



HKGSSU 20-010/GI

14 May 2020

To: All BSP Agents
Subject: Special handling of international tickets following the situation of the Coronavirus (COVID-19)

Please be informed that with immediate effect, special handling for international tickets (changes/refunds) of Japan Airlines international flights is as follows.

This Sales notice is the replacement of JL Sales Notice HKGSSU 20-009/GI dated 08MAY20,

Eligible Flights	Itinerary includes flights to/from Japan
Eligible Ticket	Ticket issued by Japan Airlines starting with "131"
	Issued on/before 08MAY20 - Issue date does not matter if the flight is cancelled - Issue date does not matter if the passenger is subject to immigration restrictions or is forced to isolate him/herself after entering country *Ticket with IT fare (GIT/IIT fare) is applicable <u>only for REFUND</u>
Applicable Departure date	Cancelled flights with UN status: on/before 01JUL20 Reason other than flight cancellation: on/between 28FEB20-30JUN20 *Including International tickets with Japan Domestic sectors
Involuntary rebook date	On/before 20JUL20 or between 01SEP20 to 31MAR21 (*) (except 15DEC20-15JAN21) (*) For alternative flights arranged between 01SEP20-31MAR21, MIN/MAX stay follow original fare rule (exceeding MAX stay is permitted for partially used tickets)
Involuntary refund	Permitted within ticket validity with eligible departure date
Remarks	HKG sales office only handle ticket issued in HKG, SZX & XMN.
AUTH code	WI2001

**Involuntary Rebooking**

Passenger with eligible tickets can change the departure day **ONCE** and rebook date as above table mentioned. No-show passenger is not eligible for the waiver.

Enter "AUTH WI2001" in the "ENDORSEMENT" when reissue.

Involuntary Refund

Passenger with eligible tickets can apply refund without penalty.

No-show passenger is not eligible for the waiver.

Enter "AUTH WI2001" in the "WAIVER CODE" section when auto refund.

Procedure

If ticket meets the criteria of involuntary rebooking and refund as above table listed, please ensure the correspondence authorization code input as "waiver code" or enter in "endorsement" when process ticket reissue or refund by agent end.

It is NOT necessary to obtain waiver code each time from JL Agency desk (aor.agencydesk@jal.com) and NOT require to submit agency coupon or refund notice after involuntary change.

Note of incorrect handling

For those special handling of involuntary reissue/refund ticket without authorize number input in "waiver code" section or "endorsement" section or incorrect handling which is out of the criteria mentioned. ADM will be raised.

For Query

If you are ticketing agent, please email to aor.agencydesk@jal.com for query.

If you are booking agent, please contact your ticketing agent for handling.

We appreciate your understanding and cooperation.

Thank you for your kind attention.

Passenger Sales & Marketing
Hong Kong Macau & Southern China
Japan Airlines Co., Ltd
Incorporated in Japan