



HKGSSU 20-039/GI

01 February 2021

To: All BSP Agents

Subject: Special ticket handling in accordance with Chinese New Year period

Please be informed that with immediate effect, special handling for international tickets (changes/refunds) of Japan Airlines flights to/from China (excluding Hong Kong) as follows.

| | |
|-------------------------|---|
| Eligible Ticket | Ticket issued by Japan Airlines starting with "131" |
| | Issued on/before 27JAN21 |
| Applicable Flight | Itineraries including unused flight between 28JAN21 – 08MAR21 as follows: - Flights to/from China (excluding Hong Kong) |
| Involuntary rebook date | On/between 28JAN21 – 27APR21 *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 | WI2036 |

**Involuntary Rebooking**

Passenger with eligible tickets can change the departure day and rebook date as above table mentioned.

Enter "WI2036" in the "ENDORSEMENT" when reissue.

Involuntary Refund

Passenger with eligible tickets can apply refund without penalty.

For waiver code input method, please refer to "Sales Notice - HKGSSU20-038/GI" issued on 28Jan21.

Enter "**WI2036**" waiver code corresponding to Agent's GDS when auto refund.

For further entry query of each GDS, please contact your GDS helpdesk for details.

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
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Japan Airlines Co., Ltd
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