

MIA/JFK – MXP – Temporary Suspension of Service Update – Schedule Change

Update: 03/10/2020

Issued: March 1, 2020

Update: March 10, 2020

- Extend Effective for Ticketed Travel Dates
-

Travel Agency Guidelines

American Airlines is offering protection for our ticketed customers who may be impacted by the temporary suspension of service to Milan Malpensa, Italy (MXP) from Miami, Florida (MIA) and New York City, New York (JFK). The temporary suspension of travel is due to decreased demand for travel to/from Northern Italy.

Please be guided by the following information:

Affected Airports	AA (001) Tickets Agency Procedures for Service Between MIA and MXP Service Between JFK and MXP All Fares Published/Private/Leisure										
<p>Travel to/from/through</p> <p>Temporary Discontinuation of Service:</p> <ul style="list-style-type: none">• MIA – MXP – MIA• JFK – MXP – MIA	<p>The following guidelines apply:</p> <p>Protection Options:</p> <table border="1" data-bbox="687 1485 1513 2016"><thead><tr><th colspan="2" data-bbox="687 1485 1038 1529">Special Travel Exceptions Considerations</th></tr></thead><tbody><tr><td data-bbox="687 1529 1038 1574">Ticketed On/Before:</td><td data-bbox="1038 1529 1513 1574">February 29, 2020</td></tr><tr><td data-bbox="687 1574 1038 1664">Effective for Ticketed Travel Dates Between:</td><td data-bbox="1038 1574 1513 1664">February 29 – May 1, 2020 (was February 29 – April 24, 2020)</td></tr><tr><td data-bbox="687 1664 1038 1709">Reissue Ticket On/Before:</td><td data-bbox="1038 1664 1513 1709">Same day as flight rebooking</td></tr><tr><td data-bbox="687 1709 1038 2016">Rebooking Options</td><td data-bbox="1038 1709 1513 2016"><p>Rebook same inventory as originally ticketed in the same cabin or next lowest available inventory up to and including H in the main cabin:</p><ul style="list-style-type: none">• AA Flights• AA* operated by a</td></tr></tbody></table>	Special Travel Exceptions Considerations		Ticketed On/Before:	February 29, 2020	Effective for Ticketed Travel Dates Between:	February 29 – May 1, 2020 (was February 29 – April 24, 2020)	Reissue Ticket On/Before:	Same day as flight rebooking	Rebooking Options	<p>Rebook same inventory as originally ticketed in the same cabin or next lowest available inventory up to and including H in the main cabin:</p> <ul style="list-style-type: none">• AA Flights• AA* operated by a
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		JB partner (AY, BA, IB) <ul style="list-style-type: none"> JB Prime (AY, BA, IB)
	Change to Origin/Destination:	Not allowed
	Refund:	Allowed Refer to Refund
	Phone Field:	Ensure the customer's telephone contact number is updated

Endorsement Box Requirement

Endorsement Box Policy
Annotate new ticket with: SKCHG/MXPREDUCTION 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 MIA/JFK to MXP
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 	<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

- 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

Refund in GDS

**ARC/IAR - Refund Exchange Notice (REN) and/or
BSPLink - Refund Application (RA) Request must reflect:**

U.S. agencies processing through ARC:

- 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: [MXPREDREFUND](#)

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: [MXPREDREFUND](#)

Penalty: Change fee does not apply