

23 April 2020

AGENT NEWS

Special Handling Procedures due to outbreak of New – type Coronavirus

Please be advised of special handling procedure due to outbreak of New-type Coronavirus

Applicable Tickets

ANA – 205 plate

Applicable condition for special handling

Flights (to/from)	Date of ticket issue (on/before)	Original departure date (from)	Original departure date (to)	Change / Refund	Change of boarding date
WUH	08Apr-20	21-Jan-20	31-May-20	Applicable	Until 31-Dec-20
Mainland China (other than WUH)		24-Jan-20			
HKG/MFM		30-Jan-20			
Other including JP domestic flights		26-Feb-20			

Refund

Full refund is applicable, please use Waiver Code – **WCN001**

(failure to enter waiver code might result in ADM being issued)

Changes

- Only one change permitted
- Change of origin/destination not permitted
- Rerouting – permitted only in case of change from indirect to direct NH flight
- Change of RBD not permitted
- Reissue has to be done by ANA, please contact ANA Reservation Centre on 0808 234 6842
- Please follow Published Fare Rules if less restrictive than the rules above