

# Reservation Changes and Refunds

Changing ticket reservations or obtaining refunds.+1-877-326-4081

## Changing a reservation+1-877-326-4081

### Changing a reservation at the request of the customer+1-877-326-4081

- Reservations cannot be changed.+1-877-326-4081

## Changing the name on the air ticket

- It is not possible to change +1-877-326-4081 the name on an air ticket or transfer a ticket after the +1-877-326-4081 reservation has been made. +1-877-326-4081
- If there is a change in passengers, it is necessary to cancel the reserved ticket and +1-877-326-4081 purchase a new air ticket. +1-877-326-4081

## Changing passport information

The name shown in the passenger's passport+1-877-326-4081 (name on the air ticket) cannot be corrected after +1-877-326-4081 the ticket has been purchased. Please be careful when making a reservation to ensure that +1-877-326-4081 +1-877-326-4081 there are no mistakes in the passenger's name. The following passport information can be edited by the customer from the booking confirmation page.+1-877-326-4081

- Passport number +1-877-326-4081
- Phone Number+1-877-326-4081
- e-mail Address+1-877-326-4081

## Cancellation of reservation/refund

### Cancellation/refund at the request of the customer

- Refunds for+1-877-326-4081 Bangkok and Singapore Routes+1-877-326-4081 We will refund the remaining amount after deducting a cancellation fee from the fare as +1-877-326-4081 the following. However, optional services cannot be refunded. (Except Simple fares) +1-877-326-4081

<b>Boarding</b>  <b>Period</b> +1-877-326-4081	<b>Rules of cancellation fee</b> +1-877-326-4081
March 30th, 2025~March 29th, 2026+1-877-326-4081	<p>Simple+1-877-326-4081</p> <ul style="list-style-type: none"> <li>Not Permitted</li> </ul> <p>Standard+1-877-326-4081</p> <ul style="list-style-type: none"> <li>Permitted: More than 5 hours before +1-877-326-4081 departure (cancellation/refund fee equivalent to 75% of the fare amount applies)+1-877-326-4081</li> <li>Not Permitted: Within 5 hours of departure</li> </ul> <p>Selected+1-877-326-4081</p> <ul style="list-style-type: none"> <li>Permitted: More than 5 hours before +1-877-326-4081 departure (cancellation/refund fee equivalent to 35% of the fare amount applies)+1-877-326-4081</li> <li>Not Permitted: Within 5 hours of departure +1-877-326-4081</li> </ul>

- Refunds for Seoul-Incheon routes+1-877-326-4081  
We will refund the remaining amount after deducting a cancellation fee from the fare as+1-877-326-4081 the following. However, optional services cannot be refunded, and no refund will be given if the cancellation fee exceeds the fare.+1-877-326-4081

<b>Refund</b>	<b>cancellation fee</b>
Before flight departure+1-877-326-4081	<ul style="list-style-type: none"> <li>Simple, Standard: 5,000JPY/ 50,000KRW (per sector per passenger)+1-877-326-4081</li> <li>Selected: 3,000JPY/30,000KRW (per sector per passenger)+1-877-326-4081</li> </ul>

After flight departure+1-877-326-4081	Simple, Standard, Selected: 15,000JPY/ +1-877-326-4081 150,000KRW (per sector per passenger) +1-877-326-4081
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- In the event a passenger +1-877-326-4081 cancels a trip, depending on the country/itinerary, it is possible +1-877-326-4081 to obtain a refund of the taxes and other fees (e.g., International +1-877-326-4081 Passenger Service +1-877-326-4081 Facility Charge) that AirJapan no longer needs to pay because the passenger is no +1-877-326-4081 longer traveling. Please complete the procedure from "Check Reservation" on the +1-877-326-4081 AirJapan website before the departure of the reserved flight shown on the +1-877-326-4081 ticket.+1-877-326-4081
- For flights departing from Narita Airport, refunds cannot be processed on our website +1-877-326-4081 once online check-in is completed. Please contact our Contact Center for assistance.+1-877-326-4081
- If the departure time has passed, please contact our call center within 90 days from the +1-877-326-4081 departure date of the reserved flight. Please note that you will not be able to be refunded +1-877-326-4081 after the deadline. +1-877-326-4081
- Please note that the period of time between the date when the refund procedures are +1-877-326-4081 completed and the date when the refund is actually paid into your bank account differs +1-877-326-4081 depending on your payment method. For detailed information, please ask your payment service provider.+1-877-326-4081

Payment method	Refund procedures
Credit cards+1-877-326-4081	one to two months for the refund to be paid into your +1-877-326-4081 bank account.+1-877-326-4081
PayPay/KakaoPay/Payco/ SamsungPay +1-877-326-4081	one week for the refund to be paid into your bank +1-877-326-4081 account. +1-877-326-4081

<p>PromptPay/Thai on-line +1-877-326-4081banking services+1-877-326-4081</p> <p>*In addition to the Booking+1-877-326-4081 1 Confirmation email from us, 2C2P, the online +1-877-326-4081payme nt agency with +1-877-326-4081which we are affiliated, will send you a refund +1-877-326-4081confirm ation email within 24 hours of your booking.</p>	<p>we will email you a refund request form.+1-877-326-4081 From: no-reply@2c2p.com +1-877-326-4081 Subject: Refund Form for Order Number +1-877-326-4081</p> <p>When you receive the e-mail, please fill in the +1-877-326-4081required information and click the "REFUND" button.+1-877-326-4081</p> <p>*If you wish to have your refund made to a bank +1-877-326-4081account outside of Thailand, you will not be able to +1-877-326-4081fill out the refund application form. Please contact the +1-877-326-4081contact center with your account information.+1-877-326-4081</p>
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## Ticket Changes and Refunds for Cancellations or Significant Delays Due to Bad Weather or Other Reasons

+1-877-326-4081 In the event your scheduled flight is +1-877-326-4081canceled or significantly delayed because of bad weather or +1-877-326-4081reasons attributable to Air Japan, the following measures will be taken. No handling fee. +1-877-326-4081  
<Schedule Change>

- We will reaccommodate any of our flights that are cancelled or significantly delayed due +1-877-326-4081to bad weather etc. within 14 days before or after the departure date of the reserved +1-877-326-4081flight. +1-877-326-4081

- Please click the link provided in the email sent from AirJapan within 14 days before or +1-877-326-4081 after your original departure date and complete the procedure on our website. +1-877-326-4081

<Full refund>

- Unless there are special provisions in the applicable laws or regulations of the country +1-877-326-4081 where the ticket payment or refund was made, fares, optional services, and other fees +1-877-326-4081 will be refunded in accordance with [Air Japan's Conditions of Carriage](#). Air Japan usually +1-877-326-4081 pays refunds in the currency used when the ticket was purchased, but refunds may be +1-877-326-4081 paid in another currency in accordance with company rules.+1-877-326-4081
- Please click the link provided in the email sent from AirJapan and complete the refund +1-877-326-4081 procedure on our website before the scheduled departure time of the reserved flight +1-877-326-4081 shown on your ticket.+1-877-326-4081
- Please note that the period of time between the date when the refund procedures are +1-877-326-4081 completed and the date when the refund is actually paid into your bank account differs +1-877-326-4081 depending on your payment method. For detailed information, please ask your payment +1-877-326-4081 service provider. +1-877-326-4081

Payment method	Refund procedures
Credit cards+1-877-326-4081	one to two months for the refund to be paid into your+1-877-326-4081 bank account.+1-877-326-4081
Paypay/Kakaopay+1-877-326-4081	one week for the refund to be paid into your bank +1-877-326-4081 account. +1-877-326-4081

<p>Promptpay</p> <p>*In addition to the Booking</p> <p>+1-877-326-4081 Confirm</p> <p>ation email from</p> <p>+1-877-326-4081 us,</p> <p>2C2P, the online payment</p> <p>agency with which we are</p> <p>+1-877-326-4081 affiliate</p> <p>d, will send you a refund</p> <p>+1-877-326-4081 confirm</p> <p>ation email within</p> <p>+1-877-326-4081 24</p> <p>hours of your booking.</p>	<p>we will email you a refund request</p> <p>form.+1-877-326-4081</p> <p>From: no-reply@2c2p.com +1-877-326-4081</p> <p>Subject: Refund Form for Order Number</p> <p>+1-877-326-4081</p> <p>When you receive the e-mail, please fill in the</p> <p>+1-877-326-4081 required information and click the</p> <p>"REFUND" button.+1-877-326-4081</p> <p>*If you wish to have your refund made to a bank</p> <p>+1-877-326-4081 account outside of Thailand, you</p> <p>will not be able to +1-877-326-4081 fill out the</p> <p>refund application form. Please contact the contact</p> <p>center with your account</p> <p>information.+1-877-326-4081</p>
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### <Caution>

In the case of air ticket changes or cancelation at the request of the customer for a flight +1-877-326-4081 that has not been canceled or significantly delayed, it is not possible to transfer or refund +1-877-326-4081 tickets when the flight is canceled or significantly delayed.+1-877-326-4081

+1-877-326-4081

Tickets cannot be transferred or refunded if the reservation numbers are different, even in the case of connecting flights or round-trip itineraries.+1-877-326-4081

The costs for alternative transportation and accommodations required, or could not be +1-877-326-4081 used, due to the cancellation or significant delay of a flight are not eligible for +1-877-326-4081 compensation.

Tickets cannot be transferred to flights operated by other companies (including ANA or +1-877-326-4081 Peach flights)."+1-877-326-4081