



HKGSSU 22-047/GI

01 February 2023

To: All BSP Agents

Subject: Special ticket handling in accordance with reduced flights and schedule change of Summer schedule (March 26, 2023 to October 28, 2023)

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 Summer Schedule (March 26, 2023 to October 28, 2023).

Authorization Number: RTC1757

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Eligible Ticket and Applicable Flight	Issue Date – No restrictions
	Itineraries including unused sector(s) and tickets validated on JL (131), and in case of change, the changing flight should be corresponded to the following. <ul style="list-style-type: none">❖ Cancelled flights and schedule changed flights (26MAR23-28OCT23)❖ Any applicable flight is included in the Change/Refund sector❖ Including international tickets of Japan domestic sectors only
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	<ul style="list-style-type: none"> • Guam route <ul style="list-style-type: none"> ○ Original flight: 2023/3/26 – 7/14 <ul style="list-style-type: none"> ▪ Flights until 2023/8/31 except Embargo. <ul style="list-style-type: none"> * Only the same RBD is permitted ○ Original flight: 2023/7/15 – 10/28 <ul style="list-style-type: none"> ▪ Only within 7 days before/after the original flight (except Embargo) • Other than Guam route <ul style="list-style-type: none"> ○ Only within 7 days before/after the original flight (except Embargo) 		
Embargo	<p>Permitted only if original dates are within the embargo period. Permitted to use alternate flight within embargo dates if reaccommodated by JL.</p> <p>Japan ⇔ Honolulu 2023/4/28 – 5/6 2023/8/9 – 8/19 Japan ⇔ Guam 2023/8/1 – 8/16</p>		
Alternative Flight Conditions			
Priority	Alternative Flight		
	Carrier	Portion	RBD
1	Same (Same as original flight in both operation and sales)	Same	Same
2	oneworld (oW) flight (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 2021/7/5 and onboard day on/after 2022/7/1: <ul style="list-style-type: none"> ○ Applicable RBD: F/J/Y when arranging for Japan domestic flights. Follow usual rules for JL*/GK. • Reservation/Ticketing on/after 2021/7/6 and onboard day on/after 2022/7/1: <ul style="list-style-type: none"> ○ Applicable same RBD as international 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 maximum 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 RTC1757 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

Cancellation Penalty Fee is waived with waiver code.

Before Commencement of Travel	Travel agencies may refund ticket(s) by BSP Link Direct Refund (Automated Refund) or refund by GDS (*) with waiver code “RTC1757” * 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 “RTC1757”
Validity of refund	<p><Before commencement of travel> One year and 30 days from the original ticket issue date.</p> <p><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 30 days from the REISSUE date)</p>

**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 **"RTC1757"** 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 **"RTC1757"** waiver code corresponding to agency'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 agency 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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