



NEWS from JAL
14APR2020
UK / IE / IT / TR / DE / NL

AGENTS BULLETIN

LATEST COVID-19 UPDATE

Flight Operations & Special Refund Handling

Dear Japan Airlines Partner Agency

Thank you for your continued support. Please be assured that JAL continues to fully support our business partners and customers around the world.

NEW Flight operations, refund handling and contact details

(1) FLIGHT OPERATIONS

We are still flying, but have had to re-schedule much of our network in line with the dramatic drop in demand and travel restrictions that have been put in place to curb the spread of COVID-19. For the latest information on affected JAL international and domestic operated flights, please [click here](#).

The situation for Europe - Japan routes is as below:

ROUTE	Flight No.	Detail
London-Tokyo (LHR-HND)	JL043/044	<u>APR:</u> Daily service continues from 14th to 30th Apr 2020. <u>MAY:</u>

Operates Mon, Wed, Fri, Sat from
1st to 30th May 2020.

London-Tokyo
(LHR-HND)

JL041/042

Suspended until 31st May 2020

* Passengers booked on JL041/042 will be offered seats on JL043/044.

* Paris-Tokyo, Frankfurt-Tokyo, Helsinki-Tokyo, and Moscow-Tokyo routes are all suspended until 31st May 2020.

(2) JAPAN VISA & QUARANTINE REGULATIONS

Please [click here](#) to check the current visa and quarantine regulations issued by the Ministry of Foreign Affairs of Japan (MOFA).

(3) SPECIAL REFUND HANDLING

Regarding JAL policy for refunds, please note the information below regarding special ticket handling of suspended & non-suspended flights.

SUSPENDED FLIGHTS

[a] Applicable Tickets

Tickets are valid on JAL (ticket numbers beginning '131') for suspended flights to Japan due to be operated either by JAL or by our codeshare partners between 4th February and 30th June 2020. For the latest JAL operated flight suspensions, please [click here](#).

[b] Refund Policy Information

Cancellation penalty fee is waived with the following waiver code:

<Before Commencement Of Travel>

Travel agencies may refund tickets by BSP Link Direct Refund (Automated Refund) or refund by GDS. Please enter the authorisation number "**WI9039**".

<After Commencement Of Travel>

Please apply for a partial involuntary refund with the authorisation number "**WI9039**" through your BSP Link.

NON-SUSPENDED FLIGHTS

[a] Applicable Tickets

Tickets are valid on JAL (ticket numbers beginning '131') for flights to Japan which meet the following conditions:

<Flights>

Tickets with confirmed reservations on international flights to / from airports in Japan (domestic flights only included if issued with international flights).

<Onboard Dates Up To & Including 31st May 2020>

Refunds are available for onboard dates up to and including 31st May 2020.

- (i) If the passenger is subject to immigration restriction or has to be isolated for quarantine reason, then there is no limitation of ticket issue date.
- (ii) Otherwise, please note the following date limits.
 - If issued on / before 28th February 2020, for flight onboard dates from 28th February 2020 to 19th March 2020.
 - If issued on / before 6th March 2020, for flight onboard dates from 20th March 2020 to 5th April 2020.
 - If issued on any date, for flight onboard dates from 6th April 2020 to 31st May 2020.

<Onboard Dates With No Limit>

After commencement of travel, if passenger says he / she has a restriction of entering / departing a country or will be isolated after entering the country, there are no flight onboard date limits.

[b] Refund Policy Information

Cancellation penalty fee is waived with the following waiver code:

<Before Commencement Of Travel>

Travel agencies may refund tickets by BSP Link Direct Refund (Automated Refund) or refund by GDS (not Automated Refund). Please enter the authorisation number "**WI9047**" ("**WI9037**" & "**WI9046**" are no longer valid).

When the refund reason is the passenger has a restriction on entering / departing a country or will be isolated after entering the country, please keep the document which is the proof of immigration restrictions on your files.

<After Commencement Of Travel>

Please apply for a partial involuntary refund with the authorisation number "**WI9047**" through your BSP Link ("**WI9037**" & "**WI9046**" are no longer valid).

When the refund reason is the passenger has a restriction on entering / departing a country or will be isolated after entering the country, please attach the document which is the proof of immigration restrictions.

(4) DATE CHANGES

For date changes to the above Applicable Tickets or any other queries please contact Japan Airlines as below.

(5) CONTACT DETAILS

Please note that we are currently experiencing a very high volume of calls and JAL European Contact Centre operation hours have been temporarily altered for more information, please see:

"JAL Agents Bulletin ALL001-20_01APR20"

For more COVID-19 information, please [click here](#).

Agents in UK / IT / TR

W: www.uk.jal.co.jp

Agents in DE / NL

W: www.de.jal.co.jp

We appreciate your understanding and cooperation.

Japan Airlines