

Change or Refund due to Flight Cancellation/Major Delays etc. due to Bad Weather etc.

<Until Scheduled Time of Departure>

[Please enter your confirmation number and your last name after clicking on the "Booking confirmation" at the upper right corner of the AirJapan website.](#)

You will be redirected to "Manage My Booking" page where you will be able to change your booked flight or request for refund.

◇If you wish to change your booked flight

You will be able to change your flight within 14 days before or after the departure date of the reserved flight (If you have a return flight, up to the return flight date) by clicking on the "Change Flight" button on the above "Manage My Booking" page on the AirJapan website.

After the change has been made, please obtain your new itinerary from the same page.

"In case you are unable to change the flight, although it is before the scheduled departure time of your reserved flight, we will refund the difference in price at a later date if you purchase an AirJapan flight for an alternative date.

The refund will be made for an alternative flight up to a maximum of the same fare type (Simple/Standard/Selected) as the flight (the flight you were supposed to board at first) that has been canceled or significantly delayed."

- * You will not be able to change your booked flight after check-in.
 - * All passengers booked in the same confirmation number would be able to change to the same flight.
 - * Even if you hold connecting flights or inbound flights for round-trips, if the confirmation number is different, such flights will not be changed or refunded.
 - * Transportation and accommodation expenses for alternative means of transportation required as a result of flight cancellation or major delay are not eligible for compensation.
 - * Tickets cannot be transferred to flights of other companies (including ANA or Peach flights)
 - * Please check the latest flight schedule from the above "Manage My Booking" page on the AirJapan website.
 - * Please note that we may not be able to offer optional services depending on the availability of the new flight.
- We kindly request that you check the status on the above "Manage My Booking" page of the AirJapan website.

◇If you wish to request a refund

Refunds are available without charge.

You will be able to perform this procedure by clicking on the "Cancel segment" button from the above "Manage My Booking" page on the AirJapan website.

<After Scheduled Time of Departure>

You will not be able to change your flight. Our call center will not reaccomodate you to an alternative flight.

Refunds are available without charge.

Refund for the cancelled/significantly delayed flight will be processed in turn.

You do not need to apply for refund.

Please note that the period of time between the date when the refund procedures are completed and the date when the refund is actually paid into your bank account differs depending on the credit card company.

For detailed information, please ask your credit card company.

(In the case of credit cards, it may take one to two months for the refund to be paid into your bank account.)

If you had booked a return flight in the same booking confirmation as the cancelled/significantly delayed flight, and wish to request a refund for the return flight, please use the following link to apply for refund of the return flight.

[Send Refund Appllication for Return Flight in the same booking confirmation](#)

- * A return flight booked with separate booking confirmation number will not be refunded.
- * Please apply for refund within the refund validity.

Refund Deadline: within 90 days of your cancelled/significantly delayed scheduled flight

◆Privacy Policy

[Please see AirJapan Privacy Policy.](#)

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