

Handling Procedure of International Tickets by Travel Agencies in Cases of Flight Irregularities

Dear Travel Partners

Thank you for your continued support of Japan Airlines.

This is to inform you the change of the handling Procedure of International Tickets by Travel Agencies in Cases of Flight Irregularities.

Details

1. Effective Date

April 1, 2026

2. Applicable Flights

PURE JL flight, JL*/JB flight, JL*/OW flight, JL*/OA flight and OAL flight cancel/earlier departure/delay and connecting flights that interfere with the journey.

3. Applicable Tickets

(1) INDV PNR (Group PNR is excluded)

(2) The booking information(Flight Number and Date) of the irregularity applicable flight and connecting flight must be confirmed and reflected in ETR.

(3) International tickets issued on JL tickets (131 tickets).

(4) Handling including reservation/route change or refund is only permitted once.

The refund of INVOL after changing the reservation (involuntary reissue) is not allowed for one irregularity.

※ "One-time limitation" for handling explained above refers to a handling with passenger's consent, and cases automatically processed by the system shall not be counted as the "one time".

(5) Change of country of departure without using the first international sector before the commencement of journey and continuing onward is not permitted.

(6) Reservations and reroutes may be arranged within the same cabin as far as the point of departure and destination of the itinerary including the "Irregularity applicable flight" and "Connecting flight" remains the same. (Stopover ⇔ Non-stopover changes are not allowed.)

4. AUTH Number

26FHJLGCC

5. Involuntary Reissue

In occurrence of flight cancel/earlier departure/delay, involuntary reissue is permitted for travel agencies for a flight transferred by JL or alternate flight arrangements made by travel agencies.

■Arrangement for alternate flights

Priority	Alternative flight			Alternative flight permitted period
	Carrier	Portion	RBD	
1	Same with the original ticket	Same with the original ticket	Same with the original ticket	Within 7 days before/after the irregularity applicable flight
2	JB (*)/OW flights (including JL)	Rerouting permitted	Same RBD within same cabin	
3	JL*/OA	Rerouting permitted	Same with the original ticket	
4	Route, participating carriers and RBD specified by the fare rule			

(*) JB Flights: AA/AY/BA/IB/MH/GA (as of March 2026)

■Ticket handling

Please reissue your ticket as soon as possible after booking an alternate flight.

*Please make the reservation change by the departure time of the flight for which you already have a reservation.

***Please note that if the AUTH number is not entered, it will not be considered as an Involuntary Reissue and will be subject to ADM issuance.**

Endorsement/Restriction field	Input AUTH number and information of irregularity applicable flights e.g.: "INVOL xxxxxxxx (AUTH No.) JL043/15APR"
Fare Calculation	Copy information of original ticket to new ticket
TAX/FEE/CHARGE	Adjustment not required. *When there is unused TAX, adjustment is permitted after the travel is completed and if asked by passenger.
Reissue handling	Reissue all remaining sectors on the ticket. (Out of sequence, ticket is not allowed to use)

6. Involuntary Refund

In occurrence of flight cancel/earlier departure/delay, if the passenger wishes to cancel the trip due to inability to carry the itinerary as indicated on the ticket, involuntary refund is permitted.

If the following conditions are met, please implement involuntary refund in the GDS used by the travel agency.

- Conditions under which a travel agency is permitted to make a refund in the GDS
 - Cancel/earlier departure/delay PURE JL flights, JL*/JB, JL*/OW, JL*/OA and OAL flight must be confirmed and reflected in ETR.
 - Totally unused tickets issued or reissued at the same office (IATA Numeric Code)
 - Only one form of payment is accepted (Mixed FOPs such as Cash + Credit Card cannot be accepted).
 - Within the refund application period
 - Within 1 year and 30 days from the date of ticket issuance (*)
 - (*) Within 1 year and 30 days from the original ticket issuance date if the ticket is reissued, or within 1 year and 30 days from the exchange date if the ticket is exchanged.
 - Waiver Code (Cancellation Penalty Waiver Code) should be issued by JL.

■ Ticket Refund Handling

Enter the Waiver Code (Cancellation Penalty Waiver Code) in the Waiver Code field of the GDS to complete the refund process.

If the Waiver Code is not entered, or if it is entered in a location other than the designated one, the refund will not be considered as an Involuntary Refund and will be subject to the issuance of an ADM.

In addition, ADM may be issued in cases where a refund request is made to JL even though a GDS Refund is available.

7. Voluntary change after Involuntary Reissue

In case of voluntary change after Involuntary reissue, please handle it as per fare rules.

Especially in case of voluntary reissue, please delete the previous AUTH Number and Involuntary information from the Endorsement/Restriction field.

8. When flights are rebooked by other carrier beyond the alternative flights authorized by JL

As mentioned in item 5 above, please rebook the flights within the range of alternative flights specified by JL. However, if the customer has already approved the alternative flight using the SR (Self Re-accommodation) function, as previously announced in September 2024, please contact JL.

End