



HKGSSU 22-036/GI
21 September 2022

To: All BSP Agents
Subject: Special ticket handling in accordance with the impact of COVID-19 and flights schedule change for winter schedule (30Oct2022 - 25Mar2023)

Thank you for your continued support of Japan Airlines.
This is to inform you that new special ticket handling for the reduced flights and schedule change of Winter Schedule (30Oct2022~25Mar2023).

Authorization Number: RTC1720	
Eligible Ticket	Ticket issued by Japan Airlines starting with "131"
Eligible Ticket Applicable Flight	Issue Date - No restriction
	Itineraries including unused flight between 30OCT22 - 25MAR23 as follows: <ul style="list-style-type: none"> - Cancelled or schedule changed flights - Passenger is subject to Immigration restrictions or is forced to isolate him/herself or self-isolation after entering the country because of Covid-19. (Only when offering or requesting within 2months from the reserved boarding date.) - International and domestic flights to/from/via the target airport in Japan (Only 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) *Including International tickets with Japan Domestic sectors
Remarks	<ul style="list-style-type: none"> - Please cancel the original flight before departure time to avoid No-show. - HKG sales office only handle ticket issued in HKG and SZX.



Reservation Change			
Alternative Date	Current ~ 2023/3/31		
Embargo	Permitted only if original dates are within the embargo period. If the alternative flight in the embargo period is arranged by JL due UN/TK, there is no problem to use it.		
	①Hawaii Route (Japan → Hawaii) 2022/12/23-2023/1/1 (Hawaii → Japan) 2023/1/1-2023/1/5 (Japan ⇄ Hawaii) 2023/3/17-2023/3/31 ②Guam route (Japan ⇄ Guam) 2022/12/23-2023/1/4, 2023/3/17-2023/4/2 ③Taiwan Route (Japan ⇄ Taiwan) 2023/1/20-2023/1/29 ④Korea Route (Japan ⇄ Korea) 2023/1/21-2023/1/24 ⑤Hong Kong Route (Japan ⇄ Hong Kong) 2023/1/21-2023/1/25 ⑥China Route (Japan ⇄ China) 2023/1/21-2023/1/27		
Alternative Flight Conditions			
Priority	Alternative FLT		
	Carrier	Portion	RBD
1	Same (Same as original flight in both operation and sales)	Same	Same
2	Oneworld (OW) FLT (Include PURE JL, JL*/OW, OW*/JL)	Rerouting permitted	Same RBD within same cabin
3	Route, participating carriers and RBD specified by the fare rule ※The change between the direct fare and non-direct fare is permitted.		
Japan Domestic Flights Booking Class (RBD)	<ul style="list-style-type: none"> •Reservation/Ticketing on/before 05Jul21 and Onboard day 01Jul22~ : Applicable "RBD:F/J/Y" when arranging for Japan domestic flights. Follow usual rules for JL*/GK. •Reservation/Ticketing on/after 06Jul21 and Onboard day 01Jul22~ : Applicable same RBD as INTR alternative flight when arranging for Japan domestic flights. If no available for same RBD, applicable "RBD:F/J/Y". Follow usual rules for JL*/GK. 		
MIN/MAX STAY	MIN/MAX stay may not be waived. (Exceeding MAX stay is permitted for partially used tickets only.)		
Ticket Handling	Please make a reservation with an itinerary that meets the above conditions, and input " INVOL " at the beginning of the ENDORSEMENT field and RTC1720 when reissuing the ticket. ※Fare/Taxes/Fees are to be carried over as per the original ticket.		
Note	Passenger is to request the new date and ticket handling is to be completed by the same day of the year following the applicable ticket issue date.		



Refund	
Before Commencement of Travel	Travel agencies may refund ticket(s) by BSP Link Direct Refund (Automated Refund) or refund by GDS(*) with waiver code "RTC1720" *Only 1A(Amadeus) is permitted to use the GDS auto refund function.
After Commencement of Travel	Please apply for a refund to Japan Airlines by BSP Link with the waiver code "RTC1720"
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)

**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 **"RTC1720"** 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 **"RTC1720"** waiver code corresponding to Agent's GDS when auto refund.

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

Deadline for reservation change / refund

Make sure to make a new reservation and reissue the ticket within one year of the date of issue of the original ticket. If you do not make any changes, please perform a refund within the refund validity period. Please note that changes and refunds will not be possible after the above deadline.

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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