

Request for Cooperation in Observing Gate Closing Times to Improve On-Time Performance

The Scheduled Airlines Association of Japan (SAAJ) and its member airlines are committed to providing all passengers with a safe and comfortable travel experience. To ensure that passengers arrive at the airport with sufficient time and comply with the gate closing times established by each member airline, the following initiatives will be progressively implemented starting Tuesday, September 1, 2026.

In helping to ensure on-time performance, we kindly ask for the understanding and cooperation of our passengers by observing the applicable cut-off times.

1. Details of the Initiatives

- **Clearer Communication on Gate Closing Times**

Member airlines will progressively revise the wording on their websites, booking confirmation emails, and other customer communications to clearly convey that, as a general rule, passengers who arrive after the gate closing time will not be able to board. Through these improvements, we aim to ensure that all passengers clearly understand and adhere to these gate closing times.

- **Ongoing Review of Operational Cut-off Times**

Member airlines will continuously review and verify the appropriateness of their designated cut-off times for check-in, baggage drop-off, security checkpoint clearance, and boarding. These reviews will be based on the discretion of each airline, taking into account the operational characteristics and conditions of each airport.

These initiatives will be progressively implemented starting Tuesday, September 1, 2026.

2. Scope: All domestic flights

3. Request to Passengers

To help ensure on-time performance, we kindly ask for the understanding and cooperation of our passengers with the following:

- **Passengers who arrive after the gate closing time will generally not be permitted to board.**

If passengers do not arrive by the airline's designated gate closing time, departure preparations and necessary procedures cannot begin as scheduled. In addition, checked baggage may need to be offloaded and the aircraft's weight and balance recalculated, potentially causing delays to the affected flight as well as subsequent flights.

- **The scheduled departure time is the time the aircraft begins to move.**

After all passengers have passed through the boarding gate, airlines must complete a number of essential procedures before departure, including final weight and balance calculations and safety checks. For this reason, each airline's gate closing time is deliberately set earlier than the scheduled departure time.

August 3, 2026

The Scheduled Airlines Association of Japan

- **Please check the applicable cut-off times in advance.**

Cut-off times for check-in, baggage drop-off, security checkpoint clearance, and boarding vary by airline. Please check your airline's website in advance and arrive at the airport with ample time. Passengers who miss any of the designated cut-off times will generally be unable to complete the required procedures for their flight.

The aviation industry remains committed to maintaining the highest standards of safety while striving to ensure on-time performance and enhancing the travel experience for all passengers. We sincerely appreciate your understanding and cooperation.

For inquiries, please contact:

The Scheduled Airlines Association of Japan (Sasaki, Okita)

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Supplementary Information

- **Background on Initiatives to Ensure On-Time Performance**

Following a request from the Ministry of Land, Infrastructure, Transport and Tourism (issued on March 19, 2026), calling on the airline industry to undertake coordinated efforts to improve on-time performance and enhance passenger convenience, SAAJ established new industry-wide guidelines for carry-on baggage on March 25, 2026. These guidelines aim to streamline the boarding process, improve on-time performance, and enhance cabin safety by reducing the risk of injuries caused by falling baggage.

SAAJ will continue working closely with its member airlines to promote further initiatives that contribute to improved on-time performance.

About The Scheduled Airlines Association of Japan (SAAJ)

Established on December 6, 1991, SAAJ conducts various research and studies related to the air transportation industry in order to promote the sound development of air transport services in Japan.

Main Activities:

- Research and studies related to the air transportation industry
- Policy advocacy and petitions to government agencies, the legislature, political parties, and other stakeholders
- Public outreach to air travelers and the general public
- Matters concerning legal and regulatory issues
- Other activities necessary to achieve the association's objectives

Number of member companies: 19 (As of August 3, 2026)