

Waiver Code for revised Winter Schedule (29th October 2023 - 30th March 2024)

Dear Japan Airlines' Partner Agency,

Thank you for your continued support. Please note there is a waiver authorisation code which can be used if a passenger's flights are affected by the winter schedule change as detailed below. If you are working on an applicable flight then please email us the details to 'er.agencydesk@jal.com', and we will supply the code.

[1] Applicable flights for waiver code

Itineraries including unused sector(s) and tickets validated on JL (131) which are also:

- Canceled flights and schedule changed flights **29th October 2023 – 30th March 2024**.
- Including tickets for Japan domestic sectors, if issued with international sector(s) affected by the schedule change.

[2] Ticket Issue Date

No restrictions

[3] Ticket Handling

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 below, an ADM will be issued****

You must cancel the Original Flight before departure time.

Regarding the deadline for refund before commencement of travel, you must refund within one year and 30 days of the date of issue of the original ticket (if the ticket has been exchanged, the most recent exchanged date will be considered as the issuing date).

Regarding the deadline for refund after commencement of travel, you must refund within one year and 30 days of the beginning date of the journey.

You must be sure to inform the passenger of the above deadlines.

Reservation change will only be permitted once.

Refund after reservation change is not permitted.

[3.1] Reservation Change

You should arrange Alternative Flights in the following priority order P1 ~ P3.

P1 . First try to find an Alternative Flight with the same carrier as the Original Flight (a flight both operated and marketed by the original carrier)

P2 . Next try to find a oneworld flight (a flight both operated and marketed by oneworld airline)

<https://www.oneworld.com/members> , including JL and JL codeshare)

P3 . Other flight may be applicable depending on the **fare rule**

Alternative Flight Period	Alternative Flight permitted period is 5 days starting from the day before the original flight. For example, if the Original Flight is 1st February 2024, then Alternative Flight can be from 31st January to 4th February 2024.		
Priority	Conditions for Alternative Flight		
	<u>Carrier</u>	<u>Route</u>	<u>RBD</u>
P1	Same Carrier	Same Route	Same RBD
P2	Oneworld carriers (including JL and JL codeshare)	Rerouting permitted	Same RBD within same cabin (if the same RBD does not exist, it is permitted to book the lowest RBD within same cabin)
P3	Carriers, route and RBD specified by the fare rule		
MIN/MAX STAY	MIN/MAX stay may not be waived.		
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 the waiver code when reissuing the ticket. See this Agent Bulletin for more details on Waiver Code input in different GDS: https://europe.jalagency.com/uploads/2022/09/22/2022.09.22%20adm%20warning.pdf ※Fare/Taxes/Fees are to be carried over as per the original ticket.		

[3.2] Refund

Cancellation Penalty Fee is waived with Waiver Code.

Before Commencement of Travel	Travel agencies may refund ticket(s) by: - BSP Link Direct Refund (Automated Refund) or - refund by GDS with waiver code (please contact us for the waiver code) See this Agent Bulletin for more details on Waiver Code input in different GDS: https://europe.jalagency.com/uploads/2022/09/22/2022.09.22%20adm%20warning.pdf Only 1A(Amadeus) is permitted to use the GDS auto refund function.
After Commencement of Travel	Please contact us for the waiver code, then you can apply for a refund to Japan Airlines by BSP Link with the waiver code.

	See this Agent Bulletin for more details on Waiver Code input in different GDS: https://europe.jalagency.com/uploads/2022/09/22/2022.09.22%20adm%20warning.pdf
Validity of refund	<p><u>Before commencement of travel:</u></p> <p>One year and 30 days from the original ticket issue date (if the ticket has been exchanged, the most recent exchanged date will be considered as the issuing date).</p> <p><u>After commencement of travel:</u></p> <p>One year and 30 days from the beginning date of the journey.</p>

If you have any queries (for example, about Alternative Flight selection), please see the contact details at the end of this bulletin.

EXTRA NOTE: 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.