

DFW/LAX – HKG Temporary – Suspension of Service Update

2 – Schedule Change

Update: 03/11/2020

Issued: February 06, 2020

Update 2: March 11, 2020

- Extend Ticketed On/Before
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- Extend Effective for Ticketed Travel dates
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- Updated Rebooking Options
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Travel Agency Guidelines

American Airlines is offering protection for our ticketed customers who may be impacted by the suspension of service to Hong Kong (HKG) from Dallas/Ft. Worth (DFW) and Los Angeles (LAX). The suspension of travel to the Asia region is the result of recent CDC reports from the effect of the Novel Coronavirus.

All affected reservations will be automatically updated effective March 14, 2020.

Please be guided by the following information:

Affected Airports	AA (001) Tickets Agency Procedures for Service Between LAX and HKG Service Between DFW and HKG All Fares Published/Private/Leisure	
	Travel to/from/through	The following guidelines apply:
Temporary Discontinuation of Service: <ul style="list-style-type: none">• LAX – HKG – LAX	Protection Options: <ul style="list-style-type: none">• AA Flights	

- DFW– HKG – DFW

- AA* operated by a JB partner(JL)
- JB Prime (JL)

Special Travel Exceptions Considerations	
Ticketed On/Before:	March 10, 2020 (was February 11, 2020)
Effective for Ticketed Travel Dates Between:	LAX - February 6 - October 23, 2020 (was February 6 - April 24, 2020) DFW - February 6 - July 1, 2020 (was February 6 - April 23, 2020)
Reissue Ticket On/Before:	Same day as flight rebooking
Rebooking Options	Rebook same inventory as originally ticketed in the same cabin or next lowest available inventory up to and including H in the main cabin: <ul style="list-style-type: none"> • AA Flights • AA* operated by a JB partner(JL) • JB Prime (JL)
Change to Origin/Destination:	Not allowed
If customer is mid-trip:	Reroute using Travel Notice guidelines
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/CORONAVIRUS
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 DFW/LAX to HKG
Travel agencies may refund to original form of payment: <ul style="list-style-type: none">Non-Refundable FareRefundable Fare with cancellation FeeBasic Economy FareBulk/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 GDSIf unable to process through your GDS: may submit through ARC/IAR Refund Exchange Notification (REN) using the waiver code: CORONAREFUND	
International agencies processing through BSPLink: <ul style="list-style-type: none">Preferred Method: process through your GDSIf unable to process through your GDS: may submit through BSPLink Refund Application (RA) using the waiver code: CORONAREFUND	

Penalty: Change fee does not apply

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