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Special Handling for Tohoku Pacific Earthquake

Due to the large earthquake on 11 March 2011 and subsequent tsunami that has affected the Tohoku and Kanto regions of North-Eastern and Eastern Japan, Japan Airlines is offering the following special handling for Japan Airlines ticket-holders.

For passengers who have not yet commenced travel:

- Applicable tickets: Tickets issued on JL/131 plate on/before 11 March 2011 **with departure dates 11 March to 10 April 2011** that include the following airports (includes domestic-only air passes)
- Applicable airports: Narita (NRT), Haneda (HND), Sendai (SDJ), Hanamaki (HNA), Aomori (AOJ), Misawa (MSJ), Yamagata (GAJ), Akita (AXT), Niigata (KIJ), Matsumoto (MMJ)
- Refunds: Completely unused tickets may be fully refunded without cancellation penalty
- Changes: Tickets may be changed to a later travel date on/before *10 May 2011* in the same class for the same itinerary on JL flights only

For passengers who have commenced travel:

Passengers should contact their nearest Japan Airlines office directly for advice.

Please note that some flights are still affected, both international and domestic, and cancellations and schedule changes may still occur. JAL's Sydney route (JL771 & JL772), however, is currently operating to schedule.

For up-to-date information, please refer to our website www.jal.com.au or contact the *Agency Support Desk in Sydney on 1300-FLY-JAL (1300-359-525)*. Passengers should contact our Reservations Call Centres on 1800-80-2228 (English) & 1800-04-7489 (Japanese).