

[FY22] 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.

Authorization number : RTC1644

※Please be noted that the WI2041 are expired by this announcement and please use RTC1644.

1. Applicable flights

Itineraries including unused sector(s) and tickets validated on JL(131) , and in case of change, the changing flight should be correspond to above①-②

①Cancelled flights and schedule changed flights : flights between **10FEB22~29OCT22**

②Period 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 if the passenger is subject to immigration restrictions or is forced to isolate him/herself after entering the country only when offering or requesting within 2months from the reserved boarding date.

※Including international tickets of Japan domestic sectors only

※RTC1646 is applied if a part of itinerary including canceled flights or schedule changed flights of HNL/KOA route as the following period.

《JPN→HNL/KOA》 2022/4/28~2022/5/4

《HNL/KOA→JPN》 2022/5/3~2022/5/7.

2. Ticket Issue Date

No restrictions

3. 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, an ADM will be issued.

If (RTC1644) is incorrect or not incorporated properly, applicable debit note will be raised.

* 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 ticket validity.

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.

* In case of passenger no show, waiver code will not be entertained.

*Change is permitted only once.

◆Reservation Change

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| Alternative Date | | <p>Until 05 November, 2022</p> <p><HNL/KOA route ></p> <p>※Except as follows:</p> <p>JPN→HNL/KOA 2022/4/28~2022/5/4</p> <p>HNL/KOA→JPN 2022/5/3~2022/5/7</p> <p>• Change to "18MAR22-31MAR22"</p> <p>→Only in case of the original boarding date is "18MAR22-31MAR22"</p> <p>• Change to "08JUN22-05NOV22"</p> <p>→Only in case of the original boarding date is "08JUN22-05NOV22"</p> |
| 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 flights and oneworld carrier operation flight with JL flight number can 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 Same RBD within same cabin. <p>※Onboard day~2022/6/30 : Applicable "RBD:F/J/Y" when arranging for Japan domestic flights.</p> <p>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".</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 RTC1644 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> |



◆Refund

Cancellation Penalty Fee is waived with waiver code.

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| Before Commencement of Travel | Travel agencies may refund ticket(s) by BSP Link Direct Refund (Automated Refund) or refund by GDS(*) with waiver code "RTC1644" *Only 1A(Amadeus) is permitted to use the GDS auto refund function. ※When the refund reason is that the passenger is restricted from entering/departing a country or will be isolated after entering the country, please keep documentation to prove the immigration restrictions. |
| After Commencement of Travel | Please apply for a refund to Japan Airlines by BSP Link with the waiver code "RTC1644" ※When the refund reason is that the passenger is restricted from entering/departing a country or will be isolated after entering the country, please keep documentation to prove the immigration restrictions. |
| 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) *However, for tickets reissued under this WI AUTH, one year and 30 days from date of reissue. |

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