



JAPAN AIRLINES

Japan Airlines Co., Ltd.

Direktion für Deutschland

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JAL COVID-19 Cover and more services for your next JAL flight

Dear customer,

A year full of challenges is drawing to an end. The announcement that an effective vaccination will be available soon is good for our confidence and spurs us on to further improve our services.

The year's end also gives me the chance to thank you for your loyalty and trust in Japan Airlines during these difficult times; it also provides me with the opportunity to introduce to you our new services and flight plan as of February 01st.

Safety measures and flexible re-booking options with JAL

Safety continues to be JAL's top priority. Our extensive safety measures within the JAL FlySafe initiative provide customers with a safe and enjoyable journey (<https://www.jal.co.jp/uk/en/info/travelalerts/flysafe/>). In order to provide travelling with peace of mind, JAL has also extended its flexible re-booking policy until March 31st (<https://www.jal.co.jp/en/info/2020/inter/200423/>).

Complimentary JAL COVID-19 Cover

Together with Allianz Travel JAL is the first Japanese airline to offer a complimentary COVID-19 coverage for passengers on JAL operated flights from December 23rd, 2020 to June 30th, 2021. This coverage is automatically included in your ticket and covers test costs, medical expenses and isolation costs in case passengers test positive for COVID-19 during their travel. A 24-hour support line "JAL COVID-19 Cover Assistance" will be available from almost anywhere in the world to assist customers by providing help and security should they get COVID-19 like symptoms. For more information and conditions, please refer to JAL Website: <https://www.jal.co.jp/de/en/info/travelalerts/flysafe/jalcoronacover/>

Lounge Service in Frankfurt Airport, Terminal 1

Due to the continued closure of Terminal 2, we are regretfully not able to offer you the authentic Japanese hospitality of JAL's Sakura Lounge and First Class Lounge facilities. Nonetheless, to compensate for this we are glad to offer you as of December 16th, 2020 access to the Lufthansa Senator Lounge. This lounge is located in Transit Hall B after security control, just a few steps from JAL's departure gate, and is open from 06:00 until 21:30. The lounge offers a shower, complimentary Wifi and a relaxation zone. Bottles of water, coffee and tea as well as individually wrapped sandwiches are also available. Due to current COVID-19 regulations, food and beverages however have to be consumed outside the lounge. As soon as the regulations allow, a broader variety of food will be provided to be consumed in the lounge. We apologize for any inconvenience.



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Discount offer on limousine-service at airports in Tokyo and Osaka

If you take a JAL operated flight until January 31st 2021, you can benefit from a discount on limousine-services from airports in Tokyo (Narita or Haneda) as well as Osaka. These provide a safe, secure, and convenient travel to your place of self-isolation after arriving in Japan. If your flight booking consists of at least 2 passengers, you will benefit from a limousine discount of 30.000 Yen (ca. 240 EUR) if flying Business Class, or 10.000 Yen (ca. 80 EUR) in Premium Economy and Economy Class. For more information, conditions and how to get access to the discount, please refer to the following website:

<https://www.jal.co.jp/de/en/info/travelalerts/flysafe/protection-measures/airportprivatecarsvc/>

New Flights to Osaka & Nagoya with new schedule from February 01st to April 15th, 2021

Enclosed, we also share with you our new flight schedule - JAL continues to operate its Frankfurt-Tokyo Narita flight on Wednesday, Friday and Sunday at the regular departure time. Furthermore, Japan Airlines continues to offer convenient flights via Helsinki, London and Paris, (a total 23 flights per week from Europe to Japan). Included here are two new direct weekly services from London to Osaka and Nagoya respectively. These flights operate on a one way basis only so clients visiting these regions are able to quarantine closer to their final destination. Flights via Tokyo using domestic feeder services can be used for the return leg to Germany.

Please be aware that our flight is still operating from Terminal 1. Our check-in counter can be found in Terminal 1 Departure Area B. Please also note that only one piece of cabin baggage is allowed on board by order of the German Federal Police.

We are working hard in these difficult times to make flying on Japan Airlines safe and comfortable and we thank you greatly for your support in helping us to do this.

I wish you, your families, friends and colleagues happy holidays and a happy and prosperous new year. Most importantly I also wish you good health, and the confidence and determination to successfully fight the COVID-19 pandemic in the weeks to come.

Yours faithfully,

Japan Airlines Co., Ltd.

Hirokazu Jo

Vice President & Regional Manager

Germany, the Netherlands & Eastern Europe

Full flight plan from February 01st to April 15th , 2021

Subject to change

Direct flight /via	Routing	Flight	Day of operation
Frankfurt-Direct flight	Frankfurt – Tokyo (Narita)	JL 408	Wed, Fri, Sun
	Tokyo (Narita) – Frankfurt	JL 407	Wed, Fri, Sun
Various German airports via Helsinki *incl. feeder flights operated by our code share partner Finnair from/to Hamburg, Berlin, Düsseldorf, Frankfurt & Munich*	Helsinki – Tokyo (Haneda)	JL 048	Tue, Fri, Sun
	Tokyo (Haneda) – Helsinki	JL 047	Tue, Thu, Sun
Various German airports via London *incl. feeder flights operated by our code share partner British Airways from/to Hamburg, Berlin, Hannover, Düsseldorf, Frankfurt & Munich*	London – Tokyo (Haneda)	JL 042	Wed
	Tokyo (Haneda) – London	JL 041	Wed, Fri, Sun
	London – Tokyo (Haneda)	JL 044	Mon, Tue, Fri, Sat, Sun** daily***
	Tokyo (Haneda) – London	JL 043	Mon, Tue, Fri, Sat, Sun** daily***
	London – Nagoya****	JL8042	Fri
	London-Osaka****	JL8044	Sun
Various German airports via Paris *incl. feeder flights operated by our partner Air France from/to Hamburg, Berlin, Düsseldorf & Munich*	Paris – Tokyo (Haneda)	JL 046	Tue, Wed, Fri, Sat, Sun
	Tokyo (Haneda) - Paris	JL 045	Tue, Wed, Fri, Sat, Sun

*Please note: Feeder flights are operated by our airline partners – flight limitations may apply and changes can occur without notice.

** /***Flights JL044 & JL043 operate Feb, 1st – Mar, 04th 2021 on Mon, Tue, Fri, Sat and Sun. From March 05th daily operation.

**** Flights JL8042 & JL8044 to Nagoya/Osaka will be available for sales from December 21st (15:00 Japan Time)

Additional information on the complimentary JAL COVID-19 Cover, our flexible re-booking options and our extensive safety measures within the JAL FlySafe initiative :

- Complimentary JAL COVID-19 Cover: <https://www.jal.co.jp/de/en/info/travelalerts/flysafe/jalcoronacover/>
- Flexible re-booking options: https://www.jal.co.jp/jp/en/info/2020/inter/200423/?m=mv_1
- JAL Fly Safe: <https://www.jal.co.jp/uk/en/info/travelalerts/flysafe/>

Rail & Fly

When travelling on JAL's direct flight from Frankfurt to Tokyo, a train ticket can be booked online from/to any train station served by Deutsche Bahn in Germany. For further information, please refer to the following webpage:

<https://www.jal.co.jp/en/inter/airport/service/db/>

Departure & Arrivals at Frankfurt Airport in Terminal 1, Departure Area B until further notice

The operator of Frankfurt Airport, Fraport AG, has ordered the temporary closure of Terminal 2. Due to this restriction, Japan Airlines is obliged to operate flight JL408 to Tokyo from Terminal 1 until further notice. Flight JL407 from Tokyo will also arrive at Terminal 1, Departure Area B in this time. Please note that wearing a face mask is mandatory in Frankfurt Airport at all times.

Reservation:

Online: www.jal.co.jp/del/en/

Call Center: (069)-8679-8700 (English/German) or (069)-8679-8777 (Japanese)

You can also book flights operated by our codeshare-partners Finnair or British Airways to Tokyo. For further information, please refer to the following webpages.

- Finnair: <https://www.finnair.com/en/flight-information/travel-updates>
- British Airways: <https://www.ba.com>