

ANA Waiver Codes for Planned Schedule Changes, Rebooking and Exchanges or Refunds

For travel agencies in **Austria, Belgium, Denmark, Czech Republic, Finland, France, Germany, Great Britain, Greece, Ireland, Israel, Italy, Netherlands, Norway, Poland, Portugal, Spain, Sweden, Switzerland, Turkey, United Arab Emirates**

The following procedures apply to planned airline schedule changes, with notifications sent to travel agencies via GDS with UN/TK status.

CONDITIONS

The following conditions qualify for Involuntary schedule changes, including other airlines' schedule changes:

- Discontinued/suspended flight
- Change of flight time
- Change of departure/arrival airport
- Involuntary cases are where passenger cannot be transported according to the confirmed itinerary on the ticket due to flight cancellation, delay, or other reason beyond passenger's control.

APPLICABLE TICKETS

- ANA (NH-205) tickets issued by a travel agency
- Point of Sale: Austria, Belgium, Denmark, Czech Republic, Finland, France, Germany, Great Britain, Greece, Ireland, Israel, Italy, Netherlands, Norway, Poland, Portugal, Spain, Sweden, Switzerland, Turkey, United Arab Emirates
- Applicable fare: all fare types
- Planned schedule change: Change of date, flight number, RBD (Reservation Booking Designator), STD/STA due to marketing reasons (not including irregularity on departure day).

AGENCY HANDLING

- Removal of unnecessary segments.
- Change the flight to the **SAME CARRIER, SAME SECTOR, and SAME BOOKING CLASS only (*2)**.
- Reissue tickets immediately.
- Change is permitted only once per schedule change. Any subsequent changes are subject to applicable fare rules and adjustments for taxes, fees, charges, and fares.
- All change fees, TFCs and fare differences are waived. However, the appropriate waiver code must be entered in the endorsement box when processing the even exchange. (Entering the waiver code in the OSI field will NOT be recognized during the auditing process and is subject to ADM.)

(*2) If none of these conditions apply, please contact [ANA Inside Sales](#) for assistance.



ANA Waiver Codes for Planned Schedule Changes, Rebooking and Exchanges or Refunds

APPLICABLE FLIGHTS	REBOOKING & EXCHANGE	REFUND
NH/OA operated flights	<p><u>Self Rebooking & Exchange permitted</u> Waiver Code: SKCHG-WITSKC</p> <p>(Enter the waiver code at the beginning of the endorsement/restriction box prior to the original endorsement information)</p>	<p><u>Self Refund permitted</u> Waiver Code: WITSKC</p> <p>*For partially used tickets, please contact: ANA Inside Sales</p>

OTHERS

- Tickets not meeting the stated conditions will be handled according to involuntary handling at the ANA office. Contact [ANA Inside Sales](#) for assistance.
- Tickets are valid for one (1) year.
- For wholly unused tickets, the ticket must be refunded within one (1) year + 30 days from the date of issuance.
- For partially used tickets, the ticket must be refunded within one (1) year + 30 days from the outbound travel date.
- Failure to comply may result in an ADM, with disputes requiring valid proof or documentation. ANA may reduce ADM amounts for insufficient procedures if disputes are accepted.

