

[FY22] Special ticket handling in accordance with the impact of COVID-19 and reduced flights and schedule change

Japan Airlines has implemented new special ticket handling for the COVID-19 pandemic and/or planned flight cancellation in accordance with the new irregular handling procedure.

Authorization number : RTC1678

✕Please be noted that the RTC1644/1646 are expired by this announcement, and please use RTC1678.

1. Applicable flights

Itineraries including unused sector(s) and tickets validated on JL(131), and in case of change as below-:

	Applicable Flight
Main (Except Period A,B,C)	<p>2022/4/15~2022/10/29 (Except A,B,C) ✕Including international tickets of Japan domestic sectors only Period for "Declaration of a state of emergency in Japan" or "Stricter countermeasures to prevent spread of Covid-19 for targeting some prefectures by Japanese government" and including international and domestic flights to/from/via the target airport in Japan ✕This AUTH applicable for entire itinerary if the passenger is subject to immigration restrictions or is forced to isolate him/herself or self-isolation after entering the country only when offering or requesting within 2months from the reserved boarding date.</p>
A	<p>《JPN- HNL/KOA》 2022/4/28~2022/5/4 《HNL/KOA - JPN》 2022/5/3~2022/5/7</p>
B	<p>《JPN - HNL/KOA》 2022/8/10~2022/8/12 《HNL/KOA - JPN》 2022/8/13~2022/8/17</p>
C	<p>《KIX-HNL》 2022/7/15, 23, 31 《HNL-KIX》 2022/7/14, 22, 30</p>

2. Ticket Issue Date (Common to all applicable flights)

No restrictions

3. Ticket Handling (Common to all applicable flights)

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, an ADM will be issued.

- 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 (Please follow the applicable flights period as below)

<Period : Main (Except Period A,B,C) >

<p>Canceled flights and schedule changed flights</p>	<p>2022/4/15~2022/10/29 (Except A,B,C) ※Including international tickets of Japan domestic sectors only Period for "Declaration of a state of emergency in Japan" or "Stricter countermeasures to prevent spread of Covid-19 for targeting some prefectures by Japanese government" and including international and domestic flights to/from/via the target airport in Japan ※This AUTH applicable for entire itinerary if the passenger is subject to immigration restrictions or is forced to isolate him/herself or self-isolation after entering the country only when offering or requesting within 2months from the reserved boarding date.</p>		
<p>Alternative Date</p>	<p>①~2022/11/5 ※《JPN=HNL/KOA》 Permitted changing to "15JUL22-20AUG22" only in case of the original boarding date is "15JUL22-20AUG22" ※Except as follows : 《JPN→HNL/KOA》 2022/4/28~2022/5/4 《HNL/KOA→JPN》 2022/5/3~2022/5/7 《TYO→HNL/KOA》 2022/8/10~2022/8/12 《HNL/KOA→TYO》 2022/8/13~2022/8/17 《PURE JL FLT of KIX=HNL》 2022/7/14~7/31</p>		
<p>Alternative Flight Conditions</p>			
<p>Priority</p>	<p>Alternative FLT</p>		
	<p>Carrier</p>	<p>Portion</p>	<p>RBD</p>
<p>1</p>	<p>Same (Same as original flight in both operation and sales)</p>	<p>Same</p>	<p>Same</p>
<p>2</p>	<p>OW FLT (Include PURE JL, JL*/OW, OW*/JL)</p>	<p>Rerouting permitted</p>	<p>Same RBD within same cabin</p>
<p>3</p>	<p>Route, participating carriers and RBD specified by the fare rule ※The change between the direct fare and non-direct fare is permitted.</p>		

Japan Domestic Flights Booking Class (RBD)	<ul style="list-style-type: none"> • Onboard day~2022/6/30 : <p>Applicable "RBD:F/J/Y" when arranging for Japan domestic flights. Follow usual rules for JL*/GK.</p> <ul style="list-style-type: none"> • Reservation/Ticketing on/after 2021/7/6 and Onboard day 2022/7/1~ : <p>Applicable same RBD as INTR alternative flight when arranging for Japan domestic flights.</p> <p>If no available for same RBD, applicable "RBD:F/J/Y". Follow usual rules for JL*/GK.</p>
Override MIN/MAX STAY	<p>MIN/MAX stay may not be waived.</p> <p>(Exceeding MAX stay is permitted for partially used tickets only.)</p>
Ticket Handling	<p>Please make a reservation with an itinerary that meets the above conditions, and input " INVOL " at the beginning of the ENDORSEMENT field and RTC1678 when reissuing the ticket.</p> <p>※Fare/Taxes/Fees are to be carried over as per the original ticket.</p>
Note	<p>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.</p>

<Period : A>

Canceled flights and schedule changed flights	<p>《JPN→HNL/KOA》 2022/4/28~2022/5/4</p> <p>《HNL/KOA→JPN》 2022/5/3~2022/5/7</p>		
Alternative Date	<p>~2022/11/5</p> <p>※Change to the period from 2022/7/15 to 2022/8/20 is not permitted.</p>		
Alternative Flight Conditions			
Priority	Alternative FLT		
	Carrier	Portion	RBD
1	<p>Same</p> <p>(Same as original flight in both operation and sales)</p>	Same	Same
2	<p>OW FLT</p> <p>(Include PURE JL, JL*/OW, OW*/JL)</p>	Rerouting permitted	Same RBD within same cabin
3	<p>Route, participating carriers and RBD specified by the fare rule</p> <p>※The change between the direct fare and non-direct fare is permitted.</p>		
Japan Domestic Flights Booking Class (RBD)	<ul style="list-style-type: none"> • Onboard day~2022/6/30 : <p>Applicable "RBD:F/J/Y" when arranging for Japan domestic flights. Follow usual rules for JL*/GK.</p> <ul style="list-style-type: none"> • Reservation/Ticketing on/after 2021/7/6 and Onboard day 2022/7/1~ : <p>Applicable same RBD as INTR alternative flight when arranging for Japan domestic flights.</p> <p>If no available for same RBD, applicable "RBD:F/J/Y". Follow usual rules for JL*/GK.</p>		
Override MIN/MAX	<p>MIN/MAX stay may not be waived.</p> <p>(Exceeding MAX stay is permitted for partially used tickets only.)</p>		

STAY	
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 RTC1678 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.

<Period : B>

Canceled flights and schedule changed flights	《JPN→HNL/KOA》 2022/8/10～2022/8/12 《HNL/KOA→JPN》 2022/8/13～2022/8/17		
Alternative Date	～2022/11/5 (No exception period)		
Alternative Flight Conditions			
Priority	Alternative FLT		
	Carrier	Portion	RBD
1	Same (Same as original flight in both operation and sales)	Same	Same
2	OW FLT (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)	・Onboard day～2022/6/30 : Applicable "RBD:F/J/Y" when arranging for Japan domestic flights. Follow usual rules for JL*/GK. ・Reservation/Ticketing on/after 2021/7/6 and Onboard day 2022/7/1～ : Applicable same RBD as INTR alternative flight when arranging for Japan domestic flights. If no available for same RBD, applicable "RBD:F/J/Y". Follow usual rules for JL*/GK.		
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 " INVOL " at the beginning of the ENDORSEMENT field and RTC1678 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.		

<Period : C>

Canceled flights and schedule changed flights	《KIX→HNL》 2022/7/15, 23, 31 《HNL→KIX》 2022/7/14, 22, 30		
Alternative Date	《In case of the international flights change to KIX=HNL》 ~2022/11/5 《In case of the international flights change to TYO=HNL 》 ~2022/11/5 ※Except period is as follows ・TYO-HNL 2022/4/28~2022/5/4, 2022/8/10~2022/8/12 ・HNL-TYO 2022/5/3~2022/5/7, 2022/8/13~2022/8/17		
Alternative Flight Conditions			
Priority	Alternative FLT		
	Carrier	Portion	RBD
1	Same (Same as original flight in both operation and sales)	Same	Same
2	OW FLT (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)	・Onboard day~2022/6/30 : Applicable "RBD:F/J/Y" when arranging for Japan domestic flights. Follow usual rules for JL*/GK. ・Reservation/Ticketing on/after 2021/7/6 and Onboard day 2022/7/1~ : Applicable same RBD as INTR alternative flight when arranging for Japan domestic flights. If no available for same RBD, applicable "RBD:F/J/Y". Follow usual rules for JL*/GK.		
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 " INVOL " at the beginning of the ENDORSEMENT field and RTC1678 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.
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◆Refund (Common to all applicable flights)

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 "RTC1678" *Only 1A(Amadeus) is permitted to use the GDS auto refund function.
After Commencement of Travel	Please apply for a refund to Japan Airlines by BSP Link with the waiver code "RTC1678"
Validity of refund	<Before commencement of travel> One year and 30 days from the original ticket issue date. <After commencement of travel> 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)

If you have any queries, please contact Japan Airlines at india.sales@jal.com or contact us on 011 - 23323174, 23327608, 23324923 & 23324924.

Yours Sincerely,
Japan Airlines