JAL Covid-19 Special Ticket Handing Flow Chart (WI2001/WI2041/RTC1644)

Updated: 17FEB22

Is your Japan Airlines 131 booking ticketed and affected by COVID-19?

NO → Please follow the fare rules.

YES ↓

Is the ticket an international ticket?

NO → Please contact JAL Agency Support Desk

YES ↓

Flights cancelled or schedule changed?

NO → Please check the flights and issue date.
If dates do not match ①, ②, ③ or ④, then please follow the "NO" arrow above.

① Flights: on/between 08JAN21 and 21MAR21. International and domestic flights departing from and arriving at airports in Japan
Issue: on/before 05MAR21

②.Departure/Arrival airport is subject to the declaration of a state of emergency in Japan or stricter countermeasures to prevent spread of Covid-19 in Japan.
Issue: N/A

③ Flights: on/between 30NOV21 and 31DEC21.
Issue: on/before 30NOV21

④ The passenger is subject to immigration restrictions or is forced to isolate him/herself after entering the country. It is applicable when requesting within 2 months from the departure date.
Issue: N/A

① ② → NO → Please follow the fare rules.

YES ↓

Is the flight between Japan and Hawaii or the departure on/before 16APR21

YES → Please contact JAL Agency Support Desk

NO ↓

Is the departure on/between 10FEB22 and 29OCT22?

NO → Is the departure on/before 09FEB22?

NO → Please go to Irregularities and follow our guidelines.

YES → **Full refund (Involuntary Refund)**
Waiver Code: WI2001/WI2041
Please cancel all unnecessary segments and proceed with the refund by GDS. Please click here for the conditions.

③ → Full refund (Involuntary Refund)

YES ↓

Does the passenger still want to travel?

④ → Does the passenger still want to travel?

YES ↓

Change their flight for free
(Involuntary Change)
Waiver Code: RTC1644
Involuntary change is permitted once.
Please click here for the conditions.

NO ↓

Full refund (Involuntary Refund)
Waiver Code: RTC1644
Please cancel all unnecessary segments and proceed with the refund by GDS.
Please click here for the conditions.

JAPAN AIRLINES