

BA – LHR/DOH – Temporary Suspension of Service – Schedule Change

Update: 02/11/2020

Issued: February 11, 2020

Travel Agency Guidelines

American Airlines is offering protection for our ticketed customers who may be impacted by the suspension of service between London, United Kingdom (LHR) and Doha, Qatar (DOH) by British Airways (BA).

Please be guided by the following:

Affected Airports	AA (001) Tickets Agency Procedures for Service between LHR and DOH	
Travel on BA between: <ul style="list-style-type: none"> • LHR and DOH 	The following guidelines apply: Protection Options: QR Prime between LHR and DOH	
	Special Travel Exceptions	
	Ticketed On/Before:	February 9, 2020
	Effective for Ticketed Travel Dates On/After:	April 27, 2020 – May 18, 2020
	Reissue Ticket On/Before:	Same day as flight rebooking
	Rebooking options:	Rebook same inventory or lowest available, same cabin. Main cabin up to and including RBD B. Premium Economy cabin to be protected in main cabin: <ul style="list-style-type: none"> • QR Prime • Must ensure a record locator or OSI acknowledgement is received
	Change to Origin/Destination:	Not allowed
	Refund:	Allowed Refer to Refund
	Phone Field:	Ensure the customer's telephone contact number is updated

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Endorsement Box Requirement

Endorsement Box Policy	
Annotate new ticket with:	SKCHG/DOHSUSP
The above annotation is only required on the new ticket and supersedes required verbiage for the fare ticketed	
Reissue: New ticket will have the same fare/fare basis as original ticket	
Penalty: Change fee does not apply	

Group Tickets

Please contact Group and Meeting Travel or the Meeting Services Desk for assistance

Refund Policy

Schedule Change – Unacceptable to Customer Refund Request	
Type of Fare	Agency Procedures for Suspension of Service between LHR and DOH on BA
Travel agencies may refund to original form of payment: <ul style="list-style-type: none"> • Non-Refundable Fare • Refundable Fare with cancellation Fee • Basic Economy Fare • Bulk/Opaque Fare Note: Tickets issued as Bulk (BT zero dollar ticket) must be referred back to the wholesaler/consolidator for refund, or may request refund from www.refunds.aa.com 	<ul style="list-style-type: none"> • Tickets will be refunded to the original form of payment (FOP) • Cancellation Penalty Fee and Change Fee is waived
Refund in GDS	
ARC/IAR - Refund Exchange Notice (REN) and/or BSPLink - Refund Application (RA) Request must reflect:	
U.S. agencies processing through ARC: <ul style="list-style-type: none"> • Preferred Method: process through your GDS • If unable to process through your GDS: may submit through ARC/IAR Refund Exchange Notification (REN) using the waiver code: DOHSUSPRFD 	
International agencies processing through BSPLink:	

- Preferred Method: process through your GDS
- If unable to process through your GDS: may submit through BSPLink Refund Application (RA) using the waiver code: [DOHSUSPRFD](#)

Penalty: Change fee does not apply