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Japan Airlines Special Ticket Handling Regarding the Novel Coronavirus (COVID-19)

Please be advised of amendments made to the waiver in place for refund and date change penalties due to the Novel Coronavirus (COVID-19) outbreak. This announcement supersedes previous versions sent under volume AU19-16, AU19-17 and AU19-18. Please replace all previous versions with this update. Changes are shown in red.

Waiver for Tickets Including Flights to/from Japan

Eligible Flights	All JAL flights to/from Japan
Eligible Tickets	JL/131 plated tickets issued in BSP Australia or BSP New Zealand
Eligible Dates	<ul style="list-style-type: none">• For tickets issued on/before 28 Feb 2020, eligible flight departure dates are 28 Feb 2020 to 31 May 2020 inclusive.• For tickets issued 29 Feb 2020 to 6 Mar 2020, eligible flight departure dates are 20 Mar 2020 to 31 May 2020 inclusive.• For flight departure dates 6 April to 31 May 2020, tickets issued any date.
Authorisation Code	WI9039

Ticket Handling

Involuntary Rebooking

Eligible passengers can change the departure date ONCE only per ticket. The rebooked flight must depart on/before 30 June 2020. Rebooked flights must be booked in the same booking class. Please reissue the ticket and enter in endorsement box the authorisation code shown in the matrix above as applicable. If passengers no-show, the waiver no longer applies.

Involuntary Refund

Regardless of fare rules and conditions full refunds are accepted with all fees waived for totally unused tickets. Please perform a refund in your GDS and enter the authorisation code shown in the matrix above (as applicable) in the waiver code box of the refund application. If passengers no-show, the waiver no longer applies. If the ticket is partially used, please contact Japan Airlines for advice.

Note Regarding Incorrect Handling

Tickets handled under these special authorisations must show the appropriate waiver code on any reissued ticket or refund applications. An ADM will be raised for any tickets/refund applications without these codes. Also, any tickets/refund applications that have used these codes incorrectly will also be liable for an ADM during the auditing process.



Keep Up to Date with Changes

Please continue to check our website for the latest information. The latest information can be found at www.au.jal.co.jp. Alternatively, links directly to information are as follows:

Information on JAL's service changes:

<https://www.jal.co.jp/jp/en/info/2020/other/200228/#inter>

Information on JAL's Special Handling for Tickets:

https://www.jal.co.jp/jp/en/info/2020/inter/200127_02/index.html

For any cases that do not comply with the waiver conditions or any further queries, please contact the Agency Support team. As per Agent Information Update Vol. AU19-21, our Agency Support phone lines are currently closed, so please contact us by email on the following address: syd.insidesales@jal.com

Kind regards

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