

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 travel date
An itinerary that includes International flights from/to Japan	29-Nov-21	30-Nov-21	28-Feb-22	Applicable	Until 27-Apr-22* 1
Japanese domestic sectors (separate ticket) connecting to international flights on unused sectors. Conjunction ticket information is required * 2					

***1** Travel has to be completed by 27-Apr-22.

***2** Failure to enter conjunction ticket information at time of refund might result in ADM being issued. ANA may ask to provide ticket image of international flights.

Refund

Full refund is applicable, please use Waiver Code - **WCV111**
(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

Please refer to the website regarding the border measures and restrictions

<https://www.ana.co.jp/en/jp/topics/notice200501>