

## The JAL Group Service Commitment

### **Introduction**

The JAL Group believes that, in addition to the conventional requirements of safety, on-time performance and comfort, airlines will be expected to provide service that meets the individual needs of each customer in a timely manner. We aim to satisfy our customers expectations and create additional value for the customers. Especially, in the area of customer service, we have been conducting a Service Quality Survey on board JAL international and domestic flights since April 2003, and have analyzed our Customers Comments that reach us. Based on our findings, we are making group-wide approaches to realize concrete service improvements.

The JAL Group, aiming to become of the world s top class airline in terms of both quality and operations, operates numerous flights daily and does its utmost to provide on-time and comfortable flights for all customers. Although we are successful in this effort most of the time, there are times when things do not go smoothly and we are unable to fulfill our customers satisfaction. Irregularities could happen due to events within our responsibility and events which are beyond our control, such as weather conditions and congestion at the airport. Therefore, the JAL Group has established a Service Commitment to inform our customers in advance of the contents of our service, which we are dedicated to provide, amid unpredictable and uncertain situations at the time of your flight.

The JAL Group Service Commitment covers the following topics (areas):

- Offer the lowest appropriate airfare.
- Establishment and purchase time limit of various discount fares
- Provide prompt ticket refunds
- Provide notification of delays, cancellations and diversions
- Baggage delivery
- Baggage liability
- Accommodate customers with special needs
- Overbooking
- Respond to customer comments
- Provide customers with related information
- For a safe and pleasant flight

This Service Commitment will be reviewed and changed, as appropriate, in line with

improvements in service quality, which the JAL Group endeavors to achieve.

We would like to thank you for your continued patronage of Japan Airlines Group and ask for your future support.

### **Reservations and Tickets**

- **Offer the lowest appropriate airfare**

Customers calling JAL's Reservations Center or visiting our city and airport ticketing counters will be offered the lowest available published fares, when specific dates including planned date of departure and date of purchase, times and class are provided. Customers who are eligible to receive discount fares under special conditions, which require the presentation of certificates (e.g. Birthday Discount on domestic flights, Working Holiday Goku fares on international flights, etc.), should request the specific fares when making a reservation. Customers can also find various fares, such as Internet only fares, on JAL's website ([www.jal.com](http://www.jal.com)) and purchase tickets on-line.

- **Establishment and purchase time limit of various discount fares**

We will offer various types of fares such as discount fares to meet the customers' needs and enable as many customers as possible to fly with JAL. The various discount fares are subject to applicable conditions, restrictions and purchase time limits. Detailed information will be provided at the time of reservations, and customers should feel free to ask any questions. Reservations that have passed the purchase time limit will be automatically cancelled.

- **Provide prompt ticket refunds**

We are dedicated to provide refund of tickets to our customers with the least amount of inconvenience. For all refundable tickets purchased in Japan and refund requests made in Japan, will be processed in the time frames set out below, upon receipt of the ticket and all required information.

Means of Payment	Domestic Flights	International Flights
Cash purchase	Refunded on the same day	Remitted to the customer's specified bank account within 10 business days
Cash Ticketless	Remitted to the customer's specified bank account within 5 business days	Not applicable

Note: This indicates a normal transfer term. At times such as bank system disfunction or disorder of large scale flight operation, we are unable to process within this time.

Due to refund processing with credit card companies, refunds for credit card purchases will take from one and a half to two and a half months, from the time (date) we receive notice from the customer to the time (date) remittance procedures are completed.

The time required to process all other refund request may vary depending on the country of ticket purchase or place of refund application. Please check with the local JAL office for further information.

### **At the Airport/On board**

#### **Provide notification of delays, cancellations and diversions**

Although we aim to operate all flights safely and on time, it is sometimes necessary to delay, cancel or divert our flights due to various reasons such as congestion at the airport and bad weather. In these cases, we are dedicated to give all customers, whether at the airport or on board an aircraft, the best available information as quickly as possible.

When major delays or cancellations are experienced and we are unable to provide transportation to the final destination on the expected arrival date due to events within our responsibility, we will provide accommodation subject to availability. Regardless of the circumstances we are dedicated to ease your inconvenience and burden as much as possible

If a flight is delayed or cancelled due to events beyond our control, such as bad weather, we will offer assistance to make arrangements for services such as the accommodations etc., however incidental expenses will not be provided.

In case of long onboard ground delays and customers do not have access to an airport terminal, we will make sure that customers are provided with water, restroom facilities, medical assistance and food, as necessary, according to our flight operations standards.

#### ● **Baggage delivery**

We will make every effort to ensure that checked baggage travel on the same flight. In the event checked baggage does not arrive on the same flight please notify an agent at the arrival airport and provide the necessary information. Based on this information, we will try to locate the baggage and do our best to return it to you as quickly as possible using delivery services at our own expense. We will also provide customers with information relating to the missing baggage, as appropriate, until it is returned.

- **Baggage liability**

We will compensate for lost or damaged checked baggage within baggage liability limits according to laws and regulations applicable to baggage-related accidents. The liability limits vary by itinerary and country of departure. However, in case customers have submitted a declaration in advance of baggage of personally high value and paid the applicable charges, we may compensate beyond the baggage liability limits.

- **Accommodate customers with special needs**

We will do our best to assist customers with special needs, such as customers traveling with infants, accompanied minors, elderly customers, expectant mothers, customers with disability and customers who are ill or injured, so that they may travel safely and in comfort throughout their travel experience from the time of “reservations” to “departure airport” to “on board an aircraft” to “the arrival airport.”

For customers with disability and ill or injured customers, the Priority Guest Center will assist those planning to board our international and domestic flights. For customers planning to board our domestic flights, and traveling with infants, unaccompanied minors, elderly customers, expectant mothers, the Smile Support Desk will exclusively be of assistance. Please inquire with JAL's Reservations Center for further details.

- **Overbooking**

We take extreme care in controlling reservations to ensure that our limited number of seats are used effectively and to enable as many customers as possible to use our flights. In reality, however, some customers with reservations are not always accommodated on their confirmed flights due to situations on the date of departure. The JAL Group, like most airlines, overbooks flights. That is, we accept more reservations than there are seats available. Though we have data of travel trends by route, hour and season, and adjust reservations accordingly, on very rare occasions, we cannot provide seats to all customers. In such cases, we may, according to internal regulations, arrange alternative means of transport or offer a boarding compensation to customers who voluntarily surrender their confirmed reservations.

## **Comments and Information**

- **Respond to customer comments**

We will do our best to respond to customer comments, requests and complaints at the first point of contact speedily and with integrity. All e-mails, letters and comment cards received

from customers will be personally read and a response will be sent within 14 days of receipt. In responding to customer comments, we will not be complacent with the status quo, but will continuously endeavor to improve the degree of customer satisfaction so as to realize concrete service improvements.

Comments, requests or complaints to JAL can be made through a toll-free telephone number, on a Comment Card available on board or on on-line at JAL's website ([www.jal.com](http://www.jal.com)).

● **Provide customers with various information**

We provide the following information on JAL's website ([www.jal.com](http://www.jal.com)), which is useful in making your trip more enjoyable. (Information is also provided at JAL's Reservations Center, city and airport counters, in-flight magazines, pamphlets and such)

- Availability of seats, flight schedules, departure and arrival information, situation of flight operation, route information, fare information
- Reservations, purchase and payment of tickets
- Contents of service provided on board and at airports
- Local travel information on Japan and overseas
- Conditions of Carriage
- JAL Mileage Bank, new customer services, campaigns

**Request to our customers**

● **For a safe and pleasant flight**

The JAL Group aims for the highest level of safety, even beyond the global standard. Therefore, all JAL Group staff bear foremost in their minds that "flight safety is the basic mission of an airline company" and do their best to maintain flight safety at each of their workplaces.

In order to spend time at the airport and on board the aircraft safely and comfortably, we would appreciate the cooperation of every customer in the following way.

- Please arrive at the boarding gate by the boarding time.
- Please observe restrictions regarding carry-on baggage and store baggage securely onboard the plane.
- Please fasten seat belt always
- Please follow the instructions of airline staff.
- Please refrain from disruptive behavior on board the aircraft. (\*)

(\*) The "Law for Prevention of Safety Disruptive Behavior" has taken effect from January 15,

2004. It concerns smoking in the lavatory, use of electronic devices such as cellular phones, obstruction of crew duties, behavior which disrupts flight safety, endangers persons and assets on board the aircraft and disrupts law and order, and acts which are prohibited by regulations. This law is effective on all flights, including international, of aircraft registered in Japan, additionally the regulation is also applicable to aircraft registered in countries other than Japan while the aircraft is within Japan's air space.

We would appreciate the understanding and cooperation of all customers.