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Ticket Notice

CONDITIONS OF CONTRACT AND OTHER IMPORTANT NOTICES

PASSENGERS ON A JOURNEY INVOLVING AN ULTIMATE DESTINATION OR A STOP IN A COUNTRY OTHER THAN THE COUNTRY OF DEPARTURE ARE ADVISED THAT INTERNATIONAL TREATIES KNOWN AS THE MONTREAL CONVENTION, OR ITS PREDECESSOR, THE WARSAW CONVENTION, INCLUDING ITS AMENDMENTS (THE WARSAW CONVENTION SYSTEM), MAY APPLY TO THE ENTIRE JOURNEY, INCLUDING ANY PORTION THEREOF WITHIN A COUNTRY. FOR SUCH PASSENGERS, THE APPLICABLE TREATY, INCLUDING SPECIAL CONTRACTS OF CARRIAGE EMBODIED IN ANY APPLICABLE TARIFFS, GOVERNS AND MAY LIMIT THE LIABILITY OF THE CARRIER.

NOTICE of Liability Limitations

The Montreal Convention or the Warsaw Convention system may be applicable to your journey and these Conventions govern and may limit the liability of air carriers for death or bodily injury, for loss of or damage to baggage, and for delay.

Where the Montreal Convention applies, the limits of liability are as follows:

1. There are no financial limits in respect of death or bodily injury.
2. In respect of destruction, loss of, or damage or delay to baggage, 1,519 Special Drawing Rights (approximately EUR 1,900; US \$2,000) per passenger in most cases.
3. For damage occasioned by delay to your journey, 6,303 Special Drawing Rights (approximately EUR7,700; US \$8,300) per passenger in most cases.

EC Regulation No. 889/2002 requires European Community carriers to apply the provisions of the Montreal Convention limits to all carriage by them of passengers and their baggage by air. Many non-European Community carriers have elected to do so in respect of the carriage of passengers and their baggage.

Where the Warsaw Convention system applies, the following limits of liability may apply:

1. 16,600 Special Drawing Rights (approximately EUR 20,000; US \$20,000) in respect of death or bodily injury if the Hague Protocol to the Convention applies, or 8,300 Special Drawing Rights (approximately EUR 10,000; US \$10,000) if only the Warsaw Convention applies. Many carriers have voluntarily waived these limits in their entirety, and US regulations require that, for journeys to, from or with an agreed stopping place in the US, the limit may not be less than US\$75,000.
2. 17 Special Drawing Rights (approximately EUR 20; US \$20) per kg for loss of or damage or delay to checked baggage, and 332 Special Drawing Rights (approximately EUR 400; US \$400) for unchecked baggage.
3. The carrier may also be liable for damage occasioned by delay.

Further information may be obtained from the carrier as to the limits applicable to your journey. If your journey involves carriage by different carriers, you should contact each carrier for information on the applicable limits of liability.

Regardless of which Convention applies to your journey, you may benefit from a higher limit of liability for loss of, damage or delay to baggage by making at check-in a special declaration of the value of your baggage and paying any supplementary fee that may apply. Alternatively, if the value of your baggage exceeds the applicable limit of liability, you should fully insure it before you travel.

Time limit for action: Any action in court to claim damages must be brought within two years from the date of arrival of the aircraft, or from the date on which the aircraft ought to have arrived. Baggage claims: Written notice to the carrier must be made within 7 days of the receipt of checked baggage in the case of damage, and, in the case of delay, within 21 days from the date on which it was placed at the disposal of the passenger.

ADVICE ON WAIVER OF LIABILITY LIMIT BY ALL NIPPON AIRWAYS

With respect to carriage performed by All Nippon Airways ("ANA") only, the applicable liability limit for death or bodily injury under the Warsaw Convention ("Convention") has been waived in accordance with the Conditions of Carriage of ANA. However, ANA reserves the right to assert a defense under Article 20(1) of the Convention for claims in excess of 100,000 Special Drawing Rights.

Notice of Contract Terms Incorporated by Reference

1. Your contract of carriage with the carrier that provides you with carriage by air, whether international, domestic or a domestic portion of an international journey is subject to this notice; to any notice or receipt of the carrier; and to the carrier's individual terms and conditions (Conditions), related rules, regulations and policies (Regulations), and any applicable tariffs.
2. If your carriage is by more than one carrier, different Conditions, Regulations and any applicable tariffs may apply for each carrier.
3. The Conditions, Regulations and any applicable tariffs of each carrier are, by this notice, incorporated by reference into and made part of your contract of carriage.
4. The Conditions may include, but are not restricted to:
 - Conditions and limits on the carrier's liability for the bodily injury or death of passengers.
 - Conditions and limits on the carrier's liability for the loss of, damage to or delay of goods and baggage, including fragile or perishable goods.
 - Rules for declaring a higher value for baggage and for paying any supplementary fee that may apply.
 - Application of the carrier's Conditions and limits of liability to the acts of the carrier's agents, servants and representatives, including any person providing either equipment or services to the carrier.

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- Claims restrictions, including time limits by which passengers must file claims or bring actions against the carrier.
 - Rules about reconfirmations or reservations; check in times; the use, duration and validity of air transportation services; and the carrier's right to refuse carriage.
 - Rights of the carrier and limits on the carrier's liability for delay or failure to perform a service, including schedule changes, substitution of alternative carriers or aircraft and rerouting, and, when required by applicable law, the obligation of the carrier to notify passengers of the identity of the operating carrier or substituted aircraft.
 - Rights of the carrier to refuse carriage to passengers who fail to comply with applicable laws or who fail to present all necessary travel documents.
5. You can obtain more information about your contract of carriage, and find out how to request a copy, at places where transportation on the carrier is sold. Many carriers also have this information on their websites. When required by applicable law, you have the right to inspect the full text of your contract of carriage at the carrier's airport and sales offices, and upon request, to receive a copy by mail or other delivery service from each carrier free of charge.
 6. If a carrier sells air transportation services or checks baggage specifying carriage on another carrier, it does so only as agent for the other carrier.

YOU CANNOT TRAVEL IF YOU DO NOT HAVE ALL REQUIRED TRAVEL DOCUMENTS, SUCH AS PASSPORT AND VISA.

GOVERNMENTS MAY REQUIRE YOUR CARRIER TO PROVIDE INFORMATION ON OR PERMIT ACCESS TO PASSENGER DATA.

DATA PROTECTION NOTICE: Your personal data will be processed in accordance with the applicable carrier's privacy policy and, where your booking is made via a reservation system provider ("GDS"), with its privacy policy. These are available at <http://www.iatatravelcentre.com/privacy> or from the carrier or GDS directly. You should read this documentation, which applies to your booking and specifies, for example, how your personal data is collected, stored, used, disclosed and transferred. The ANA Privacy Policy can be found at <https://www.ana.co.jp/wvs/privacy/e/ana.html>.

DENIED BOARDING: Flights may be overbooked, and there is a slight chance that a seat will not be available on a flight even if you have a confirmed reservation. In most circumstances, if you are denied boarding involuntarily, you are entitled to compensation. When required by applicable law, the carrier must solicit volunteers before anyone is denied boarding involuntarily. Check with your carrier for the complete rules on payment of denied boarding compensation (DBC) and for information on the carrier's boarding priorities.

BAGGAGE: Excess valuation may be declared on certain types of articles. Carriers may apply special rules for fragile, valuable, or perishable articles. Check with your carrier.

Checked Baggage: Carriers may permit a free checked baggage allowance, which is set by the carrier and may differ by class, and/or route. Carriers may apply extra charges for checked baggage in excess of their permitted allowance. Check with your carrier. **Cabin (Unchecked) Baggage:** Carriers may permit a free cabin baggage allowance, which is set by the carrier and may differ by class, route, and/or aircraft type. It is recommended that cabin baggage be kept to a minimum. Check with your carrier. If more than one carrier is providing the transportation for your journey, each carrier may apply different rules on baggage (both checked and cabin).

SPECIAL BAGGAGE LIABILITY LIMITATIONS FOR US TRAVEL: For domestic travel wholly between US points, federal rules require any limit on a carrier's baggage liability to be at least US\$3300.00 per passenger, or the amount currently mandated by 14 CFR 254.5.

CHECK-IN TIMES: The time shown on the itinerary/receipt is the departure time of the aircraft. Flight departure time is **not** the same as the time you must check-in or the time you must be available for boarding. Your carrier may refuse you carriage if you are late. Check-in times, as advised by your carrier, are the latest times at which passengers can be accepted for travel; boarding times, as advised by your carrier, are the latest times at which passengers must present themselves for boarding.

DANGEROUS GOODS (HAZARDOUS MATERIALS): For safety reasons, dangerous goods must **not** be packed in checked or cabin (unchecked) baggage except as specifically permitted. Dangerous goods include but are not limited to: compressed gases, corrosives, explosives, flammable liquids and solids, radioactive materials, oxidising materials, poisons, infectious substances, and briefcases with installed alarm devices. Violations will be subject to fines. For security reasons, other restrictions may apply. **Check with your carrier.**

DANGEROUS GOODS

Do not pack or carry onboard the items pictured below without checking with your carrier.



DO NOT ENDANGER YOUR SAFETY OR THAT OF YOUR FELLOW PASSENGERS.

CONTACT YOUR CARRIER FOR MORE INFORMATION.

Translations and other useful travel information are available on the IATA website:

www.iatatravelcentre.com/tickets

IMPORTANT NOTICE

TICKET/MISCELLANEOUS CHARGES ORDER/ELECTRIC MISCELLANEOUS DOCUMENT NOT TRANSFERABLE: A ticket, or Electric Miscellaneous Document (hereinafter called "EMD") is valid only for the person named in the ticket, EMD. A ticket, EMD is not transferable.

VALIDITY OF TICKET/EMD: The period of validity of tickets issued at normal fares shall be one year from the date of commencement of carriage or, if no portion of the ticket is used, from the date of issue. The period of validity of tickets issued at special fares shall be subject to validity provided in such fare rule. The period of validity of tickets issued at free/reduced fares shall be subject to validity provided in respective agreement. The period of validity for EMD shall be one year from the date of issue.

COUPON SEQUENCE:

Flight coupons must be used in sequence from the place of departure indicated in the ticket.

REBOOKING AND REROUTING:

Certain fares may restrict voluntary changes of reservation or routing. Please contact your travel agent or ANA International Reservation and Information Center for details.

APPLICATION FOR REFUNDS:

ANA will issue refund when a ticket, EMD and necessary information are submitted within the term of validity of, or not later than 30 days after the expiration of such ticket, EMD, subject to refund conditions. All tickets and EMD are subject to cancellation fees if a ticket contains fare restrictions that limit the refundable value and require a cancellation fee to be deducted upon refund. There may be no refundable amount left as a result of refund fare assessment. Some tickets can only be refunded in the country of payment due to currency regulations applicable to the currency of payment.

Carry-on Baggage:

Carry-on baggage should be limited to one piece such as can be placed beneath the seat, or in the overhead baggage compartment and must not weigh more than 10kg. The dimensions of carry on baggage should not exceed an overall linear maximum of 115cm. Also each side should not exceed 55cm x 40cm x 25cm, including any baggage attachments such as handles, wheels, etc.. Personal belongings such as cameras, glasses, etc. may also be carried on in addition to the above limitation.

Note: Each piece of baggage must also comply with the above size and weight requirements.

These allowances may not be available on some aircrafts due to limited stowage space.

Free baggage Allowance: Checked Baggage

Piece system will be applied for all routes.

Please check the "Free baggage allowance" box of your ticket.
Please contact your travel agency or ANA International Reservation and Information Center for more details.

Excess Baggage Charge will apply for oversize, overweight and extra piece baggage. Please contact your travel agent or ANA International Reservation for details.

When other airline operating flights (including Codeshare flights) are included in your itinerary, the baggage rule of other airline other than ANA may apply. Please contact your travel agent or ANA International Reservation and Information Center

Valuables, Fragile Items:

- (1) **The following valuables will not be accepted as checked baggage.**
Cash, jewelry, precious metals, securities, bonds, works of art, antiques, business documents, data, computers (personal computers etc.) and computer accessories, cameras, digital cameras, video cameras, mobile phones, passport or ID cards, product samples, credit cards, cash vouchers, bankbooks, checks, commuter passes, keys, watches, relics, medicine, etc.
- (2) **ANA will not be liable for any damage to the following fragile items, if and to the extent that the damage resulted from the inherent defect, quality or vice of the item.**
Musical instrument, sporting equipment (surfboard, windsurfing equipment, scuba gear, bicycle, etc.), china, glass, liquor, etc.
- (3) **ANA will not be liable for any damage or loss as mentioned below.**
Damage to baggage from excess weight or over-packing, or damage resulting from defects in the baggage itself such as from normal wear or tear; loss or damage to protruding parts such as detachable wheels, straps, hooks, name tags, belts or other attached items; minor damage such as scratches, scuffs, dents, cuts and dirt; or damage caused by TSA (Transportation Security Administration) Inspection