

## Special Ticket Handling in Response to the Collision Incident Involving Flight JL516 at Haneda Airport

Dear Japan Airlines' Partner Agency,

Thank you for your continued support.

Japan Airlines has created this special ticket handling which will be in place until 31st January 2024. The handling is a response to the collision incident involving Flight JL516 at Haneda and the new waiver code is **RTC1854** .

Please Note: you should use waiver code POVT230009 if the PNR has been affected by reduced flights and schedule change of FY23 Winter schedule.

You can see the details of waiver code POVT230009 on [JAL Agents Bulletin WAIVER CODE\\_09NOV2023](#) .

### 1. Applicable Ticket • Flight • Date of issue

Tickets which are validated on JL (validated on 131 tickets) and which meet the conditions below.

- Auth Number: **RTC1854** .
- Application Period: Applications must be received by 31st January 2024.
- Applicable Flights: JL\*/JL, JL\*/OA, OA\*/JL, NU\*/NU, OA\*/NU with flight dates on / before 31st March 2024.
- Date of issue: on / before 2nd January 2024.

### 2. Reservation change & Refund policy

#### [2.1] Reservation change (Totally unused tickets \*Except Group PNR)

<u>New Travel Dates</u>	on / before 20th April 2024		
<b><u>Arrangement for alternative flights</u></b>			
<u>Priority</u>	<u>Alternative flights</u>		
	<u>Carrier</u>	<u>Portion</u>	<u>RBD</u>
1	Same as the original ticket	Same as the original ticket	Same as the original ticket
2	OW flights (including JL, JL*/OW, OW*/JL )	Rerouting permitted	Same RBD within same cab

3	JL*/OA	Rerouting permitted	Same as the original ticket
4	Route, participating carriers and RBD specified by the fare rule		
Endorsement / Restriction field	The new ticket must include the following notation in the Endorsement field or it will be subject to an ADM  Example : 「INVOL RTC1854 JL043/15FEB」		
Fare Calculation	Copy information of original ticket to new ticket.		
TAX/FEE/CHARGE	Adjustment not required.		
Reissue handling	Reissue all remaining sectors on the ticket.  (Partial reissue not permitted)		

## [2.2] Refund

Refunds will be allowed without charge regardless of fare rules.

Totally unused tickets	A travel agency can make a refund after entering the authorization number "RTC1854" in the GDS.
Partially used tickets	A travel agency must apply for a refund by RAN in BSPLink.
Refund application period	<ul style="list-style-type: none"> <li>▪ <u>Before commencement of travel:</u> 1 year plus 30 days from the ticket issue date</li> <li>▪ <u>After commencement of travel:</u> 1 year plus 30 days from the beginning date of journey</li> </ul>
Refund by Amadeus Dynamic Waiver Record (DWR)	Travel agencies using 1A GDS can refund irregular flights registered by JAL in the Amadeus Dynamic Waiver Record (DWR) with ATC Refund. Please select "Voluntary" as a refund type (except OA*/JL, OA*/NU).