



# Flight Handling in Response to Pneumonia Linked to New-type Coronavirus

Thank you very much for your continued and loyal support of ANA.

Since last December, there have been multiple reports of pneumonia outbreaks linked to a new type of coronavirus in Wuhan, a city located in Hubei Province in the People's Republic of China.

ANA's handling in regard to this outbreak is as follows.

## 1. Flights to/from Wuhan Airport

We have canceled the following flights due to the shutdown of highway, railway and bus access to Wuhan Airport.

- The symbol "⇒" indicates the destination.

ANA937 (Narita ⇒ Wuhan)
ANA938 (Wuhan ⇒ Narita)

We will provide further information as soon it is decided regarding the operation of these flights on and after March 1.

## 2. Special Handling of International Air Tickets

For information on our special handling of international air tickets, please see [Special Handling of International Air Tickets due to Pneumonia Caused by New-type Coronavirus in Wuhan](#).

Refunds can be requested up to 1 year and 30 days after the travel start date (or issuance date if prior to travel).

## 3. Airport / On-board Handling

- The symbol "⇔" indicates the locations between which the route is operated.

- The symbol "⇒" indicates the destination.

## **In-flight Announcements by Cabin Attendants**

By request of the Japanese Ministry of Health, Labour and Welfare, we have been making an on-board announcement on the following flights asking passengers with symptoms such as a cough or fever or those taking cough or fever medication to report to an airport quarantine inspector upon arrival.

**Applicable Routes**

**Shenyang, Beijing, Dalian, Qingdao, Wuhan, Chengdu, Shanghai (Hongqiao/Pudong), Hangzhou, Xiamen, Guangzhou, Hong Kong  
⇒  
Japan**

## **Wearing of Masks by Cabin Attendants**

In light of the large numbers of people wearing them, cabin attendants working on the flights below have been wearing masks on board to reassure passengers who are using our services.

**Applicable Routes**

**Japan ⇔ Shenyang, Beijing, Dalian, Qingdao, Wuhan, Chengdu, Shanghai (Hongqiao/Pudong), Hangzhou, Xiamen, Guangzhou, Hong Kong, Taipei (Taoyuan, Songshan)**

## **Distribution of "Health Cards" Created by the Japanese Ministry of Health, Labour and Welfare and Quarantine Stations**

A health card created by the Japanese Ministry of Health, Labour and Welfare and quarantine stations entitled "Novel Coronavirus Infection Occurring in Wuhan City, China" is being distributed on board to passengers on the following flights.

**Applicable Routes**

**Shenyang, Beijing, Dalian, Qingdao, Wuhan, Chengdu, Shanghai (Hongqiao/Pudong), Hangzhou, Xiamen, Guangzhou, Hong Kong ⇒ Japan**

## Wearing of Masks by Ground Staff

Our airport ground staff (including those within Japan) are wearing masks to reassure passengers using our services.

## Reinforced Quarantine Control in China Region

Despite the spread of infection due to the new-type coronavirus within China, ANA is continuing to operate its flights to/from China, with the exception of those to/from Wuhan as stated above.

For the latest flight status information, please see [Flight Status \(International Flights\)](#).

Please note that you may be subject to a health check upon entering airports within China due to reinforced quarantine control. For further details, please refer to information provided by the relevant airport.

For information on flight status for codeshare flights operated by other airlines, please inquire with the relevant airline.

January 29, 2020

# Special Handling of International Air Tickets due to Pneumonia Caused by New-type Corona Virus in Wuhan

Thank you very much for flying with ANA.

The following is a special handling for the outbreak of new-type pneumonia in Wuhan City, Hubei Province, China.

## 1. Eligible Tickets

Date of issue	Tickets issued up to and including January 28, 2020 *1
Boarding Date	Boarding by February 29, 2020
Route	Flights to/from airports in mainland China

- \*1. Flights between Narita and Wuhan: Tickets issued up to and including January 21, 2020 International Tickets issued by ANA that meet all of the conditions above \*
- Ticket numbers starting with "205".
- For tickets issued by other airlines, please contact the travel agency or airline purchased.

## 2. Ticket Refunds (Special Handling)

A refund without fee with an applicable ticket.

### **3. Change of boarding date (Special Handling)**

Change of boarding date is allowed "once" within March 31, 2020 with an applicable ticket.

### **4. Methods of how to refund or change boarding dates**

If you would like a refund or change the boarding date, please contact the ANA International Reservation and Information Center below.

However, if your ticket was issued by a travel agency, please contact the travel agency where your ticket was purchased.

Refunds are available within 1 year and 30 days from the date of travel (Issue date, if prior to travel).

**ANA International Reservation and Information Center**

**0570-029-333**

**January 29, 2020**