

ANA Response to COVID-19

To Our Travel Agency Partners,

I hope you and your loved ones are staying safe and well. These past few weeks have been a challenging time for all of us. We understand travel remains essential for many, and we are committed to continuing to serve you in a safe and responsible manner. Your safety and the safety of our employees continues to be our number one priority.

We remain committed to:

Maintaining Safe Health Standards

- Cabin attendants don masks on all flights to reassure passengers using our services. Gloves are also worn when serving food and beverage items.
- All aircraft that return to Japan undergo a special sanitizing regime disinfecting areas like tray tables, armrests, television screens, remote controls and lavatory knobs.
- Currently we have one lounge operating at both Haneda International Airport and Narita International Airport. Lounge meal services have been reduced with the welfare of passengers and our employees in mind.

Additional Flexibility

- We continue to adapt our operation and business to the ever-changing situation and as a result have made reductions and suspensions to our flights. Latest information can be found [here](#).
- To address the flight schedule changes and travel restrictions we have adjusted our rebooking and refund policies. For agency-booked passengers who want to reschedule or cancel, travel agency partners may refer to the latest rebooking policies, travel waivers and refund processes on the [ANA Travel Partner Access \(ATPA\) site](#). As our Agency Sales Support Team continues to experience a high volume of calls and e-mails, we thank you for your patience and understanding.

Terminal Change at JFK International Airport

- As of April 1, 2020 ANA flights are operating out of Terminal 4 at New York's John F. Kennedy International Airport until further notice. Information can be found [here](#).

Departure Time Change for New York Route

- As of April 19, 2020, the new scheduled departure time for NH009 New York to Narita is at 11:00 a.m. and arrival to Narita is at 2:00 p.m. the following day. For more details about our updated flight schedules, please refer to the [website](#).

AMC Premium Member Status Extensions

- We appreciate the continued loyalty and faith in ANA and we have decided to extend current AMC Premium Member Status' through 2021 (April 2021-March 2022). More information will follow to those eligible AMC Premium Status Members at a later date.

Supporting Global Communities

- Starting in April, we will transport medical supplies, including facemasks, using our passenger aircraft as cargo planes. To maximize space, instead of only using the cargo hold, additional supplies will be stowed on passenger seats and in the overhead compartments.
- Hospitals around the world are experiencing major shortages of medical supplies including gowns. As we operate a reduced schedule, many of our employees that will be taking days off in the coming months are eager to help in these trying times. We are currently in communication with the experts to determine how we can assist in the process of sewing these much-needed gowns.

Our [COVID-19 website](#) contains the latest information.

Thank you for doing your part to keep you and others safe by social distancing and adjusting to these unprecedented circumstances. It has been extraordinary to see the global community come together as one and show compassion and empathy for one another. We have overcome obstacles in the past and hope to return to the same level of service you expect from us – and we expect from ourselves. I am confident that we will prevail once again. Please reach out to your Sales Manager if we can assist you in any way.