

[a] Applicable Tickets

Unused tickets which are valid on JAL (ticket numbers beginning '131') for flights operated by JAL or by any other airline, as follows:

- If no operated flight (due to cancellation or schedule change) on / before 27th March 2021.
- If operated flight on / between 28th February 2020 and 31st January 2021.

(Tickets with Japan Domestic sectors are only included if issued outside Japan. For example, products such as "Japan Airpass" or "Japan Explorer Pass").

[b] Issue Date

Tickets issued on / before 11th June 2020.

(Issue date does not matter if the flight is suspended).

(Issue date does not matter if passengers on the flight will be subject to immigration restrictions or forced to isolate themselves after entering the country).

[c] Ticket Handling Procedure

- Involuntary reservation change or refund will be applicable for the conditions described in the tables below.
- Please note that if you make a reservation change / refund that does not meet the conditions outlined, an ADM will be issued even if reissued / refunded using the code **"WI2001"**.
- To apply for a refund, all tickets must be cancelled prior to departure. 'No-Shows' will automatically lose any right to a refund. If there are extenuating circumstances, please request a refund through BSP Link with code **"WI2001"** and specify the reason for the 'No-Show'. We will then consider case-by-case.
- At this time only, it is permitted for tickets to be changed to an open ticket. Agents must contact JAL in order to arrange such a change (please see the contact details at the bottom of this Bulletin).
- If changing the booking, please make a new booking, and reissue it within one year from the date of ticket issuance (or within one year from the date of reissue for reissued tickets).
- If refunding the booking, please refund before the refund validity date.
- Please be sure to inform the passenger(s) of the validity of reservation change / refund and note that changes and refunds will not be possible after this deadline.
- Only one change is permitted with waiver code **"WI2001"**.
- Refund after change is permitted with waiver code **"WI2001"**.
- Applicable waiver code must be entered in "endorsement" field (for reservation change) or "waiver code" (for refund). Please do not input in "remarks" or "free text area". ADM will be raised if waiver code is not input correctly.

RESERVATION CHANGE:

Reservation Change Penalty Fee is waived with waiver code.

Alternative Date		All travel must be completed up to and including 31st March 2021.
Embargo Dates		n/a
Alternative Flight	Not Rerouting	Regardless of the carrier, other airlines' flights may be booked as long as they are the same carriers as those used in the original booking.
Conditions	Rerouting	Only JL operated flights and AA / BA / AY / IB operated flights may be used.
Booking Class (RBD)		If there is no change in carrier, book with the same RBD as original. If there is a change of carrier, book with the RBD as stated in each fare rule.
Override MIN / MAX STAY		MIN / MAX STAY may not be waived.

(Exceeding MAX STAY is only permitted for partially used tickets.)

Ticket Handling

Please make a reservation with an itinerary that meets the above conditions, Input "SKCHG" at the beginning of the ENDORSEMENT field and "WI2001" when reissuing the ticket.

Fare / TAX / FEE are to be kept the same as on the original ticket.

Note

The ticket handling must be completed within one year of the original ticketing date.

REFUND:

Cancellation Penalty Fee is waived with waiver code.

	<u>Before Commencement Of Travel</u>	<u>After Commencement Of Travel</u>
<u>GDS - Manual Refund</u>	recommended	n/a
<u>GDS - Auto Refund</u>	n/a	n/a
<u>BSP Link - Refund Application</u>	only available when unable by GDS	available

Also:

When refund reason is a restriction on entering / departing a country (or a requirement for quarantine after entering a country).

Please keep on your files document proof of immigration restrictions.

Please attach document proof of immigration restrictions.

	<u>Before Commencement Of Travel</u>	<u>After Commencement Of Travel</u>
<u>Validity Of Refund</u>	1 year and 30 days from the ticket issue date.	1 year and 30 days either from the beginning date of the journey or from the re-issue date, whichever is later.