



#5885 FW: JAL Agents Bulletin: Partial Change in Groups Booking Policy

Submitted

13 June 2023 at 12:59

Received via

Mail

Requester

Travel Innovation Group - Fares <fares@travelinnovationgroup.com>

Ticket status

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Group

C: Fares

Type

Question

Assignee

Vanessa Covolam

Status category

Open

Ticket status

Open

Priority

Normal

Travel Innovation Group - Fares 13 June 2023 at 12:59

Please add to weekly update, update CRM

From: Japan Airlines <noreply@jal.com>**Sent:** Tuesday, June 13, 2023 1:13 PM**To:** Travel Innovation Group - Fares <Fares@TravelInnovationGroup.com>**Subject:** JAL Agents Bulletin: Partial Change in Groups Booking Policy

Sent to groups department TH



JAL Agents Bulletin ALL005-23_13JUN2023

Partial Change in Groups Booking Policy

Dear Japan Airlines Partner Agency,

Thank you for your continued support. Please note that Japan Airlines (JAL) has revised its Groups Booking Policy valid from 1st June 2023 until further notice.

Details are as follows, from 1st June 2023 quotations for Group travel are limited to 10 or more passengers flying on the same flights and in the same class. If alterations are necessary after booking, it

is possible to split the booking so passengers can use different flights and different classes for their return journey only.

Please see some examples of possible Group bookings below:

[1] If initial booking is Y-30 and C-5.

Then Y-30 can be booked as Group and C-5 should be booked as INDV.

[2] If initial booking is Y-35, this can be booked as a Group.

If 5 passengers need to deviate and take a different flight on the return journey.

Then the PNR can be split to Y-30 and Y-5.

[3] If initial booking is Y-35, this can be booked as a Group.

If 5 passengers need to deviate and take a different flight on the return journey and want to travel C-class.

Then the PNR can be split to Y-30 and C-5.

If you have any queries, please send by email to 'er.groupdesk@jal.com'.

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CONTACT DETAILS

Agents in European countries (other than Belgium, France, Switzerland and 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 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 below is for the general public *so you must press "9"* to access the Agency Desk helpline.

<https://www.jal.co.jp/jp/en/information/branch/er/>

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 UK public holidays

Agents in Ireland

Email: jal.ie@aviareps.com

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

Open 09:00 - 17:30 (UK time) / Monday to Friday.

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

We appreciate your kind support.

Japan Airlines



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