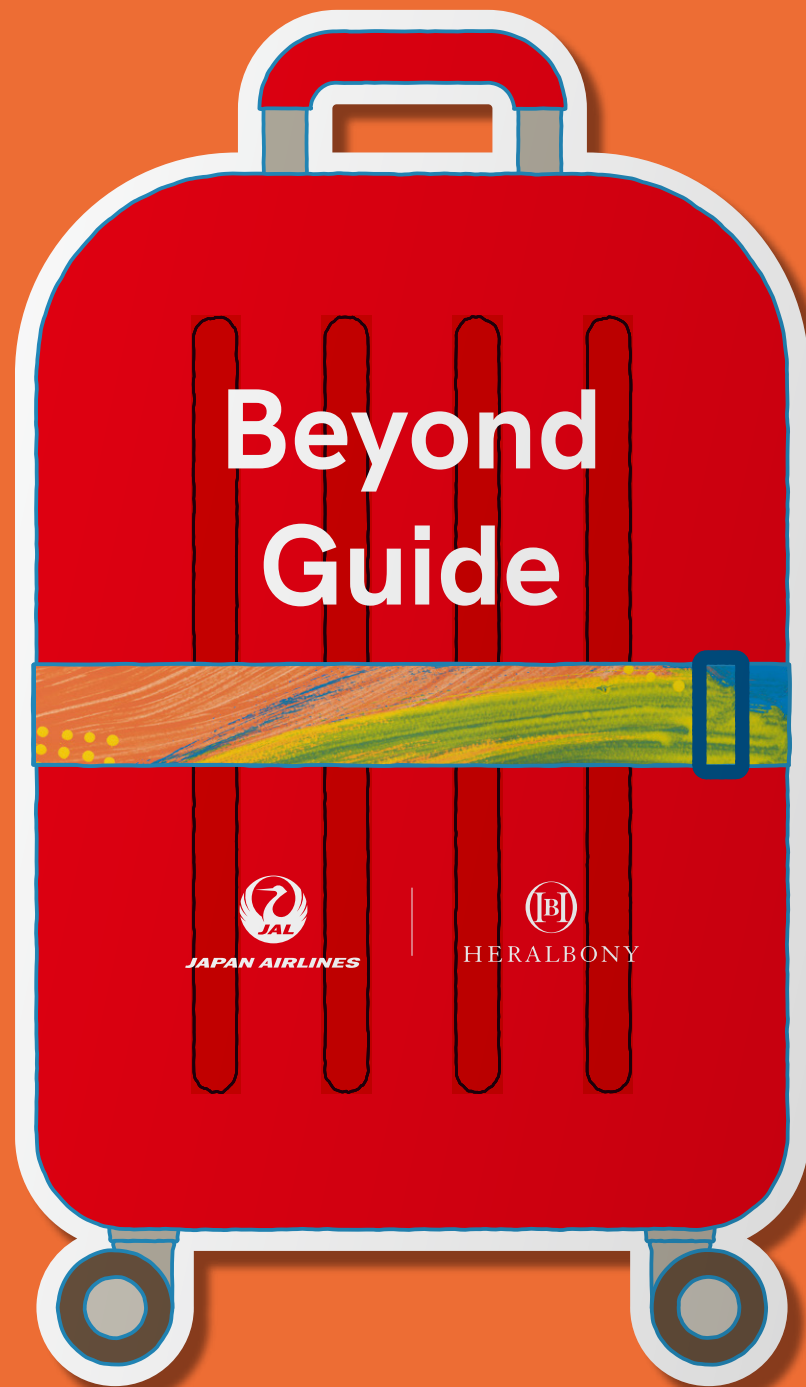




Beyond Guide



JAPAN AIRLINES



HERALBONY

Make every journey feel possible, for everyone.

Travel means different things to different people. For some, flying is exciting and familiar. For others, it can come with questions, uncertainty, or moments that feel hard to navigate.

JAL and HERALBONY have been working together under the shared idea of "Beyond," inspired by the borderless nature of the sky. "The Beyond Guide" was created for anyone who wants to approach air travel in a way that feels more comfortable and informed. It brings together

practical information about preparing for your flight, spending time at the airport, and being on board, so you can decide what feels right for you.



Some people hesitate to travel because they worry about getting lost, feeling overwhelmed, or

standing out in ways they would rather avoid. By sharing what to expect and what options exist, this guide aims to make those experiences easier to approach.

As we continue to explore new ways of thinking beyond existing boundaries, we are working toward a future where everyone can travel freely and experience new places on their own terms.

We hope this guide becomes a small but steady companion as you take your next journey into the sky, helping that journey feel a little more open, and a little more possible.



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To learn more about the
"Beyond" initiative, visit here



01 ■ Before You Fly: Planning and Booking



"How can I book my flight if I want to use a disability discount or related services?"

When booking your flight, you're welcome to let us know if you would like to use discount for the disabled or request support services. You can book through the JAL website, by phone, or through a travel agency. At the airport, our staff may ask to see an official disability ID or certificate to confirm eligibility.



*For details on eligibility and conditions, please scan the QR code.



If I book my flight through a website or agency other than JAL, can I still receive support? Where do I go for help?

Yes. Even if you book through another travel website or agency, you're always welcome to contact JAL by chat or phone to let us know about any support you may need. Based on what you share, arrangements can be made at the airport or on board. On the day of departure, please feel free to speak with staff at the check-in counter or Special Assistance counter. Our staff will listen and guide you to the available support options for you and those traveling with you.



"I feel anxious because I don't know what will happen on the day of travel. Would it be possible for staff to speak with me if needed?"

When you arrive at the airport, any JAL staff member will be happy to listen. Please share your flight number and let us know if there is anything you are worried about or any support you may need. If you prefer, you can also contact JAL in advance by chat or phone. Letting us know ahead of time can help us support you more smoothly on the day of your flight.



"I find it hard to understand the procedures at the airport before boarding. Is there something I can review in advance?"

If you're feeling unsure about what to expect on the day of travel, JAL offers a support tool called *Sky Challenge** that explains the flow of a flight step by step. It's designed to help you feel more prepared and at ease.



*For details, please scan the QR code.
(Available in Japanese only)

02 ■ Before Boarding: What to Expect at the Airport



"I am worried about getting around the airport while traveling with a companion who needs support."

If moving around the airport feels challenging, you are not alone. For example, you may be traveling on your own and feel unsure about how to manage everything while supporting the person you are traveling with. You can contact JAL in advance by chat or phone, or speak with staff at the check-in counter or Special Assistance counter at the departure airport. By sharing your situation, we can help guide you to support options that may suit your needs.



"I am worried that long procedures and waiting times at the airport may make my travel companion feel anxious."

If you have any concerns or wishes, such as boarding at a relaxed pace or waiting in a quieter area, please feel free to contact JAL by phone or chat. You can also share these preferences when booking or with airport staff on the day of travel. With your consent, this information can be passed on to the cabin crew, so they can be aware and continue to support you comfortably throughout the flight.



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"I have specific food / drink preferences. Can I bring them on board?"

You are welcome to bring your own food and drinks on board. For international flights, please note that there are some restrictions on liquids. If you are unsure, you are welcome to contact JAL by chat or phone in advance. Depending on the situation, we can provide guidance, where possible, on options such as purchasing items after security or using small containers.



"Can travelers with intellectual disabilities use the pre-boarding service?"

Yes, this service is available. At check-in or at the boarding gate, please show your disability ID and let a JAL staff member know that you would like to use pre-boarding. Our staff will be happy to assist you and will guide you on board once the cabin is ready, so you can board at a calm and comfortable pace.

*The pre-boarding service allows passengers who need extra support to board before other passengers.

03. On Board the Aircraft



"I am worried that sounds or movement during the flight may be surprising or upsetting."

Some passengers may feel unsettled by unfamiliar sounds or sensations, such as engine noise, the seatbelt sign chime, or movement during takeoff, landing, or turbulence. Bringing earmuffs or noise-canceling headphones may help make the experience more comfortable. If turbulence is expected, our cabin crew may be able to let you know in advance. If that would feel reassuring, please contact JAL by chat or phone before your flight, or let a cabin crew member know once on board.



"I worry about how others might react if my travel companion becomes overwhelmed or has a panic moment on board."

JAL aims to create a space where all passengers can feel at ease. If there are things that help your travel companion stay calm, such as drinking water or following a familiar routine, you're welcome to let us know in advance by chat or phone. Our cabin crew will do their best to support each individual in a way that suits them. If something unexpected arises during the flight, please feel comfortable letting a cabin crew member know. We will respond with care and flexibility as the situation allows.



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"I'm worried about whether my travel companion will be able to stay seated for a long flight."

Our cabin crew will do their best to support you during the flight. When the seatbelt sign is off, they may offer opportunities to walk or stretch, and can help with small activities using your own items, such as toys, books, or a tablet. They can also be mindful of drink and snack timing. We are here to respond with care and flexibility to each passenger's needs.



"If I would like support after arriving at my destination airport, what should I do?"

If you feel uncertain about getting around after arrival, such as finding a quiet place to rest or borrowing a wheelchair, support can be arranged at your destination airport. You're welcome to share your needs in advance by chat or phone, or let us know at the check-in or Special Assistance counter at departure. Depending on the airport layout or how busy it is, arrangements may take a little time. Our staff will respond with care and understanding, so you can continue your journey feeling at ease.

JAL and HERALBONY are committed
to continuing our efforts
to make travel easier to approach, for everyone
who may feel barriers along the way.

Need support or have concerns
about your journey with JAL?

Our chat support is available
in English and Japanese.



For more detailed information
about accessibility support,
please visit this page.



*The information on this page is current
as of March 31, 2026.
We recommend checking the page for the
most up-to-date details before your journey.

