



HKGSSU 20-036/GI
31 December 2020

To: All BSP Agents
Subject: Passenger Handling on Canada's Accessible Transportation for Persons with Disabilities Regulations

Thank you for your continued support to Japan Airlines.

In order to ensure passengers who required assistance can on board comfortably, we would like to inform you that we will provide the written information on assistance requested for flights on Canada routes operated by JAL. The service is based on the law "Accessible Transportation for Persons with Disabilities Regulations (ATPDR)" established by the Canadian Transportation Agency. Therefore, please check the following details for necessary measures and contact us.

■ Effective date

From December 24, 2020 (YVR standard time)

■ Applicable flights

JAL operating flights to/from Canada*

- * Excluding codeshare flight operated by other airlines
- * Codeshare flight operated by JAL will be handled at JAL side in the airport, so there is no handling required.
- * For code-share flights operated by other airlines and the handling of other airlines' connecting flights, customers are required to confirm individually with the other airlines.

■ Applicable passengers

- Assistance for mobility and wheelchairs
- Vision Assistance
- Hearing or Speech Assistance
- Cognitive and Developmental Assistance
- Customers with allergies
- Customers with disabilities in Other who wish to help
 - * Customers who are not disabled but require assistance due to their age, illness, injury, etc., are also eligible.
 - (Excluding customers with pregnant women, babies and small children)



■ The necessary handling in the law

Notify the passengers the support details in writing in advance

It is necessary to notify the assistance passengers the required support what JAL can provide in writing in advance.

■ Request handling from travel agency

- Ask applicable passengers' intention of obtain "Special Assistance Request Form*"
- Notify result to JAL Agency Desk by email at aor.agencydesk@jal.com
- Below SSR will input by JL according to result
"SSR OTHS NO NN RQST FORM CSTMR RCPT"

OR

"SSR OTHS SENT RQST FORM CSTMR RCPT"

*The documents are prepared by JAL

Should you have any enquiries, please contact our JAL sale representative for details.

We appreciate your understanding and cooperation.

Thank you for your kind attention.

Passenger Sales & Marketing
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