



ANA Sales
Communications



ANA Response to COVID-19

To our travel agency partners,

Thank you for your partnership. As the world unites to combat the coronavirus pandemic, we wanted to update you on ANA's proactive measures to protect our passengers, flight crews and employees. Their health, safety and well-being are always our priority.

That commitment includes ensuring that all of ANA's planes, lounges and amenities are held to the highest standard of cleanliness and sanitation as defined by leading

global public health organizations. ANA seeks to bring 5-star, “omotenashi” hospitality to every aspect of its service, and we are unwavering in that dedication and service during this challenging period. Among our most recent steps:

Raising the bar on hygiene

- In addition to ANA’s standard cleaning procedures, all aircraft that return to Japan from select routes undergo a special sanitizing regime.
- Cabin air is filtered by a state-of-the-art HEPA filtration system that is standard on all ANA aircraft. Through these filters, purified air and air from outside the aircraft is provided into the cabin. This air is then expelled from the aircraft, meaning that all the air in the cabin is refreshed approximately every three minutes.
- While ANA lounges remain open* and fully operational, these also are being cleaned regularly as part of efforts to curb the spread of the virus.

**With the exception of Terminal 3, Haneda Airport ANA SUITE LOUNGE and ANA LOUNGE near Gate 114, which has temporarily closed from March 18, 2020.*

Increasing flight flexibility

- Because travel plans have been disrupted globally, ANA has waived fees for rescheduling flights. For agency-booked passengers who want to reschedule or cancel, travel agency partners may refer to the latest self re-booking policies, travel waivers and refund processes on the [ANA Travel Partner Access \(ATPA\) website](#). As our Agency Support Team continues to experience a high volume of calls and e-mails, we ask for your patience and understanding.

ANA Mileage Club (AMC) changes – Mileage expiration extended for up to one

year

- ANA will extend the expiration date to March 31, 2021, for all mileage set to expire between March 31, 2020 and February 28, 2021. To reflect this change, there is no need for members to take any action at this time.
- In addition, ANA will make it possible to earn double premium points for those on flights between January 1, 2020 and June 30, 2020.

ANA is being vigilant in monitoring recommendations of public health officials, adopting preventative measures and is taking these steps so that we will be prepared to act quickly as conditions evolve. ANA is regularly updating our [COVID-19 website](#) that contains the latest information.

Even during these uncertain times, travel remains essential for many, and ANA is committed to meeting their needs and focusing on the health and safety of all passengers and employees. ANA would like to thank our travel industry partners for their loyalty and we will continue doing all we can to merit the faith that you have shown in us. Thank you for your business and don't hesitate to reach out to your ANA Sales Manager if we can assist you in any way.

Sincerely,