

JFK – MAD – Temporary Suspension of Service – Schedule Change

Issued: 03/11/2020

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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 between New York JFK, New York (JFK) and Madrid, Spain (MAD). Please be guided by the following information:

Affected Airports	AA (001) Tickets Agency Procedures for Service Between JFK and MAD											
	All Fares Published/Private/Leisure											
Travel to/from/through	The following guidelines apply:											
Discontinuation of Service: <ul style="list-style-type: none">JFK – MAD – JFK	Protection Options: <ul style="list-style-type: none">AA PrimeAA*/ operated by JB Partner (AY/BA/IB)JB Prime (AY/BA/IB)											
	<table><tr><th colspan="2">Special Travel Exceptions Considerations</th></tr><tr><td>Ticketed On/Before:</td><td>March 10, 2020</td></tr><tr><td>Effective for Ticketed Travel Dates On/After:</td><td>May 7 – June 3, 2020</td></tr><tr><td>Reissue Ticket On/Before:</td><td>Same day as flight rebooking</td></tr><tr><td>Inventory Requirements for AA Flights:</td><td>Book same inventory as originally ticketed or next lowest available inventory, same cabin up to and including H inventory for main cabin Basic Economy ticketed fares: Short-haul - B inventory only.</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 Basic Economy ticketed fares: Short-haul - B inventory only.
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		Long-haul – AA Prime – B Inventory 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 Basic Economy ticketed fares: 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 Refund
	Phone Field:	Ensure the customer's telephone contact number is updated

Endorsement Box Requirement

Endorsement Box Policy
Annotate new ticket with: SKCHG/JFKMADPROTECT
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 JFK to MAD
<p>Travel agencies may refund to original form of payment:</p> <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:	
<p>U.S. agencies processing through ARC:</p> <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: SCRFND/JFKMAD <p>International agencies processing through BSPLink:</p> <ul style="list-style-type: none"> • Preferred Method: process through your GDS • If unable to process through your GDS: may submit through BSPLink Refund Application (RA) using the waiver code: SCRFND/JFKMAD <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 American Airlines Refunds.</p>	