

Travel Waiver

Dear Travel Partner:

The most up-to-date travel waiver information can be found below and on the ANA Travel Partner Access (ATPA) site at <http://atpa.fly-ana.com>.

Thank you for your continued support.

ANA Sales Communications

Wednesday, April 8, 2020

COVID-19 - Update 12

Passengers traveling to, from or via the impacted airport(s) listed below are permitted to make a one-time voluntary change to their plans within the parameters provided. **Change in conditions and extended dates in red below.**

1. Applicable Conditions and Waiver Code:

For Itineraries to/from airports in mainland China and HKG/MFM

Original Travel Dates	Original scheduled travel January 24 - May 31, 2020
New Travel Dates	Rescheduled travel must originate on/before December 31, 2020
Original Ticketing Dates	For tickets issued on/before February 26, 2020
Impacted Cities	Airports in mainland China and HKG/MFM
Waiver Code	WCN001

For Itineraries to/from/via airports in Japan

Original Travel Dates	Original scheduled travel February 28 - May 31, 2020
New Travel Dates	Rescheduled travel must originate on/before December 31, 2020
Original Ticketing Dates	For tickets issued on/before April 8, 2020
Impacted Cities	Airports in Japan

- a) Point of Sale: USA, Canada, Mexico, Brazil, and Peru
b) Applicable Flight: NH marketed or operated flight(s) to/from/via the impacted airport(s)
c) Applicable Fares: All fare types
d) Applicable Tickets: Validated on NH (205) ticket stock

2. Rebooking Procedures:

Travel agencies may make changes to tickets they have issued by entering the waiver code in the Endorsement Box of the reissued ticket as well as in the OSI field of the PNR under the following conditions.

- a) Changing to earlier or later flight is allowed and change fee and add/collect will be waived
- Travel must be rescheduled in the same booking class
 - Travel must be on the same origin and destination as previously ticketed
 - Change from NH operated flight to NH marketed flight is NOT permitted (except change to NH marketed flights operated by UA)
 - Change of transfer point is permitted
(Example: CMH-IAD-NRT>>>CMH-ORD-NRT)
 - Change from connecting to direct flight is permitted
(Example: IAD-ORD-NRT>>>IAD-NRT)
 - Change from direct to connecting flight is NOT permitted
(Example: LAX-NRT>>>LAX-SFO-NRT)
 - Minimum/maximum stay requirements must be met for wholly rescheduled travel
 - Final travel must be completed by the end of validity of ticket
- b) Change fee and add/collect will still apply when rebooking of return travel date is not affected by the above situation

3. Refund Procedures:

Travel agencies may self-refund tickets without fee by entering the waiver code in the Waiver Code box, Reason Code field or Refund Application Box.

Exception: Tickets that contain "INVL RFD NOT PERM" or any similar Involuntary restriction in the Endorsement Box may not be refunded.