

July 2021

Dear guests,

With the Tokyo Olympic Games and Paralympic Games happening very soon, we Japan Airlines, being one of the official sponsors for the Games, are excited and fully prepared to greet all guests coming to Japan from around the world. The past year has been a very unsettling one for many of us, but the challenges we face show also our resilience as humans. The Games this year will therefore, I have no doubt, be a very special one as we witness the strength and determination of all the competing athletes who have trained so hard for the occasion.

To ensure that your journey to Japan be as seamless and safe as possible, we have enhanced our hygiene safety measures at the airport and in-flight. We will also provide you with a full escort to assist you through all airport touchpoints from security to quarantine, boarding gate and baggage reclaim. The attached leaflet will illustrate the smooth journey we have specially designed for you. Last but not least, we would also like to welcome you to our First-Class lounge to experience our Japanese hospitality before you board your flight.

Just as it was back in the 1964 Tokyo Olympic and Paralympic, when Japan Airlines devoted wholeheartedly to support the Games, so too is the present when all of us at Japan Airlines are preparing to welcome you to Japan.

We look forward to having the pleasure of serving you.

Yours sincerely,

André Ho

General Manager

Passenger Sales & Marketing

Japan Airlines Co., Ltd

Hong Kong, Macau & Southern China

## ~ 4 REASONS WHY VIP CHOOSE JAL TO JAPAN ~

### 1. VIP SERVICES and LOUNGE SERVICES

#### ARRIVAL

- Greeting at door side of the aircraft and escort to Quarantine area, Immigration and Customs area . Qualified assistance throughout your time at the airport.
- JAL VIP car park is available. (Only if you arrive at HANEDA international Airport)
- Porter service is available.

#### Prevention of infection COVID-19(Arrival)

- Negative result confirmed by an Antigen test of JAL VIP escort staff.

#### DEPARTURE

- Greeting at Check-in counter and escort to the Lounge.
- Onboard as a first priority guest.
- Providing secured line to pass the security check point.
- Allowing privacy and distancing from regular passengers.

#### Prevention of infection COVID-19

- Negative result confirmed by PCR test of JAL VIP escort staff.

#### Highest class Lounge

- Serving on rich menu including the JAL original and popular beef curry to satisfy your cravings. (Haneda/Narita INTL airport)
- providing a nurturing and calm atmosphere to enjoy Japanese hospitality
- Shower service is available.

### 2. Eligible Customers

- Presidents and Secretary generals of National Olympic Committee



### 3.Safe & comfortable journey

We will continue to undertake new measures to prevent the spread of COVID-19, in order to provide all our guests with a safe and secure travel experience, doing everything we can to protect our guests and keep them smiling.

> [リンク: JAL FlySafe hygiene measures](#)



### 4.Awards

#### AGAINST COVID19



Won the highest rating of 5 stars in "COVID-19 Safety Rating" of SKYTRAX, a British airline rating agency.

Also JAL received the highest rating of "Diamond" in the audit "Health Safety Powered by Simplifying Audit" by APEX, a non-profit organization in the U.S.

JAL is the only Japanese airline that has won both of these awards.

#### 5 star airline



#### The highest Award for Global Airlines

The world Airline Star Ratings are airline quality rankings based on global standards.

Airlines awarded the 5-star rating are those whose front-line products and services are assessed against the highest standards of quality.

### 5.Our history and experience with Olympic and Paralympic

We are proud of our history and experience to provide our service to major sports events.

- A special transport plane "City of Tokyo" carried the Olympic torch from Athens at the 1964 Tokyo Olympics. This was the beginning of JAL's support of the Olympic and Paralympic Games.
- 2005 Official Partner of Japan Paralympic Committee (JPC)





**Flight Suspension & schedule change period (HKG=TYO)**  
01 July 2021 (Thursday) to 30 September 2021 (Thursday)

| Route   | Flight Number | Date            | Flight time                        | Details of change                        |
|---------|---------------|-----------------|------------------------------------|--|
| HND=HKG | JL029/JL026   | 01JUL21-30SEP21 | JL029:0950/1345<br>JL026:1515/2040 | Operates as Narita=Hong Kong on Wed, Sun |
| NRT=HKG | JL735/JL736   | 01JUL21-30SEP21 | JL735:1805/2200<br>JL736:1040/1605 | Suspended                                |

Please refer JL website for [details](#).