

Information on various procedural changes affecting flights boarding from May 19, 2026 due to [the redesign of our Japan domestic passenger service system](#).

Changes to reservations and purchases for flights boarding from May 19, 2026 made after May 29, 2025 (start date of reservation/purchase)

| Information | Explanatory Page | Key Points |
|--|--|---|
| 1. Changes to key services | Seat Availability/Make Reservation function | Will be redesigned from May 29, 2025. *The current design will be used for flights boarding up to May 18, 2026. Please select a fare option for seat availability inquiries. |
| | Checked Baggage | •New rules regarding free baggage allowance. •The number of items you can check in free of charge will vary depending on the purchased fare. |
| 2. Key services to be discontinued | Reservation confirmation | "Confirmation numbers" will be discontinued. Please check your e-Ticket Itinerary Receipt when confirming your reservation. |
| 3. Fares | Key Updates Fare List | Until now, we have provided the same services for all fares. This will change so that you can select only the services you require as a bundle with your fare. |
| | Using Japan Domestic Flight Fares | Applicable to flights boarding on or after May 19, 2026. Reservations and sales will be available from 355 days prior to the departure date (from 9:00 a.m. JST). |
| 4. Reservation changes and refunds | Rules for changes and refunds | Change and refunds will be made for all reserved flights and will not be possible only for specific reserved flights. |
| | Various charges related to flight tickets | The difference between the fare amounts before and after the change will be charged along with the reservation change charge specified for each fare . (Some fares may not require a reservation change charge.) |
| 5. Reservations for travel dates spanning both before May 18, 2026, and on or after May 19, 2026 | Japan domestic fares that apply to flights boarding on or after May 19, 2026 | It will not be possible to make reservations for both before May 18, 2026, and after May 19, 2026, at the same time. If you are booking flights before and after this date, please make separate reservations. |

Various conditions for flights boarding from May 19, 2026

1. Changes to key services

| Category | Item | Flights up to and including May 18, 2026 | Flights from May 19, 2026 |
|--------------|---|--|--|
| Reservations | Name entry | Katakana | Hepburn romanization or Latin alphabet |
| Reservations | Age entry | Age at time of boarding | Date of birth |
| Reservations | Age of children | Infants: 0–2 years old (Free of charge if the child will sit on an adult passenger's lap) Children: 3–11 years old | Infants: 0–1 year old (Free of charge if the child will sit on an adult passenger's lap) Children: 2–11 years old *Reservations and tickets for infants are required at the same time as an accompanying adult passenger (12 years or older) |
| Reservations | Reservation number | 4 digits | 6 alphabet characters and numbers |
| Reservations | Class descriptions on reservation search page | Premium Class Economy Class | First Class (Premium Class) Economy Class |
| Reservations | Validity period of Shareholder's Benefit Number Notification Card | 1 year *Reservation and purchase procedures can be completed even if you do not have your Shareholder's Benefit Number Notification Card with you (excluding purchases at ANA airport counters and travel agencies) | 18 months *Your Shareholder's Benefit Number and Password for Registration will be required when purchasing tickets. (How to Use Shareholder's Benefit Discount) (Japanese) |

Various conditions for flights boarding from May 19, 2026

| Category | Item | Flights up to and including May 18, 2026 | Flights from May 19, 2026 |
|--------------|------------------------|---|---|
| Reservations | Seat Availability | Seat availability and fares are only displayed for the specified date | Special fares will be displayed for three days before and after the specified date (seven days total) |
| Reservations | Selecting fare options | Search by Departure Date | <p>Fare options must be selected</p> <p>If you select a boarding date after May 19, 2026, your fare options will be displayed. Two fare options are available depending on your company's settings, and the available fares are set depending on the option that has been selected.</p> <ol style="list-style-type: none">1. [Discounts for Customers with Disabilities] and [Shareholder's Benefit Discounts]2. [Not Specified] and [Discounts for Customers with Disabilities] <p>*The selected fare option includes fares such as Biz fares and simple fares. If you do not want to apply a discount for customers with disabilities, select "Shareholder's Benefit Discount" or "Not Specified".</p> |

Various conditions for flights boarding from May 19, 2026

| Category | Item | Flights up to and including May 18, 2026 | Flights from May 19, 2026 |
|--------------|---|---|--|
| Reservations | Flight ticket validity period | Fares that allow changes can be changed within three days, including the reservation date. For reservations made two days before departure or less, changes can be made up to 20 minutes before the scheduled departure time. Fares that cannot be changed vary depending on the fare type . | Conditions will vary depending on the date and time of reservation and the fare. Example: Biz: (From 355 days prior to the departure date to 24 hours prior to departure time) 48 hours after reservation or 24 hours before departure time, whichever is sooner (From 24 hours prior to departure time to 20 minutes prior to departure time) Instant purchase (within two hours after reservation if the ticket is issued by an authorizer following a purchase request) |
| Reservations | Seat Request | Seats are selected at the time of purchase | Seat availability will be displayed prior to purchase |
| Email | Purchase confirmation email | Travel management numbers are included in your purchase confirmation email. | Travel management numbers will not be included in your purchase confirmation email. It can be found in your e-Ticket Itinerary Receipt received when you make your purchase. >>It will be displayed starting from the purchase date of JAN 26, 2026. |
| Email | Change Completion Email Refund completion email *For JCB cardless users | - | When changing or refunding a flight ticket, a credit statement will be attached to the change completion email and the refund completion email, which are automatically sent to business travelers. This process will be updated in future, and we will notify you at a later date regarding the timing of this update. >>Effective Jan 23, 2026, statements will no longer be attached. |

2. Key services to be discontinued


| Category | Item | Information |
|--------------|--------------------------|---|
| Reservations | One-stop Reservation | The button on the main screen will be removed. |
| Reservations | Open-ended Ticket | If you have an open-ended ticket, please fly by May 18, 2026. If you do not plan to travel before May 18, 2026, please request a refund. |
| Reservations | Confirmation Number | Please have the reservation number (6 alphabet characters and numbers) or ticket number (13 numbers) that appears on your e-Ticket Itinerary Receipt ready when confirming your reservation. |
| Changes | Interchangeable airports | On the following routes where the fare booked allows changes, it will no longer be possible to change between the specified airports. - Fukuoka Airport ⇔ Kitakyushu Airport ⇔ Saga Airport ⇔ Fukuoka Airport - Hiroshima Airport ⇔ Iwakuni Airport |

3. Fares

We are updating our fare lineup with new fares that meet the needs of passengers.

Administrators can also refer to "[Various conditions for flights boarding from May 19, 2026\(administrators\)](#)" (Japanese) for information on relevant fare settings.

Introduction to Japan domestic flight fares

| For Economy Class | Simple | Standard | Flex |  | Shareholder's Benefit Discount |
|------------------------------------|---|--------------------------------|----------------------|---|--------------------------------|
| Reservation and purchase deadlines | Up to 1 day prior to departure | Up to 1 day prior to departure | Up to departure date | Up to departure date | Up to departure date |
| Reservation changes | Unavailable | Paid | Free | Free | Free |
| Refunds | Paid | Paid | Paid | Free Up to the departure time | Paid |
| Free Baggage Allowance | 1 pc/23 kg | 2 pcs/23 kg | 2 pcs/23 kg | 2 pcs/23 kg | 2 pcs/23 kg |
| Seat Request | Online check-in available 24 hours before departure | Free | Free | Free | Free |
| Upgrading | Unavailable | Available | Available | Available | Available |

In addition to the one-way type fares, round-trip type fares are also available.

Round-trip itinerary via the same airport or city

Outbound: Tokyo to Osaka

Inbound: Osaka to Tokyo

Point of arrival on outward journey different to point of departure on return journey

Outbound: Tokyo to Fukuoka to (Traveling by car, railway, etc.) to Nagasaki

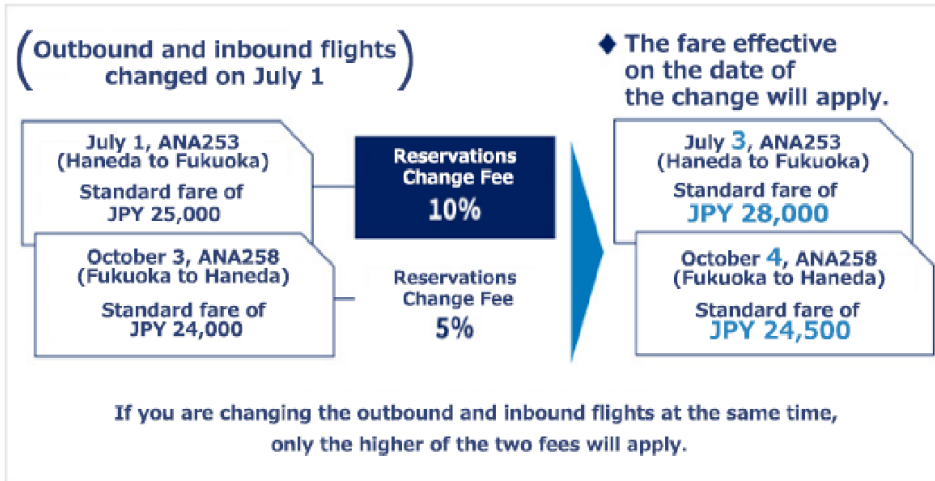
Inbound: Nagasaki to Tokyo

In addition to simple round-trip itineraries, itineraries with a point of arrival on the outbound journey that is different from the point of departure on the inbound journey can also be used.

*Round-trip fares apply when the same fare is used to purchase the outbound and inbound flights at the same time.

4. Reservation changes and refunds

Changes (changes or refunds cannot be made only for specific reserved flights)



1. Before start of journey

The difference between the fare amounts before and after the change will be charged along with the reservation change charge*1 specified for each fare.

If you have a reservation for a round-trip or transfer (using connecting airports) itinerary, even if changes are made only to one segment, the entire reservation record, including flights without changes, will be recalculated.

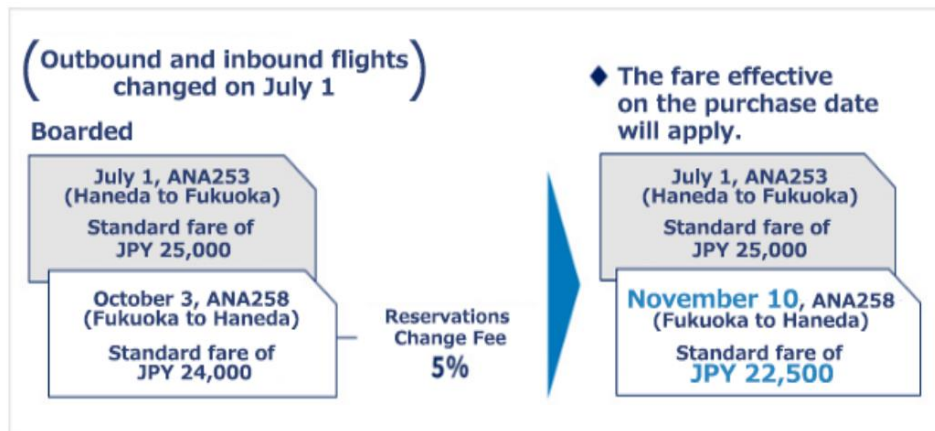
If all segments up to the arrival point cannot be reinstated, the recalculation cannot be performed and your reservation cannot be changed.

*1 Some fares may not require a reservation change charge.

<Applicable fare amounts> On the change date, the fare amount valid on the start date of the trip will be applied to the entire itinerary.

(Seasonality, booking classes, etc.)

<[Applicable reservation change charges](#)>



2. After start of journey

The difference between the fare amounts before and after the change will be charged along with the reservation change charge*1 specified for each fare.

If you have a reservation for a round-trip or transfer (using connecting airports) itinerary, even if changes are made only to one segment, the entire reservation record, including flights without changes, will be recalculated.

*1 Some fares may not require a reservation change charge.

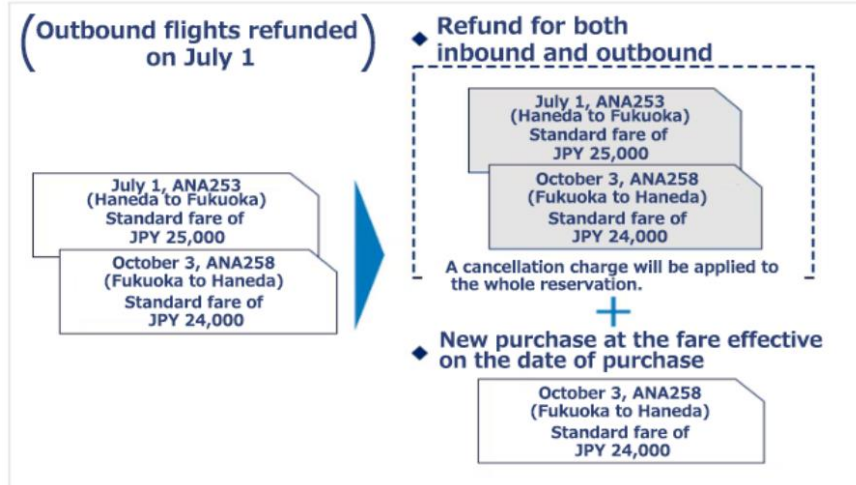
<Applicable fare amounts> On the purchase date, the fare amount valid on the start date of the trip will be applied to the segment that is being changed.

(Seasonality, booking classes, etc.)

<[Applicable reservation change charges](#)>

4. Reservation changes and refunds

Refunds (changes or refunds cannot be made only for specific reserved flights)

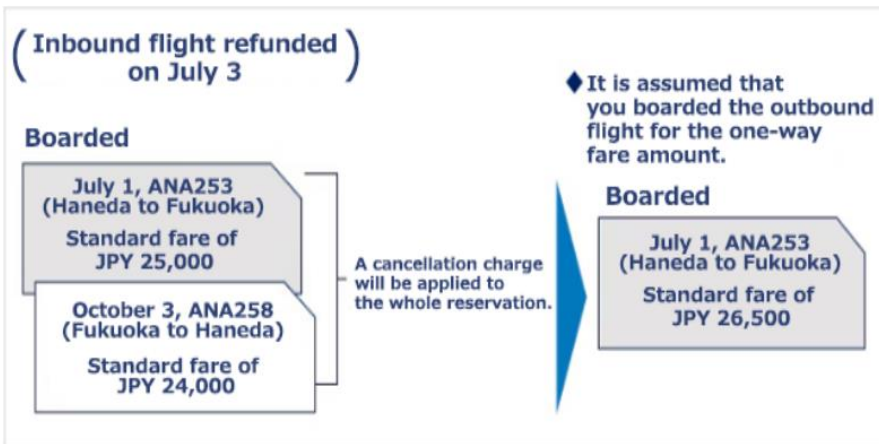


1. Before start of journey

A cancellation charge specified for each fare will be incurred in the event that a ticket is canceled.

Some segments are not refundable. After the refund of the entire reservation record is made, please make a new purchase for the required segments.

<[Applicable cancellation charges](#)>The number of days between the departure date of the outbound flight and the date the refund is made will be taken into account, and a cancellation charge will be incurred for the fare amount of the entire reservation record.



2. After start of journey

The refund amount is obtained by subtracting the charge for the fare amount of the entire reservation record (including used segments) from the difference between the fare amount of the entire reservation record (including used segments) and the fare applicable to the used segments.

The amount to be refunded may be calculated as zero.

<[Applicable cancellation charges](#)>If the itinerary is partially used, a cancellation charge will be incurred for the fare amount of the entire reservation record.

*Refunds requested for cases in which the used segments do not form an itinerary will not be accepted.

5. Reservations with flights before and after May 19, 2026

It will not be possible to make reservations for flights before and after May 19, 2026 at the same time.

| Category | Flights up to and including May 18, 2026 | Flights from May 19, 2026 |
|--------------|--|--|
| Reservations | Japan domestic fares applicable to flights boarding up to May 18, 2026 will be closed for new bookings, ticketing and boarding on May 18, 2026. | Fares that apply to flights boarding on or after May 19, 2026 can be booked and purchased from May 29, 2025 (from 9:00 a.m. Japan time). |
| Changes | Your ticket cannot be used for reservation changes or flights boarding on or after May 19, 2026, even if it is still valid. | Your ticket cannot be used for reservation changes or flights boarding on or before May 18, 2026. |
| Refunds | Refunds are accepted until May 18, 2026. If you wish to receive a refund on or after May 19, 2026, please contact the ANA Domestic Reservation and Customer Service Center. | Refer to the rules for changes and refunds for Japan domestic flights for details. |

◆◆ Please also check the following notices ◆◆

- [Redesign of the ANA Biz website](#)
- [Reservations after checking seat availability](#)(Japanese)
- [\[To administrators\] Various conditions for flights boarding from May 19, 2026](#)(Japanese)