

Latest Waiver Code 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.

Please note the updates highlighted in red below:

※ Please use authorization number **RTC1720** if the reduced flights and schedule change are **on and before 25Mar2023**.

※ Please use authorization number **RTC1757** if the reduced flights and schedule change are **on and after 26Mar2023**.

[1] Applicable flights for RTC1757

Itineraries including unused sector(s) and tickets validated on JL(131), and in case of change, the changing flight should correspond to the following.

- Canceled flights and schedule changed flights (26Mar2023 - 28Oct2023).
- Any applicable flight is included in the Change/Refund sector.
- Including tickets for Japan domestic sectors, if issued with international sector(s).

[2] Ticket Issue Date

No restrictions

[3] Ticket Handling

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****

- You must cancel the original flight before departure time.
- Regarding the deadline for reservation change/refund, you must make a new reservation and reissue the ticket within one year of the date of issue of the original ticket. If you do not make any changes, please perform a refund within the refund validity period.
- You must be sure to inform the passenger of the validity of reservation change/refund.
- Changes and refunds will not be possible after the above deadline.
- Refund after change is applicable with this AUTH.
- Change is permitted only once.

Reservation Change

Alternative Date	<u>Guam route :</u> ORG FLT : 26Mar2023-14Jul2023 ... Flights until 31Aug2023 except Embargo. *Only the same RBD is permitted. ORG FLT : 15Jul2023-28Oct2023 ... Only within 7 days before / after the ORG flight, except Embargo. <u>Other than Guam route :</u> Only within 7 days before / after the ORG flight, except Embargo.		
Embargo	Permitted only if original dates are within the embargo period. Permitted to use alternate flight within embargo dates if reaccommodated by JL. Japan ⇔ Honolulu 28Apr2023-06May2023 / 09Aug2023-19Aug2023 Japan ⇔ Guam 01Aug2023-16Aug2023		
Alternative Flight Conditions			
Priority	Alternative FLT		
	<u>Carrier</u>	<u>Portion</u>	<u>RBD</u>
1	Same (Same as original flight in both operation and sales)	Same	Same
2	OW FLT (Include PURE JL, JL*/OW, OW*/JL)	Rerouting permitted	Same RBD within same cabin
3	Route, participating carriers and RBD specified by the fare rule ✕The change between the direct fare and non-direct fare is permitted.		
Japan Domestic Flights Booking Class (RBD)	• <u>Reservation/Ticketing on/before 05Jul2021 and Onboard day 01Jul2022 ~ :</u> Applicable "RBD:F/J/Y" when arranging for Japan domestic flights. Follow usual rules for JL*/GK. • <u>Reservation/Ticketing on/after 06Jul2021 and Onboard day 01Jul2022 ~ :</u> Applicable same RBD as INTR alternative flight when arranging for Japan domestic flights. If no available for same RBD, applicable "RBD:F/J/Y". Follow usual rules for JL*/GK.		
MIN/MAX STAY	MIN/MAX stay may not be waived. (Exceeding MAX stay is permitted for partially used tickets only.)		
Ticket Handling	Please make a reservation with an itinerary that meets the above conditions, and input " INVOL " at the beginning of the ENDORSEMENT field and RTC1757 when reissuing the ticket. ✕Fare/Taxes/Fees are to be carried over as per the original ticket.		
Note	Passenger is to request the new date and ticket handling is to be completed by the same day of the year following the applicable ticket issue date.		

Refund

Cancellation Penalty Fee is waived with Waiver Code.

Before Commencement of Travel	Travel agencies may refund ticket(s) by BSP Link Direct Refund (Automated Refund) or refund by GDS with waiver code "RTC1757" Only 1A(Amadeus) is permitted to use the GDS auto refund function.
After Commencement of Travel	Please apply for a refund to Japan Airlines by BSP Link with the waiver code "RTC1757"
Validity of refund	<u><Before commencement of travel></u> One year and 30 days from the original ticket issue date. <u><After commencement of travel></u> One year and 30 days from the beginning date of the journey. (If the ticket is already reissued after departure, refund is applicable 1 year and 30days from the REISSUE date)

If you have any queries such as about Alternative Flight choosing, please see the contact details at the end of this bulletin.

EXTRA NOTE: FLIGHT OPERATIONS

You can check scheduled flight operations, please [click here](#) for details.

EXTRA NOTE: 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).

The details of Entry Restrictions and Quarantine Measures can be found on the [JAL web site](#) .

EXTRA NOTE: 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 go to this website: <https://jal.jalagency.com/>

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

Email opening hours: 09:00 - 17:30 (UK time) / Monday to Friday

Email closed: Christmas Day, New Years Day & other UK public holidays

Telephone: Dial the appropriate number and you will hear some option guidance. Press "9" while listening in order to avoid joining the main queue of calls. The list of numbers **here** is for the general public *so you must press "9"* to access the Agency Desk helpline.

Telephone opening hours: Open 10:00 - 12:00 *and* 13:00 - 15:30 (UK time) / Monday to Friday

Telephone closed: Christmas Day, New Years Day & other public holidays

Agents in Ireland

Email: jal.ie@aviareps.com

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

Opening hours: 09:00 - 17:30 (UK time) / Mon - Fri.

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

We appreciate your kind support.