

December 22, 2020

Special Ticket Handling in Accordance with the Impact of COVID-19 and Reduced Flights and schedule change

Japan Airlines has implemented special handling for tickets which are affected by flight schedule changes caused by the spread of the Coronavirus.

Previously advised authorization numbers WI9039/WI9047 are withdrawn and a new authorization number has been issued: WI2001

1. Applicable flights

Itineraries including unused flights as follows

- **Cancelled flights and schedule change: flights on/before 16APR21**
- **Reasons other than flight cancellation: on/between 28FEB20 - 16APR21**

*Including tickets issued outside Japan that include Japan domestic sectors only

2. Ticket Issue Date

Tickets issued on/before 11JUN20

*If the flight is cancelled, there is no ticket issue date restriction.

*If the passenger is subject to immigration restrictions or is forced to isolate after entering the country, there is no ticket issue date restriction.

3. Ticket Handling

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

If AUTH code (WI 2001) is incorrect or not incorporated properly, applicable debit note will be raised.

*It is permitted to change the ticket to an OPEN ticket. Change after OPEN is permitted only once.

In that case, input below in ET Remarks.

"WI2001 TKT VALID UNTIL 31MAR21"

Passenger is to request the new date (stated as alternate flight) and ticket handling is to be completed until the same day of the following year of the applicable ticket issue date () or 31MAR21 whichever comes first.

* Please cancel the original flight before departure time.

* About the deadline for reservation change / refund

Make sure to 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.

* Please 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 deadline.

*Refund after change is applicable with this AUTH.

*Change is permitted only once.

◆Reservation Change

Alternative Date		Until 10 July, 2021 *Itinerary must be completed by 10 July, 2021
Alternative Flight Conditions	Not rerouting	Other airline flights may be booked if it is the same carrier as originally booked, regardless of the carrier.
	Rerouting	Only pure JL + AA/BA/AY/IB operated flights may be used.
Booking Class (RBD)		<ul style="list-style-type: none"> If there is no change in carrier, book the same RBD as originally booked. If there is a change of carrier, book with the RBD as stated in each fare rule.
Override 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 "SKCHG" at the beginning of the ENDORSEMENT field and WI2001 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 "WI2001" *Use of GDS auto refund function is not permitted.
After Commencement of Travel	Please apply for a refund to Japan Airlines by BSP Link with the waiver code "WI2001"
Validity of refund	<p><Before commencement of travel></p> <p>One year and 30 days from the original ticket issue date.</p> <p><After commencement of travel></p> <p>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)</p> <p>*However, for tickets reissued under this WI AUTH, one year and 30 days from date of reissue.</p>

Please read and follow the circular carefully to avoid ADM.

If you have any queries, please contact Japan Airlines on india.sales@jal.com or contact us on +91-11-23323174, 23327608, 23324923.

Yours Sincerely

Japan Airlines (Sales Team)