

ANA Makes Changes to Simplify Online Booking and Confirming Pre-flight Seat Selection Process

- New functionality will give more latitude in seat selection to passengers who book later.

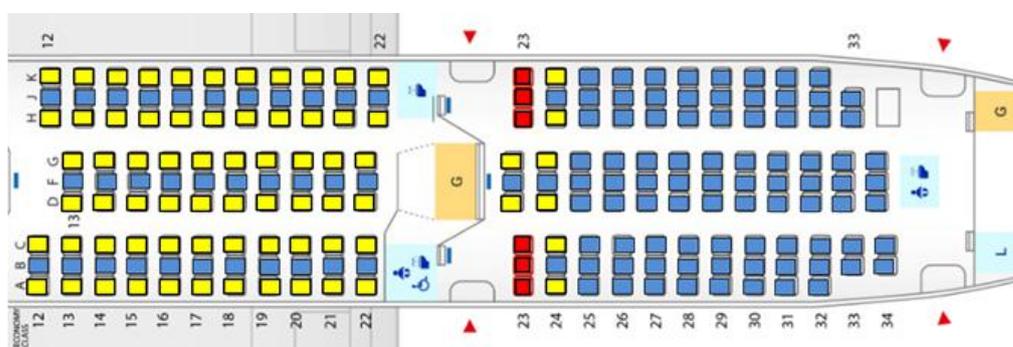
TOKYO, April 17, 2019 – All Nippon Airways (ANA), Japan’s largest and 5-Star airline for seven consecutive years, has announced that its online reservation system will include new functionality to make it easier for passengers to confirm seats prior to departure. These changes will be applied to passengers who make their reservation for certain booking classes and also select specific seats.

The decision to make changes to the seat selection process is based on customer feedback and is intended to make seat confirmation open to passengers who book their tickets closer to departure. ANA’s modified seat selection process will go into effect on May 29th JST, and will be applied towards flights departing from August 19th and onwards.

For the majority of passengers, there will be no additional cost for the advanced seat selection. ANA Diamond Service Members and Platinum Service Members will be exempt from these charges. A fee will be applied only to passengers who make their reservation through booking class V, W, S, L and K and also select specific seats.

Booking Class	Fare Type (*)	Fee
Y	Full Flex Plus	Free of charge.
B	Flex Plus	
M/U	Basic Plus	
Q	Flex	
H/Q	Value	
V/W/S	Value	Additional fees will be applied to select and confirm preferred seats (marked in yellow) and emergency exit row seats (marked in red). Blue seats remain free of charge. (See below)
L/K	Super Value	

* Published fares from Tokyo to Los Angeles (as of April 2019)



ANA strives to remain at the cutting edge of technology and providing 5-Star service, and the advanced seat selection process is part of an ongoing bid to make the full benefits of ANA available to all passengers.

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About ANA

Following the “Inspiration of Japan” high quality of service, ANA has been awarded the respected 5-Star rating every year since 2013 from SKYTRAX. ANA is the only Japanese airline to win this prestigious designation seven years in a row. Additionally, ANA has been recognized by *Air Transport World* as “Airline of the Year” three times in the past 10 years - 2007, 2013 and 2018, becoming one of the few airlines winning this prestigious award for multiple times.

ANA was founded in 1952 with two helicopters and has become the largest airline in Japan, as well as one of the most significant airlines in Asia, operating 80 international routes and 118 domestic routes. ANA offers a unique dual hub model which enables passengers to travel to Tokyo and connect through the two airports in the metropolitan Tokyo, NARITA and HANEDA, to various destinations throughout Japan, and also offers same day connections between various North American, Asian and Chinese cities.

ANA has been a member of Star Alliance since 1999 and has joint venture partnerships with United Airlines, Lufthansa German Airlines, Swiss International Airlines and Austrian Airlines.

Besides the full service and award winner carrier ANA, the ANA Group has two LCCs as consolidated subsidiaries, Vanilla Air Inc. and Peach Aviation Limited. The ANA Group carried 53.8 million passengers in FY2017, has approximately 39,000 employees and a fleet of 260 aircraft. ANA is a proud launch customer and the biggest operator of the Boeing 787 Dreamliner. For more information, please refer to the following link.

<https://www.ana.co.jp/group/en/>