

## AA\*/JL Tokyo to Busan – Temporary Suspension of Service – Schedule Change

Update: 02/20/2020

Issued: February 19, 2020

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- Add Protect routing via ICN is permitted
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### Travel Agency Guidelines

American Airlines is offering protection for our ticketed customers who may be impacted by the temporary discontinuation of service by Japan Airlines between Tokyo, Japan (HND and NRT) and Busan, South Korea (PUS). Please be guided by the following information:

Affected Airports	AA (001) Tickets Agency Procedures for Service Between HND/NRT and PUS  All Fares Published/Private/Leisure	
	The following guidelines apply:	
Travel to/from/through  Discontinuation of Service:  AA*/JL <ul style="list-style-type: none"><li>• HND – PUS – HND</li><li>• NRT – PUS - NRT</li></ul>	Protection Options:  AA between U.S. and NRT and KE Prime flights between NRT and PUS  or  AA between U.S. and ICN and KE Prime flights between SEL and PUS* *Note: KE Prime between SEL and PUS must be non-stop	
	<b>Special Travel Exceptions Considerations</b>	
	Ticketed On/Before:	February 19, 2020
	Effective for Ticketed Travel Dates Between:	March 1 – 31, 2020
	Reissue Ticket On/Before:	Same day as flight rebooking
	Inventory Requirements for AA Flights:	Book same inventory as originally ticketed or next

		lowest available inventory, same cabin up to and including H inventory for main cabin
	Inventory Requirements for KE Prime Flights:	View <a href="#">KE Inventories</a> below
	Change to Origin/Destination:	Not allowed
	Refund:	Allowed Refer to <a href="#">Refund</a>
	Phone Field:	Ensure the customer's telephone contact number is updated

#### [KE Inventories](#)

When AA or JL Inventory is:	Book KE Prime Inventory Between NRT and PUS	Book KE Prime Inventory Between SEL and PUS
F or A	F, C, M	C, T, Y
J, R, D, I	D, M	C, T, Y
W	K, H	Y
P	Q, U, K	Y
Y, H	T, Q, U, K	Y
K	T, Q, U	Y
M	T, Q, U	Q, T
L, V, S, N Q, O	T, Q	Q, T
All Other Inventories	T	T

#### [Endorsement Box Requirement](#)

Endorsement Box Policy
Annotate new ticket with: <a href="#">SKCHG/TYOPUS PROTECT</a>
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 HND/NRT to PUS
<p>Travel agencies may refund to original form of payment:</p> <ul style="list-style-type: none"> <li>• Non-Refundable Fare</li> <li>• Refundable Fare with cancellation Fee</li> <li>• Basic Economy Fare</li> <li>• 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 <a href="http://www.refunds.aa.com">www.refunds.aa.com</a></li> </ul>	<ul style="list-style-type: none"> <li>• Tickets will be refunded to the original form of payment (FOP)</li> <li>• Cancellation Penalty Fee and Change Fee is waived</li> </ul>
Refund in GDS	
ARC/IAR - Refund Exchange Notice (REN) and/or BSPLink - Refund Application (RA) Request must reflect:	
<p><b>U.S. agencies processing through ARC:</b></p> <ul style="list-style-type: none"> <li>• Preferred Method: process through your GDS</li> <li>• If unable to process through your GDS: may submit through ARC/IAR Refund Exchange Notification (REN) using the waiver code: <a href="#">TYOPUS PROTECT</a></li> </ul> <p><b>International agencies processing through BSPLink:</b></p> <ul style="list-style-type: none"> <li>• Preferred Method: process through your GDS</li> <li>• If unable to process through your GDS: may submit through BSPLink Refund Application (RA) using the waiver code: <a href="#">TYOPUS PROTECT</a></li> </ul> <p>Penalty: Change fee does not apply</p>	
<p>Note: If the ticket has been exchanged by American as an INVOL submit the refund request directly with American. Refer to <a href="#">American Airlines Refunds</a>.</p>	