

## ORD – VCE – Temporary Suspension of Service – Schedule Change

Update: 03/10/2020

Issued: March 10, 2020

### Travel Agency Guidelines

American Airlines is offering protection for our ticketed customers who may be impacted by the temporary discontinuation of service between Chicago O'Hare, IL (ORD) and Venice, Italy (VCE). Please be guided by the following information:

Affected Airports	AA (001) Tickets Agency Procedures for Service Between XXX and XXX  All Fares Published/Private/Leisure										
Travel to/from/through  Discontinuation of Service: <ul style="list-style-type: none"><li>• ORD – VCE – ORD</li></ul>	<p>The following guidelines apply:</p> <p>Protection Options:</p> <ul style="list-style-type: none"><li>• AA Prime</li><li>• AA* operated by a JB Partner (AY/BA/IB)</li><li>• JB Prime (AY/BA/IB)</li></ul> <table><tr><th colspan="2" data-bbox="641 1256 1355 1301">Special Travel Exceptions Considerations</th></tr><tr><td data-bbox="641 1301 970 1346">Ticketed On/Before:</td><td data-bbox="970 1301 1355 1346">March 10, 2020</td></tr><tr><td data-bbox="641 1346 970 1431">Effective for Ticketed Travel Dates On/After:</td><td data-bbox="970 1346 1355 1431">May 7 - June 3, 2020</td></tr><tr><td data-bbox="641 1431 970 1516">Reissue Ticket On/Before:</td><td data-bbox="970 1431 1355 1516">Same day as flight rebooking</td></tr><tr><td data-bbox="641 1516 970 2020">Inventory Requirements for AA Flights:</td><td data-bbox="970 1516 1355 2020">Book same inventory as originally ticketed or next lowest available inventory, same cabin up to and including H inventory for main cabin  <b>Basic Economy ticketed fares:</b> Short-haul - B inventory only. Long-haul – AA Prime – B Inventory</td></tr></table>	Special Travel Exceptions Considerations		Ticketed On/Before:	March 10, 2020	Effective for Ticketed Travel Dates On/After:	May 7 - June 3, 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  <b>Basic Economy ticketed fares:</b> Short-haul - B inventory only. Long-haul – AA Prime – B Inventory
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		AA* - original ticketed inventory or lowest available up to and including H.
	Inventory Requirements for  AA*/Operated by JB (AY/IB/BA)  JB Prime Flights (AY/BA/IB)	Book same RBD as originally ticketed or next lowest available RBD, same cabin up to and including H inventory for main cabin  <b>Basic Economy ticketed fares:</b> Short-haul - B inventory only. Long-haul – AA Prime – B Inventory AA* - original ticketed inventory or lowest available up to and including H.
	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

#### Endorsement Box Requirement

Endorsement Box Policy
Annotate new ticket with: <a href="#">SKCHG/VCEPROTECT</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 ORD to VCE
<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="#">SCRFND/VCEPROTECT</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="#">SCRFND/VCEPROTECT</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>	