tickets can be applied through GDS with Waiver Code - **WITSKC**. - For partially used tickets please raise RA in BSP

\* Please note that we do not accept refund on No-Show case.

Please make sure to cancel unwanted flight segments before departure to avoid No-Show. **[Reissue]** (1) **Only on this occasion**, ANA allows travel agency to process Involuntary reissue when the ticket meets all of the following conditions. - Totally unused ANA205 ticket

- The itinerary after change meets all of the following conditions.

\* The alternate flight’s carrier has no change (The flight number is the same carrier flight number).

\* Route has no change (Change between the multi airport by NH flights is possible)

\* **Booking class has no change**

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Ticket Handling: Reissue for all unused sectors. Endorsement: Input “**SKCHG**” in the first five digits and the flight information followed by **WITSKC**. (eg.) **SKCHG** NH212/10MAR LHRHND **WITSKC** Ticket information: Take over all the information in the original ticket

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\* Involuntary reissue can be processed only once.

Further changes are subject to fare rules.

\* Please note it will be subject to ADM being raised if the reissued E-ticket shows the following:

* Booking class/Carrier/Route are changed from the original ticket.
* Incorrect waiver code is used

(2) Other cases which don't meet the condition as (1) --- eg; in case it is not possible to find the alternative flight(s) etc.

Please contact ANA Reservation centre.