



Circular Number: DEL-015
Dated: 08th December 2022

NON-ACCEPTANCE TO FLY ANA WITH INADEQUATE DOCUMENTS

ANA has come across many cases where passengers are refused entry who are holding tickets with departure from Tokyo to Mexico, South America and other countries.

Due to certain malpractices done by the agents, these passengers are denied boarding by the connecting airlines and thus they attempt to enter the country illegally but are eventually deported back to the departure point.

As per instructions received from ANA Japan office, effective immediately we will not accept such passengers and it is recommended that agents refuse to issue tickets for itineraries with TYO flights to MEX, South America until further notice.

Also to cancel all future travel bookings and refund tickets with such itinerary.

Due to the seriousness of the matter, ANA expects the agents to comply and cooperate in implementation. Please intimate all staff internally and your sub-agents externally to ensure awareness and advise them not to accept bookings/issue tickets for these destinations.

In case there is a suspicious itinerary or passenger as above, but the agent still intentionally issues tickets which leads to passengers being denied entry, it may result in suspending access to ANA bookings.

If you have any questions, please feel free to contact our DEL & BOM teams respectively.

Thank you for your cooperation and ANA looks forward to continuing to receive your support.

Best regards.