

AGENT NEWS

Special Handling Procedures due to outbreak of New – type Coronavirus

Please be advised of special handling procedure due to outbreak of New-type Coronavirus

Applicable Tickets

ANA – 205 plate

Applicable condition for special handling

Flights (to/from)	Date of ticket issue (on/before)	Original departure date (from)	Original departure date (to)	Change / Refund	Change of travel date
WUH	26-Nov -20	21-Jan-20	28-Feb-21	Applicable	Until 31-Mar-21*
Mainland China (other than WUH)		24-Jan-20			
HKG/MFM		30-Jan-20			
Other including JP domestic flights		26-Feb-20			
Itinerary that includes flights from/to UK, South Africa on unused sectors	24-Dec-20	24-Dec-20	31-Jan-21		
Itinerary that includes flights from/to Iceland, Ireland, Israel, Italy, Australia, Netherlands, Denmark, France, Belgium, Germany, Canada, Switzerland, Sweden, Spain, Norway, Liechtenstein on unused sectors	28-Dec-20	28-Dec-20	31-Jan-21		

*Travel has to be completed by 31-Mar-21

Refund

Full refund is applicable, please use Waiver Code – **WCN001**
(failure to enter waiver code might result in ADM being issued)

Changes

- Only one change permitted
- Change of origin/destination not permitted
- Rerouting – permitted only in case of change from indirect to direct NH flight
- Change of RBD not permitted
- Reissue has to be done by ANA, please contact ANA Reservation Centre on **0808 234 6842**
- Please follow Published Fare Rules if less restrictive than the rules above

Please refer to the website regarding the restrictions and measures upon entry into Japan

<https://www.ana.co.jp/en/jp/topics/notice200501/#anchor003>