

# Latest Waiver Code Update

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.

This is to inform you of new special ticket handling for the reduced flights and schedule change of FY23 Winter schedule.

**Authorization number : POVT230009**

We have also revised some of our ticket handling procedures , so please check them and take action accordingly.

**\*\*Please note the new information highlighted in red below\*\***

## **[1] Applicable flights for POVT230009**

Itineraries including unused sector(s) and tickets validated on JL(131).

In case of change, then the changing flight should correspond to the following:

- Confirmed reservations which became cancelled or which are affected by a schedule change on flights 29th October 2023 ~ 30th March 2024.
- Including tickets for Japan domestic sectors, if issued with international sector(s).

## **[2] Ticket Issue Date**

No restrictions

## **[3] Handling Period**

Any refund or change related to POVT230009 must be processed on / after Tuesday 31st October 2023.

## **[4] 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 reservation change / refund, you must make a new reservation and reissue the ticket within one year of the date of issue of the original ticket. If you do not make any changes, please perform a refund within the refund validity period.
- You must be sure to inform the passenger of the validity dates of reservation change / refund.
- Please note that changes and refunds will not be possible after the above deadlines.
- **Involuntary reservation change is permitted only once. Involuntary refund is not permitted after involuntary change.**

#### **[4.1] Reservation Change**

##### **Reservation Change**

Alternative Date	Period : Within 7 days before and after the Original Flight.		
<b><u>Alternative Flight Conditions</u></b>			
Priority	<u>Alternative Flight</u>		
	<u>Carrier</u>	<u>Portion</u>	<u>RBD</u>
1	Same as Original Flight in both operation and sales	Same	Same
2	OW (oneworld) Flight Include PURE JL, JL*/OW, OW*/JL	Rerouting permitted	Same
3	JL*/Other Airline	Rerouting permitted	Same
4	Route, participating carriers, and RBD specified by the fare rule		
Endorsement / Restriction field	<p><b>Please make a reservation with an itinerary that meets the above conditions, and input "INVOL" at the beginning of the ENDORSEMENT field.</b></p> <p><b>You must also include these points when reissuing the ticket:</b></p> <ul style="list-style-type: none"> <li>- Waiver Code POVT230009</li> <li>- Original Flight Info (changing flight which was affected by UN/TK)</li> <li>- Original Endorsement</li> </ul> <p><b>EXAMPLE: INVOL "Waiver Code" / "Original Flight Info" / "Original Endorsement"</b></p> <p><b>EXAMPLE: INVOL POVT230009 / JL043 15FEB / C1-2 RFND RESTR APPLY</b></p> <p><b>※ Fare/Taxes/Fees are to be carried over as per the original ticket.</b></p>		
Fare Calculation	Copy information of original ticket to new ticket		
TAX/FEE/CHARGE	<p>Adjustment not required.</p> <p>※When there is unused TAX, adjustment is permitted after the travel is completed and if asked by passenger.</p>		
Reissue handling	Reissue all remaining sectors on the ticket.		

(Partial reissue not permitted)
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#### **[4.2] Refund**

Cancellation Penalty Fee is waived with Waiver Code.

Before Commencement of Travel	Travel agencies may refund ticket(s) by GDS with waiver code "POVT230009" Click this link to see more details on Waiver Code input in different GDS: <a href="https://europe.jalagency.com/uploads/2022/09/22/2022.09.22%20adm%20warning.pdf">https://europe.jalagency.com/uploads/2022/09/22/2022.09.22%20adm%20warning.pdf</a> Only 1A(Amadeus) is permitted to use the GDS auto refund function.
After Commencement of Travel	Please apply for a refund to Japan Airlines by BSP Link with the waiver code "POVT230009"
Validity of Refund	<u>Before commencement of travel</u> One year and 30 days from the original ticket issue date. <u>After commencement of travel</u> One year and 30 days from the beginning date of the journey.

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.