

11 Jan 2022

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 Ticket : ANA – 205 plate

Flights to / from	Date of ticket issue (on/before)	Original departure date (from)	Original departure date (to)	Change /Refund	Change of boarding date
An itinerary that includes international flights from/to Japan Japanese domestic sectors (separate ticket) connecting to international flights on unused sectors. Conjunction ticket information is required*2	29-Nov-21	20-Nov-21	28-Feb-22	Applicable	Until 27-Apr-22*1

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**Travel agencies may self-refund tickets without fee by entering the waiver code (WCV111) in the waiver code box, Airline code box or Reason code field (Not in Remarks).
(failure to enter waiver code might result in ADM being issued)**Changes**

- Reissue has to be done by ANA, Please contact;
ANA Geneva sales office (022-909-1050) gva@ana.co.jp
ANA Reservation Centre (0800-89-7679)
- 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
- 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>