



HKGSSU 20-021/GI

09 July 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 **20-019/GI** dated 02JULY20,

Eligible Ticket	Ticket issued by Japan Airlines starting with "131"
	Issued on/before <b>11JUN20</b> - 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
Applicable Flight	Cancelled flights with UN status: on/before <b>27MAR21</b>  Reason other than flight cancellation: on/between 28FEB20-30SEP20  *Including International tickets with Japan Domestic sectors
Involuntary rebook date	On/between <b>08JUL20</b> –31MAR21 (except 15DEC20-15JAN21)  *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	<b>WI2001</b>



### **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 "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 "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](mailto: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](mailto: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  
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