Thank you for flying with Japan Airlines.

I have recently been traveling here and there on business and what I have noticed is that there are more arrangements in place than there were before the pandemic which is a slight cause for concern. Most likely it is passengers with children, the elderly, and people with disabilities who feel the most apprehensive when traveling.

The JAL Group, however, is constantly searching for ways to make air travel more enjoyable and stress-free. One of these initiatives is a so-called Accessible Tour we conducted for the benefit of people who use wheelchairs and those with developmental disabilities. The planning of a tour to Okinawa last year also involved a JAL Group employee who uses a wheelchair. She inspected the local area and was able to make detailed preparations such as making sure there was enough space in the hotel rooms, checking to see where the wall sockets were, and the height of the hand shower.

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