

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		
UK/South Africa	24-Dec-20		24-Dec-20		31-Jan-21
Ireland, Israel, Italy, Australia, Netherlands, Denmark, France, Belgium, Germany, Canada (Ontario, Quebec), Switzerland, Sweden, Spain, Norway, Liechtenstein, US (Colorado, California, Florida), UAE	31-Dec-20		28-Dec-20		31-Jan-21
Philippines	30-Dec-20		30-Dec-20		15-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 .
- Please follow Published Fare Rules if less restrictive than the rules above