



JAL Agents Bulletin WAIVER CODE\_17AUG2023

## 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.

This is to inform you about new special ticket handling for the reduced flights and schedule change of FY23 Winter schedule (29th October 2023 ~ 30th March 2024).

**\*\*Please note the difference between RTC1757 and RTC1 817 \*\***

- If affected flights are on/before 28th October 2023 , use waiver code RTC1757
- If affected flights are on/after 29th October 2023 , use waiver code RTC1817

For more details on RTC1757, please see: JAL Agents Bulletin dated 3rd February 2023

For more details on RTC1817, please see below:

### **[1] Applicable flights for RTC1817**

Itineraries including unused sector(s) and tickets validated on JL(131), and the changing flight should correspond to the following:

- Cancelled flights and schedule changed flights 29th October 2023 ~ 30th March 2024.
- Any applicable flight 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] Handling Period**

Any refund or change related to RTC1817 must be processed by Tuesday 31st October 2023.

(The rules for handling refunds and changes on/after 1st November 2023 will be announced later).

### **[4] 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 below, 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.
- Please note that changes and refunds will not be possible after the above deadlines.
- Refund after change is applicable with RTC1817.
- Change is permitted only once.

#### **[4.1] Reservation Change**

Alternative Date	Within 7 days before and after the Original Flight (except Embargo dates, see below)
Embargo	<p>Permitted only if original dates are within embargo dates.</p> <p>Permitted to use Alternate Flight within embargo dates if recommended by JL.</p> <p><u>Japan ⇄ Honolulu</u></p> <p>22DEC2023-07JAN2024</p> <p>15MAR2024-31MAR2024</p> <p><u>Japan ⇄ Guam</u></p> <p>23DEC2023-04JAN2024</p> <p>15MAR2024-31MAR2024</p>

Alternative Flight Conditions			
Priority	Alternative Flight		
	Carrier	Portion	RBD
1	Same as Original Flight in both operation and sales	Same	Same
2	OW (oneworld) Flight 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)	Rebook the same RBD as international sector Alternative Flight. If not available, permitted to book Domestic RBD F/J/Y.  However, when booking JL*/GK alternate flight, follow the fare rule.  If unable to book the same RBD of the international sector of the Original Flight, book the same RBD of alternative international sector. If still unavailable, permitted to book Domestic RBD F/J/Y. However, if international sector is booked on PY cabin, book Domestic RBD Y.  However, when booking JL*/GK Alternate Flight, follow the fare rule.		
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 RTC1817 when reissuing the ticket.  Click this link to see more details on Waiver Code input in different GDS: <a href="https://europe.jalagency.com/uploads/2022/09/22/2022.09.22%20adm%20warning.pdf">https://europe.jalagency.com/uploads/2022/09/22/2022.09.22%20adm%20warning.pdf</a>  ※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 before the same day of the year following the applicable ticket issue date.		

#### **[4.2] 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 "RTC1817"  Click this link to see more details on Waiver Code input in different GDS: <a href="https://europe.jalagency.com/uploads/2022/09/22/2022.09.22%20adm%20warning.pdf">https://europe.jalagency.com/uploads/2022/09/22/2022.09.22%20adm%20warning.pdf</a>  Only 1A(Amadeus) is permitted to use the GDS auto refund function.
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After Commencement of Travel	<p>Please apply for a refund to Japan Airlines by BSP Link with the waiver code "RTC1817"</p> <p>Click this link to see more details on Waiver Code input in different GDS: <a href="https://europe.jalagency.com/uploads/2022/09/22/2022.09.22%20adm%20warning.pdf">https://europe.jalagency.com/uploads/2022/09/22/2022.09.22%20adm%20warning.pdf</a></p>
Validity of Refund	<p><u>Before commencement of travel</u></p> <p>One year and 30 days from the original ticket issue date.</p> <p><u>After commencement of travel</u></p> <p>One year and 30 days from the beginning date of the journey.</p> <p>(If the ticket is already reissued after departure, refund is applicable 1 year and 30days from the REISSUE date)</p>

If you have any queries (for example, about Alternative Flight selection), please see the contact details at the end of this bulletin.

**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 and register: <https://jal.jalagency.com/>

**CONTACT DETAILS**

Agents in European countries (other than Ireland)

Email for non-group travel: [er.agencydesk@jal.com](mailto:er.agencydesk@jal.com)

Email for group travel: [er.groupdesk@jal.com](mailto: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 **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 public holidays

Agents in Ireland

Email: [jal.ie@aviareps.com](mailto:jal.ie@aviareps.com)

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

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

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

We appreciate your kind support. Japan Airlines