



HKGSSU 22-007/GI
19 April 2022

To: All BSP Agents
Subject: Revision of special ticket handling in accordance with the impact of COVID-19 and flights schedule change

Please be informed that with immediate effect, special handling for international tickets (changes/refunds) of Japan Airlines international flights are as follows.
This Sales notice is the replacement of JL Sales Notice HKGSSU 21-057/GI dated 16 February,2022.

Eligible Ticket	Ticket issued by Japan Airlines starting with "131"
	Issue Date – No restriction
Applicable Flight	<p>Itineraries including unused flight between 15APR22~29OCT22 as follows:</p> <ul style="list-style-type: none"> - Cancelled or schedule changed flights - Period for "Declaration of a state of emergency in Japan" or "Stricter countermeasures to prevent spread of Covid-19 for targeting some prefectures by Japanese government" <p>*Applicable if the passenger is subject to immigration restrictions or is forced to isolate him/herself or self-isolation after entering the country only when offering or requesting within 2months from the reserved boarding date</p> <p>*Including International tickets with Japan Domestic sectors</p>
Involuntary rebook date	<p>From Current – 05NOV22</p> <p>*Rebook same RBD required</p> <p>*Exceeding MAX stay is permitted for partially used tickets</p>
Involuntary refund	Permitted within ticket validity with eligible departure date
Remarks	HKG sales office only handle ticket issued in HKG and SZX.
AUTH code	RTC1678



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 **"INVOL"** at the beginning of ENDORSEMENT field and **"RTC1678"** when reissuing the ticket.

※Fare/Taxes/Fees are to be carried over as per the original ticket.

Involuntary Refund

Passenger with eligible tickets can apply refund without penalty.

No-show passenger is not eligible for the waiver.

For waiver code input method, please refer to "Sales Notice-HKGSSU 22-008/GI" issued on 19APR22.

Enter **"RTC1678"** waiver code corresponding to Agent's GDS when auto refund.

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

Validity of refund

<Before commencement of travel> One year and 30 days from the original ticket issue date.

<After commencement of travel> One year and 30 days from the beginning date of the journey.

(If the ticket is already reissued after departure, refund is applicable 1 year and 30days from the REISSUE date).

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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