

09th September 2020
Dear Travel Partner,
Greetings from All Nippon airways!!

Due to rapidly increasing COVID-19 cases globally, we will be extending the special handling of tickets for travel until 30th Nov, 2020.

For already issued tickets, we will allow special handling, i.e change at NO-ADC or full refund on pre-set conditions.

Applicable condition for special handling

Special procedure is available, if all of the following conditions are met:

For itinerary from/to Japan (Except WUH/HKG/MFM and Mainland China)

- 1) Applicable Ticket is 205 plate.
- 2) Date of Issue Ticket is On/before Sep 16th, 2020
- 3) Date of Original Departure is From February 26,2020 to Nov 30,2020
- 4) Applicable Sector is an itinerary that includes flights from/to Japan on unused sectors.

REFUND

If all the above conditions are met, please proceed for full refund on the respective GDS with WAC code as "WCN001"

For partial refunds, please raise RA.

REISSUE

In case of reissue, tickets can be reissued for travel on/before March 31st, 2021.

Note : Kindly contact the airline to obtain authority for each reissue case to avoid any ADM in future.

Please feel free to contact us in case of any clarification.

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