

## DFW – ICN – Temporary Suspension of Service Update 3 – Schedule Change

Update: 03/11/2020

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Issued: March 3, 2020

Update 3: March 11, 2020

- Update OZ Prime flight restrictions

#### Travel Agency Guidelines

American Airlines is offering protection for our ticketed customers who may be impacted by the temporary suspension of service to Seoul Incheon, South Korea (ICN) from Dallas/Fort Worth, TX (DFW). The temporary suspension of travel is due to decreased demand for travel to/from South Korea.

Please be guided by the following information:

Affected Airports	AA (001) Tickets Agency Procedures for Service Between DFW and ICN	
	All Fares Published/Private/Leisure	
Travel to/from/through  Temporary Discontinuation of Service: <ul style="list-style-type: none"><li>• DFW – ICN – DFW</li></ul>	The following guidelines apply:	
	Protection Options:	
	<ul style="list-style-type: none"><li>• AA*/JL Codeshare</li><li>• JL Prime</li><li>• UA Prime: SFO-ICN-SFO only<ul style="list-style-type: none"><li>○ Codeshare <u>not</u> permitted</li></ul></li><li>• OZ Prime: LAX-ICN-LAX or JFK-ICN-JFK<ul style="list-style-type: none"><li>○ Valid only for travel dates through May 01, 2020</li><li>○ Not valid for OZ 203 and OZ 204 March 13- April 29</li><li>○ Codeshare <u>not</u> permitted</li></ul></li></ul>	
	Special Travel Exceptions Considerations	
	Ticketed On/Before:	March 10, 2020 (was March 3, 2020)
Effective for Ticketed Travel	March 4 – May 1, 2020	

Dates Between:	(was March 4 – April 25, 2020)
Reissue Ticket On/Before:	Same day as flight rebooking
Rebooking Options for AA, and AA*/JL	Rebook same inventory as originally ticketed in the same cabin or next lowest available inventory up to and including H in the main cabin for AA and AA*/JL: <ul style="list-style-type: none"> <li>AA*/JL Codeshare</li> </ul>
Rebooking Options for JL Prime flights:	Rebook same inventory as originally ticketed in the same cabin or next lowest available inventory up to and including B on JL Prime. <ul style="list-style-type: none"> <li>JL Prime</li> </ul>
Rebooking Options for UA Flights: <ul style="list-style-type: none"> <li>Valid SFO-ICN-SFO only <ul style="list-style-type: none"> <li>Codeshare not permitted</li> </ul> </li> </ul>	View UA Inventories below
Rebooking Options for OZ Flights: Valid only for travel dates through May 1, 2020  Valid: <ul style="list-style-type: none"> <li>LAX-ICN-LAX</li> <li>Not valid on OZ 203 and OZ 204 March 13 -April 29</li> <li>JFK-ICN-JFK <ul style="list-style-type: none"> <li>Codeshare not permitted</li> </ul> </li> </ul>	View OZ Inventories below
Rebook Future Travel  New Travel Beyond Effective Ticketed Travel Dates	See Rebook Future Travel 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

### Endorsement Box Requirement

Endorsement Box Policy
Annotate new ticket with: <b>SKCHG/ICNTEMPSUSP</b>
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

### UA Inventories

When Ticketed on AA in:	Rebook on UA in:
J, R, D, I	P
W	V, Q, H, U E
P	G, K, L, T, S, W, V
Y	Q, H, U, E
K, H	S, W, V, Q, H
M	T, S, W, V, Q
S, V, L	G, K, L, T, S, W
O, Q, N	G, K

### OZ Inventories - Valid only for travel dates through May 1, 2020

When Ticketed on AA in:	Rebook on OZ in:
J, R, D, I	U
W	Q, E, H, M
P	V, S, K, Q, E
Y, K, H	V, S, K, Q, E, H, M
M	V, S, K, Q
S, V, L	V, S
O, Q, N	V

### Rebook Future Travel New Travel is Beyond Effective Ticketed Travel Dates

Customers may reschedule their reservation to/from the same city or alternate cities and reissue their ticket with the below guidelines:

- Cancel their itinerary and apply the value of the original ticket towards the purchase of a new ticket for travel commencing within 1 year from the date of original issuance
- Change fee only is waived as long as the original ticket is reissued within ticket validity and the Effective for Ticketed Travel dates are in accordance with those identified in this Suspension Policy
- Customer's new itinerary is rebooked/ticketed at current applicable fare and rules, additional monies may apply
- Must include waiver code [SKCHG/ICNTEMPSPUSP](#) in the Endorsement Box of the new ticket

### 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 and ICN
<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>
<b>Refund in GDS</b> <b>ARC/IAR - Refund Exchange Notice (REN) and/or</b> <b>BSPLink - Refund Application (RA) Request must reflect:</b>	
<b>U.S. agencies processing through ARC:</b> <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</li> </ul>	

Exchange Notification (REN) using the waiver code: [ICNTEMPSUSP](#)

**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: [ICNTEMPSUSP](#)

Penalty: Change fee does not apply