Latest Special Handling : Due to Political Unrest in Russia, Ukraine

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.
JAL has implemented special handling for tickets in accordance with the worsening Ukrainian situation. Please see updated information highlighted in yellow below.

Authorization number：RTC1660

[a] Applicable Tickets

Itineraries including unused sectors and tickets validated on JAL (ticket numbers beginning '131')
Applicable Flights: Itineraries including Russia, Ukraine and EUR before 31MAR2022 (including 31MAR2022)

[b] Ticket Issue Date

Tickets issued before 01MAR2022 (Including 01MAR2022)

[c] Ticket Handling Procedure

Involuntary reservation change or refund will be applicable under the following conditions.
Please note that if you make a reservation change/refund that does not meet the conditions, an ADM will be issued.

◆ **Reservation Change**

Alternative Date	All travel must be completed up to and including 5th November 2022		
Alternative Flight			
Priority	Carrier	Portion	RBD※
1	Same (Same as original flight in both operation and marketing)	Same	Same ※ If the same RBD within the same cabin is not available, the lowest available revenue RBD in the same cabin is permitted for PURE JL and JL*/OA flights (except JL*/GK flights) only.
2	Oneworld flight (Including PURE JL, JL*/OW, OW*/JL)	Rerouting permitted	The same RBD within the same cabin specified by the fare rule ※ If the same RBD within the same cabin does not exist, the lowest RBD(*) in the same cabin as the

			original is permitted to be used. (*) When arranging the alternate JL flight, the lowest RBD of each cabin are as follows: Economy: O, Premium Economy: E, Business: X, Fist: A ※The Lowest available revenue RBD in the same cabin is permitted for PURE JL and JL*/OW flights only. ※The Lowest available revenue RBD in the same cabin is permitted for OW flights only within 2 weeks of boarding date.
3		Route, participating carriers and RBD specified by the fare rule ※The Lowest available revenue RBD in the same cabin is permitted for PURE JL and JL*/OA flights （excepted JL*/GK flights） only. ※ The Lowest available revenue RBD in the same cabin is permitted for OW flights only within 2 weeks of the boarding date. ※A change between the direct fare and non-direct fare is permitted.	
Override MIN/MAX STAY	MIN/MAX stay may not be waived.		
	(Exceeding MAX stay is permitted for partially used tickets only.)		
Ticket Handling	Please make a reservation with an itinerary that meets the above conditions, and input " INVOL " at the beginning of the ENDORSEMENT field and RTC1660 when reissuing the ticket.		
	Fare/Taxes/Fees are to be carried over as per the original ticket.		
Note	If the passenger is to request the new date and ticket handling is to be completed by the same day of the year following the applicable ticket issue date. ※Change to upper cabin is not permitted (ADM will be issued). ※Japan Domestic flights applicable RBD: Flights on/before 30JUN22: F/J/Y Flights on/after 01JUL22 and ticketing on/after 06JUL21: Same RBD as the international alternative flight. If the same RBD as the international alternative flight is not available, It is permitted to use F(For First class) / J (For Business Class) / Y(for Premium Economy and Economy Class).		

◆ Refund

Cancellation Penalty Fee is waived with waiver code: RTC1660

	Before Commencement Of Travel	After Commencement Of Travel
GDS - Manual Refund	mandatory	n/a
GDS - Auto Refund	only available for 1A	n/a
BSP Link - Refund Application	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 the document of proof of the immigration restrictions.	please attach the document of proof of the immigration restrictions.

	Before Commencement Of Travel	After Commencement Of Travel
Validity Of Refund	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.

Refund Waiver Input Field For Each GDS

※Please contact your GDS helpdesk should you have further questions about how to enter the waiver code.

GDS	Input Field	Input Format & Remarks
Amadeus (1A)	WA	TRFU/WA(waiver code) Ex: TRFU/WA RTC1660
Sabre (1S, 1B)	WAIVER	**WFRR** (ticket number)‡A(validating carrier)‡RC/(waiver code) Ex: **WFRR** 1310123456789‡AJL‡RC/ RTC1660 Waiver code can also be added into "WAIVER" field on screen 32. **[Note] WFRR = Full Refund**
Galileo (1G)	A/L AUTHORITY (this field is displayed on the second screen of refund mask)	TRNE(ticket number)/D(issue date)/RF/ **AA** (waiver code) Ex: TRNE1310123456789/D24MAY21/RF/AA RTC1660 **[Note]** RF=Refund Full, **AA=Airline Authority modifier** **If waiver code is to be entered in the refund table, please use the "A/L AUTHORITY" field on *TRN2 (second screen).**
Worldspan (1P)	A/L AUTHORITY	On "ELECTRONIC REFUND AMOUNT VERIFICATION" screen, type X in "ADDL DATA" box in order to display "ADDITIONAL DATA" screen which contains "A/L AUTHORITY" field.
Apollo (1V)	-	Enter the refund format including waiver code modifier "/WC-". HBRF(ticket number)/RF/WC-(waiver code) Ex: HBRF1310123456789/RF/WC- RTC1660
Travelsky (1E)	Remark	In "Remark" field, input "WV/" followed by waiver code. Ex: Remark WV/ RTC1660

※ADMs will be issued for the following cases:
- Misuse of waiver code.
- Missing waiver code.
- Incorrect waiver code input.
- Not removing unnecessary segments such as UN, TK.
- No-show cases.

   - Refund beyond valid period.

※Please be sure to inform the passenger of the validity of reservation change/refund.
※Refund after change is applicable with this AUTH.
※Please proceed change before the original departure date.
※Change is permitted only once. Change to OPEN ticket is not permitted.