

【For Customers Who Purchased Tickets on the Spring Japan Official Website】

■ Refunds

- We will refund the full amount without any refund fees.

*Refund will be accepted from today until 30 days after the scheduled departure date of the affected flight.

*Refunds will be made using the same payment method used for the original purchase.

■ Flight Date Changes (Rebooking)

- You may change your flight to another Spring Japan (IJ) flight departing from today until March 28, either on the same route or proximity route (Nanjing → Pudong; Dalian → Harbin/Beijing/Tianjin), without any fare difference or change fees.

- Changes to proximity routes must be processed via the Spring Japan Call Center.

■ How to Proceed with Refunds / Changes

1. Please handle yourself via the Spring Japan official website:

Login → Reservation Confirmation → Manage Reservation
→ Change / Refund

2. You may also contact the Spring Japan Call Center during business hours.

(Notes)

* You may only choose one option: either "flight date change" or "refund," one time only.

* If you want to process both outbound and inbound flights regardless of either segment is operating normally, you must apply for both segments at once before the scheduled departure time of your first flight, in addition to the above refund/change conditions.

* If outbound and inbound flights have different reservation numbers and either segment is operating normally, full refund/change for both flights cannot be processed via the official website. In such case, please contact the Spring Japan Call Center.

【For Customers Who Purchased Tickets through Travel Agencies】

■ Refunds

- Refunds will be processed according to the travel agency's refund policies.

*The refund period is from today until 30 days after the scheduled departure date of the affected flight.

■ Flight Date Changes (Rebooking)

- You may change your flight to another Spring Japan (IJ) flight departing from today until March 28, either on the same route or proximity route (Nanjing → Pudong; Dalian → Harbin/Beijing/Tianjin), without any fare difference or change fees.
- Changes to proximity routes must be processed via the Spring Japan Call Center.

■ How to Proceed Refunds:

Please contact the travel agency where you purchased your ticket-

*If you purchased your ticket through a travel agency and added ancillary services (baggage/seats) directly with Spring Japan, please contact the Spring Japan Call Center first to process refunds for those services before applying to the agency for your ticket refund.

* Changes: For the same route, changes can be made through either the travel agency or the call center. Changes to proximity routes can only be made via the Spring Japan Call Center.

(Notes)

* You may only choose one option: either "flight date change" or "refund," one time only.

* If you want to process both outbound and inbound flights regardless of either segment is operating normally, you must apply for both segments at once before the scheduled departure time of your first flight, in addition to the above refund/change conditions.

* Tour tickets may have different handling. Please check with your point of purchase.

* Tickets purchased via EXPEDIA can also be changed (same route only) or refunded at the following page:

****Contact Information****

Spring Japan Co., Ltd. (IJ) Spring Japan Call Center (Japan)

Hours: 9:00 – 17:30 (open daily)

E-mail: customer@jp.springairlines.com

TEL: 0570-666-118

Call Center (China) E-mail: cs@ch.com