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UN/TK status must be reflected in your GDS.  **[ 2] Applicable Tickets**  JAL International tickets (131 ) which include cancelled flights and schedule changed (early departure / delay) flights.  \*Including tickets for Japan domestic sectors if issued with international sectors. (eg. JAL Japan Airpass)  The booking information (Flight Number and Date) of the irregularity applicable flight and connecting flight must be confirmed and reflected in e-Ticket Record (ETR).  **[3] Handling Period**  On or after 1st April 2024.  **[4] Ticket Handling**  Involuntary reservation change or refund will be applicable under the following conditions.   * You must cancel the Original Flight before departure time. * You must inform the passenger of the validity dates of reservation change / refund. * Involuntary reservation change is permitted only once (not counting change processed automatically by system). * Involuntary refund is not permitted after involuntary change (not counting change processed automatically by system) .   **\*\* Please note that if you make a reservation change / refund that does not meet the conditions below, an ADM will be issued\*\***  **[4.1] Reservation Change**  **Reservation Change**  \* Point of Origin and Destination / Stopover Point must remain the same.   |  |  |  |  | | --- | --- | --- | --- | | Alternative Date | Period：  Within 7 days before and after the Original Flight. | | | | **Alternative Flight Conditions** | | | | | Priority | Alternative Flight | | | | Carrier | Portion | RBD | | 1 | Same as Original Flight in both operation and sales | Same | Same | | 2 | JL and OW (Oneworld) Flight  Include JL\*/OW, OW\*/JL | Rerouting permitted | Same within same cabin \*Original RBD may be a different cabin for OW flights. | | 3 | JL\*/Other Airline | Rerouting permitted | Same | | 4 | Route, participating carriers, and RBD specified by the fare rule | | | | Endorsement / Restriction field | Please make a reservation with an itinerary that meets the above conditions, and input "INVOL" at the beginning of the ENDORSEMENT field.   You must also include these points when reissuing the ticket:  - Waiver Code 24FHJLT6U   - Original Flight Info (changing flight which was affected by UN/TK) - Original Endorsement   FORMAT:  INVOL "Waiver Code" / "Original Flight Info" / "Original Endorsement"  EXAMPLE:  INVOL 24FHJLT6U  / JL043 15MAR / C1-2 RFND RESTR APPLY | | | | Fare Calculation | Copy information of original ticket to new ticket | | | | TAX/FEE/CHARGE | Adjustment not required.  ※ Fare/Taxes/Fees are to be carried over as per the original ticket.   ※When there is unused TAX, adjustment is permitted after the travel is completed and if requested by passenger. | | | | Reissue handling | Reissue all remaining sectors on the ticket.  (Partial reissue not permitted) | | |   **[4.2] Refund**  Cancellation Penalty Fee is waived with Waiver Code. If GDS refund is permitted you must use it. An ADM may be issued if you apply for a refund through BSP.   |  |  | | --- | --- | | Before Commencement of Travel | Travel agencies may refund ticket(s) by GDS with waiver code  “24FHJLT6U”  Click this link to see more details on Waiver Code input in different GDS:  Only 1A(Amadeus) is permitted to use the GDS auto refund function. If the itinerary is only domestic flights in Japan, 1A GDS auto refund function is not applicable. | | After Commencement of Travel | Please apply for a refund to Japan Airlines by BSP Link with the waiver code “24FHJLT6U” | | Validity of Refund | Before commencement of travel  One year and 30 days from the original ticket issue date.  After commencement of travel  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. | | |