

Amendment of ANA's International Baggage Policy

TOKYO April 25, 2013 - ANA, Japan's largest airline, today announces changes to its baggage policy for international flights. The changes apply to tickets all issued on or after Saturday June 1, 2013.

Baggage rules around the world have become increasingly complex as a result of IATA deregulation, which allows individual airlines to freely adopt their own baggage regulations. Coupled with this, changes to the US Department of Transport baggage rules, which came into effect from July 2012, mean that the baggage policy on code-share flights is determined by the first or most significant "marketing carrier" (the airline selling the ticket) rather than the "operating carrier" (the airline operating the flight).

ANA Group has strong partnerships with a number of airlines around the globe, enabling it to provide comprehensive travel routes for its customers. In order to consistently improve ease of travel for our customers, ANA is working to standardize baggage rules with its partner airlines. ANA aims to provide an easy-to-understand, simple service by ensuring that, in the vast majority of cases, a single set of baggage rules is applied even when passengers fly on code-share flights, transfer to another airline, or fly outbound and return flights on different airlines. The changes to our International Baggage Policy are set out below.

*Upon approval from relevant authorities.

- ◆ **Date of Application:**
For tickets issued on/after Saturday, June 1, 2013.

- ◆ **Policy amended are as follows:**

1. Change in Free Baggage Allowance

(1) Economy Class

Free baggage allowance will **change from 2 pieces to 1 piece.**

(2) All Travel Classes

Total linear dimensions for the applicable baggage will **change from 203cm to 158cm.**

■ Free Baggage Allowance

(a) Adults & Children

| Class | Piece | Weight Per Piece | Total Linear Dimensions |
|----------------|-----------------|------------------|-------------------------|
| First Class | 3 | 32kg | <u>158cm</u> |
| Business Class | 2 | 32kg | <u>158cm</u> |
| Economy Class | <u>1</u> | 23kg | <u>158cm</u> |

(b) Infants

| Seat | Piece | Weight Per Piece | Total Linear Dimensions |
|-----------------------------|-------------------------|--------------------------------|-------------------------|
| Infants not occupying seats | 1 | Same as the accompanying adult | <u>158cm</u> |
| Infants occupying seats | Same as adult and child | | |

2. Strollers, Infant Carrying Seats, Child Car Seats

ANA allows one stroller, one infant carrying seat, or one car seat per infant or child. This will not be considered as part of the Free Baggage Allowance and will be free of charge as in the past.

3. Excess Baggage Charges

For the convenience of our customers, new charges for the 2nd piece of excess baggage will be introduced.

■ Excess Baggage Charges

(1) International Flights

The table below shows the excess baggage charges according to baggage type and route.

| Type of Excess Baggage | Routes | |
|--|--|---|
| | North America, Hawaii, South America, Europe, Africa, Middle East ⇄ Asia, Oceania | Within Asia, Oceania(Except within Japan) Within Europe, Africa, Middle East |
| Extra Piece | <u>Checked baggage for 2nd piece:</u> JPY 9,000 (USD 100/ EUR 75) Checked baggage for 3 rd piece or more: JPY 15,000 (USD 200/ EUR 150) | <u>Checked baggage for 2nd piece:</u> JPY 5,000 (USD 70/EUR 50) Checked baggage for 3 rd piece or more: JPY 9,000 (USD 100/EUR 75) |
| Overweight | Same for All Flights | |
| | Over 23kg – Up to 32kg JPY3,000/ USD 40/ EUR 30 | |
| | Over 32kg – Up to 45kg *Upper limit is 45kg JPY 15,000/ USD 200/ EUR 150 | |
| Oversize (Excess total linear dimensions) | Same for All Flights | |
| | Over 158cm – Up to 292cm *Upper limit is 292cm JPY 15,000/ USD 200/ EUR 150 | |

(2) Domestic Flights when the Conditions of Carriage for international flight apply.

The table below shows the excess baggage charges for Japanese domestic flights including stopovers.

| Type of Excess Baggage | Within Japan | |
|---|---|-----------|
| Extra Piece | <u>Checked baggage for 2nd piece JPY 3,000</u> Checked baggage for 3 rd or more JPY 5,000 | |
| Overweight | Over 23kg – Up to 32kg | JPY 1,000 |
| | Over 32kg – Up to 45kg | JPY 5,000 |
| Oversize (Excess total linear dimensions) | Over 158cm – Up to 292cm | JPY 5,000 |

4. Pets

| Routes & Charges for Pets | | |
|--|---|---|
| North America, Hawaii, South America, Europe, Africa, Middle East ⇔ Asia, Oceania | Within Asia, Oceania(Except within Japan) Within Europe, Africa, Middle East | Within Japan (When the Conditions of Carriage for international flights apply) |
| JPY 30,000 or <u>USD 400</u> <u>EUR 300</u> | JPY 20,000 or <u>USD 250</u> <u>EUR200</u> | JPY 5,000 (tax not included) |

Pets are accepted; however, as in the past, they do not qualify under the Free Baggage Allowance.

5. Sports Equipments and Musical Instruments

Along with the changes in its Free Baggage Allowance Policy, ANA has modified its special baggage handling policy for sports equipments and musical instruments.

If the linear dimensions total 203cm or less, excess baggage charges will not apply.

6. Carry-on items

Carry-on and personal items within the range of 55cm × 40cm × 25cm in size and 115cm in total linear dimensions are allowed, as before.

7. Premium Customers

The Preferential Free Baggage Allowance for premium customers on ANA operated flights will change as shown in the below table.

| Class | Star Alliance Gold (Diamond/ Platinum/ Super Flyers) | ANA Bronze Member |
|--------------------------------|---|---|
| First/ Business | Free Baggage Allowance for the Class (*) + 1 piece (Individual bags should be 32kg or less.) | <u>For flights operated by ANA, applies rules as same as shown on the left</u> |
| Premium Economy/ Economy | Free Baggage Allowance for the Class (*) + 1 piece (Individual bags should be 23kg or less.) | |

(*): This is subject to the Baggage Policy of the carrier for the relevant itinerary. In the case that the Baggage Policy of the carrier is based on weight, the Free Baggage Allowance for the class + 20kg is allowed.

Contact: Ryosei Nomura and Megumi Tezuka, ANA Public Relations TEL +81-3-6735-1111

About ANA

All Nippon Airways (ANA) is the eighth largest airline in the world by revenues (2011) and the largest in Japan by passenger numbers (2011). Founded in 1952, ANA flies today to 31 international destinations and 50 domestic cities with a fleet of 232 aircraft serving a network of 175 routes. ANA has 14,000 employees. In 2011, it carried 43 million passengers and generated revenues of \$17.1 bn. ANA has been a core member of Star Alliance since 1999 and has joint-ventures with United Airlines on trans-Pacific and Asia routes and with Lufthansa, Swiss International Airlines and Austrian Airlines on Japan-Europe routes. Its Frequent Flyer Program, ANA Mileage Club, has more than 24 million members.to. ANA was voted Airline of the Year for 2013 by Air Transport World Magazines, and was awarded five stars by the world's leading Airline and Airport review site, SKYTRAX. ANA is the launch customers and biggest operator of the Boeing 787 Dreamliner.