



### JAL Named Best Airline in Japan by Tripadvisor for the Fourth Consecutive Year

TOKYO, July 28, 2020 – Japan Airlines (JAL) has been recognized as *Best Airline in Japan* for the fourth consecutive year in the 2020 Tripadvisor Travelers' Choice awards for Airlines. Based on a full year of Tripadvisor reviews, prior to any changes caused by the pandemic, award winners are known for consistently receiving great flyer feedback, placing them among travelers' favorites around the globe.



**Best of the Best**



#### Key Service Enhancements for Japan Airlines in 2019

- ✓ Introduced the all new Airbus A350-900 and Boeing 787-8 aircraft into the Japan domestic market to improve its environmental performance and to increase customer satisfaction levels
- ✓ Renewal of JAL First Class Lounge at Narita Airport
- ✓ Introduced JAL SMART AIRPORT at Haneda Airport

“Congratulations to the entire Japan Airlines team for once again receiving Tripadvisor’s prestigious Travelers’ Choice Award,” said Lindsay Nelson, chief experience and brand officer at Tripadvisor. “What makes this award so special is that travelers, your customers, ultimately recognize JAL’s refined approach to luxury in the air, across all classes of service. JAL’s continued dedication, high safety standards and relentless focus on delivering best-in-class hospitality to many parts of Asia has helped earn them a spot among global travelers’ favorite airlines.”

The JAL Group has been placing the highest priority on safety and security for its customers and implemented heightened hygiene measures to ensure peace of mind during air travel. The carrier will continue to provide customers with the highest levels of flight safety and quality in every aspect of its service, while aiming to become one of the most preferred and valued airlines in the world.

#### Awarded Categories

Best Airline in Japan – 1<sup>st</sup> Place

Best Airline in the World Top10– 4<sup>th</sup> Place

Travelers' Choice Major Airlines – Asia

For details of the Travelers' Choice™ awards in 2020, visit:

[www.tripadvisor.com/TravelersChoice-Airlines](http://www.tripadvisor.com/TravelersChoice-Airlines)