



JAL Agents Bulletin ALL024-25-v2_04MAR2026

[UPDATED] Special Ticket Handling due to Deterioration of Middle East Situation

[UPDATED] Please see the update highlighted in red.

Dear Japan Airlines Partner Agency,

Thank you for your continued support.

We are writing to inform you of special ticket handling procedures currently in place due to the deteriorating situation in the Middle East.

Authorization Number : RTC2034

1) Applicable Itinerary

This applies to unused sectors of itineraries involving flights departing from or arriving in the Middle East through **23 March 2026**.

2) Applicable Tickets

131 tickets issued on/before **28 February 2026**. (Group PNR excluded)

3) Ticket Handling

A) If the flight cancellations or schedule changes have occurred:

A reservation change or refund is permitted only once.

B) If the flight cancellations or schedule changes have NOT occurred:

A reservation change (after the commencement of travel) or refund is permitted only once.

However, reservation changes made before the commencement of travel are excluded from this special handling and must be processed in accordance with the applicable fare rules.

(Involuntary refund before the commencement of travel is permitted.)

Reservation Change (Involuntary reissue)

■ Alternative flight date

On/before 31 March 2026

■ Arrangement of Alternative Flights

- Point of Origin, Destination and Stopover must remain the same.
- Changes from stopover to non stopover (or vice versa) are not permitted.
- In cases corresponding to the above B), reservation changes before the commencement of travel are not allowed.

Please arrange an alternative flight as below. Alternative flight date can be within 7 days before/after the affected flight departure.

Priority	Carrier	Portion	RBD
1	Same as the original	Same as the original	Same as the original
2	Oneworld (including JAL)	Rerouting permitted	Same RBD within the same cabin (*)
3	JAL Marketed Flight	Rerouting permitted	Same as the original
4	Route, participating carriers, and RBD specified by the fare rule		

(*) Original RBD may be a different cabin for Oneworld flights. Please check the fare note.

■ Ticket Handling

Please see the conditions below.

- Please reissue the applicable ticket as soon as possible after booking an alternative flight.
- You must cancel the unnecessary segments including the UN/TK status.
- Please note that if the applicable waiver code is not entered correctly, it will be subject to an ADM.

Endorsement / Restriction Field	<p>Please make a reservation with an itinerary that meets the above conditions, and input "INVOL" at the beginning of the ENDORSEMENT field.</p> <p>You must also include these points when reissuing the ticket:</p> <ul style="list-style-type: none"> · Waiver Code · Original Flight Info (flight which was affected by the strike) · Original Endorsement <p>Format:</p>
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	INVOL "Waiver Code" / "Original Flight Info" / "Original Endorsement" Example: INVOL RTC2034 / JLxxx/ 04MAR / C1-2 RFND RESTR APPLY
Fare Calculation	Copy information of original ticket to new ticket
Tax / Fee / Charge	Adjustment not required. *Fare/Taxes/Fees are to be carried over as per the original ticket. *When there is unused TAX, adjustment is permitted after the travel is completed and if asked by the passenger.
Reissue Handling	Reissue all remaining sectors on the ticket. (Partial reissue not permitted)

4) Involuntary Refund

Please see the conditions below.

- You must cancel the unnecessary segments including the UN/TK status.
- You must refund before the refund validity date.
- Please note that if the applicable waiver code is not entered correctly, it will be subject to an ADM.
- For cases that do not meet the GDS refund conditions, such as partially used tickets, please apply for a refund to Japan Airlines via RAN/RA (Refund Application) through BSP Link.
- GDS Auto Refund is not applicable, except Amadeus (1A) for unused tickets.

GDS	Input Field	Input Format & Remarks
Amadeus (1A)	WA	TRFU/WA(waiver code) Example : TRFU/WA RTC2034
Sabre (1S,1B)	WAIVER	WFRR(ticket number)‡A(validating carrier)‡RC/(waiver code) Example : WFRR 1310123456789 ‡A JL ‡RC/ RTC2034 [Note] Waiver code can also be added on " WAIVER " field on screen 32.

		[Note] WFRR = Full Refund
Galileo (1G)	A/L AUTHORITY (this field is displayed on the second screen of refund mask)	<p>TRNE(ticket number)/D(issue date)/RF/AA(waiver code)</p> <p>Example : TRNE 1310123456789 /D 07OCT25/RF/AA RTC2034</p> <p>[Note] RF = Refund Full, AA = Airline Authority modifier</p> <p>[Note] If waiver code is to be entered in the refund table, please use the "A/L AUTHORITY" field on *TRN2 (second screen).</p>
Worldspan (1P)	A/L AUTHORITY	On "ELECTRONIC REFUND AMOUNT VERIFICATION" screen, type X in "ADDL DATA" box in order to display "ADDITIONAL DATA" screen which contains "A/L AUTHORITY" field.
Apollo (1V)		<p>Enter the refund format including waiver code modifier "/WC-".</p> <p>HBRF(ticket number)/RF/WC-(waiver code)</p> <p>Example : HBRF 1310123456789 /RF/WC- RTC2034</p>
Travelsky (1E)	Remark	<p>In "Remark" field, input "WV/(waiver code) "</p> <p>Example : Remark WV/ RTC2034</p>

5) Special Notes

When arranging alternative flights including connecting flights, please make the arrangements based on the new departure/arrival times while taking the Minimum Connection Time (MCT) into consideration. In cases of delays that cross over to the next day (Overnight Delay), TK is not reflected to the flights. Therefore, when arranging alternative flights such as connecting flights, there is a possibility that the itinerary may become reversed. In such cases, the travel agency will not be able to process the tickets, so please contact JAL.

'JAL AGENCY WEB' HAS BEEN LAUNCHED

The latest information about our products and services can be checked on 'JAL AGENCY WEB'. Please go to this website: <https://jal.jalagency.com/>

'GSO' HAS BEEN LAUNCHED

GSO (JAL Group Sales Optimiser) is available for group bookings. Please click the GSO site [here](#)

Please contact Group Desk if you request to access GSO.

CONTACT DETAILS

Agents in European countries

Email: er.agencydesk@jal.com

Group Desk: er.groupdesk@jal.com

Telephone number

Option guidance. Press "9".

Telephone opening hours: 09:30 - 17:00 (UK time) / Monday to Friday

Closed: Christmas Day, New Year's Day & other UK public holidays

Agents in France, Belgium and Switzerland

Email: service.paris@jal.com

Telephone: +33-1-44-35-55-85

Opening Hours: 09:00-12:15 and 13:25-17:30 (France time) / Monday to Friday

Closed: Christmas Day, New Year Day & other public holidays

Agents in Ireland

Email: jal.ie@aviareps.com

Telephone: +353-1-661-07-49 (English language only)

Opening hours: 09:00 - 17:30 (UK time) / Monday to Friday.

Closed: Christmas Day, New Year Day & other public holidays

We appreciate your kind support.

Japan Airlines