

22 April 2024

## AGENT NEWS

### Introducing the New toll-Free telephone number to ANA Global Call Centre

Please be advised that the new telephone number for ANA Global Call Centre has been added:

Reservations and Customer Service Centre – General enquiry


**NEW 0808-189-3077** (7days/week 24hrs from the UK)

\*If you have enquiries related to ANA Mileage program, please call 0808-23-44131

Global Reservations and Customer Service Centre – General enquiry and ANA Mileage Club

**0808-234-4131** (7days/week 24hrs from the UK)

Further information regarding telephone enquiries, please visit <https://www.ana.co.jp/en/gb/help/>

 Examples of services provided by ANA Global Call Centre:

- General Information (Airport, in-flight, check-in, baggage)
- Ancillary services (prepaid seat/lounge/excess baggage)  
<https://www.ana.co.jp/en/gb/plan-book/additional-services/>
- Special meals  
<https://www.ana.co.jp/en/gb/plan-book/additional-services/#anchor-in-flight-meals>
- Bassinette seat request
- Unaccompanied minor
- Airport support (escort service)
- Animal in hold  
<https://www.ana.co.jp/en/jp/guide/reservation/support/international/>
- Sport equipment  
<https://www.ana.co.jp/en/jp/guide/boarding-procedures/baggage/international/bicycle/>
- Name correction

For enquiries related to **MEDA cases** please contact **0808-234-4131**

<https://www.ana.co.jp/en/gb/travel-information/customers-with-disabilities/medical-requirements/>

Thank you for all your continued support for ANA.

Please follow us

