

# BA Codeshare Flights India – Travel Notice Exception Policy

Issued: March 11, 2020

American Airlines has implemented a special exception policy to our travel partners which is now available for our mutual customers traveling to/from India.

Our Travel Notice exception policies on American are also available when ticketed to/from/through India on AA\*/BA Codeshare flights: This applies to codeshare flights as shown below:

Special Travel Exception Policy	
Affected Airport Codes:	BLR, BOM, CCU, DEL, HYD, MAA
Tickets Issued On/Before:	March 10, 2020
Impacted Travel Dates:	March 11 - April 14, 2020
New Travel Dates:	March 11 - May 31, 2020
Reissuance of Tickets On/Before:	Same day as flight rebooking
Inventory Requirements:	Lowest Inventory Available – Same Cabin Basic Economy - Refer to Inventory Requirements
Endorsement Box Requirements: Ticket Reissue Required	TNADV2/AA BA FLTS INDIA
Changes to Origin/Destination:	Not Allowed Refer to Changes to Origin/Destination
Changes to Connection City:	Allowed
Changes to Co-Terminal:	Allowed
Sales Support Authorization:	Process as SalesLink Service Request
Extended Travel Rebooking:	Not Allowed
Refund Eligibility:	No Refund Allowed  Canceled flight / 60+ minute delay may be processed for a refund via GDS/ARC/BSP

Travel to/from/through on American, and JB Operated and Marketed Flights:	Rebook travel on AA Prime, AA*/BA codshare, or BA Prime flights only Not applicable to any other JB Prime flights
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## Inventory Requirements

### Lowest Inventory, Same Cabin

If original inventory is not available rebook lowest inventory available in the same ticketed cabin. As a reminder, customers that do not hold a Basic Economy fare should never be booked into B inventory.

#### Basic Economy -

- **Short-haul** must be booked in **B** inventory only. If **B** inventory is not available, then an alternate flight must be selected. Advance Purchase and Ticket Change restrictions are waived.
- **Long-haul** must be booked - AA Prime in **B** inventory: for AA/\* book **original ticketed inventory** or lowest available inventory up to and including H. Refer to: [Basic Economy FAQ](#)

Refer to [Exceptions to Fare Rules](#).

Note: If customers are unable to rebook or reissue their ticket within the given timeline, they can cancel their reservation and use the value of the ticket toward the purchase of a new ticket; all rules and restrictions apply. Travel must commence no later than one year from the date of original issuance.

## Endorsement Box Requirements

- Endorsement Box must include: TNADV2/AA BA FLTS INDIA
  - Refer to individual Travel Notice for Event Name
- Ticket Reissue required. This is the only required verbiage and supersedes all other information.

## Changes to Origin/Destination - Not Allowed

- Waive Change Fee
- Ticket reissue for original ticketed fare
- Changes to origin/destination are not permitted for the travel notice
- Any changes made to origin/destination all fare rules apply
- Changes to Stopover city are **not** permitted

### 300-Mile Radius Only - Allowed

- Within same country
- For booking inventory, view [Inventory Requirements](#)

#### **Basic Economy Short-haul fares**

book in **B** inventory only. If **B** inventory is not available, then an alternate flight must be selected

#### **Basic Economy Long-haul fares**

AA Prime book in **B** inventory

AA/\* book **original ticketed inventory** or lowest available inventory up to and including H.

- For complete details on Basic Economy fares refer to: [Basic Economy FAQ](#)

#### [Changes to Connection City](#)

- Allowed

#### [Changes to Co-Terminal](#)

Changes to Domestic co-terminals are allowed.

- BWI - WAS (DCA, IAD)
- FLL - PBI - MIA
- SFO - SJC - OAK
- LAX - ONT - BUR - SNA - LGB
- EWR - NYC (JFK, LGA) - HPN
- HOU - IAH

#### [Reissue Policy Information](#)

American Airlines will waive change fees and travel agents may rebook and reissue tickets provided the below guidelines are met and applied:

- Affected itinerary includes flights on: AA, AA\*/BA
  - Ticket issued on the following ticket stock: AA 001
- May rebook on AA Prime, AA\*/BA codeshare, and BA Prime
- Travel has not commenced on the affected flight segment and the ticket has not been reissued by American Airlines
- The first departure flight is more than 3 hours away
- Affected coupons are in OK status
- Travel reissuance only in accordance to dates identified in the applicable Travel Notice Exception Advisory
- More than one change allowed without an additional collection, including penalty or change fee within the Travel Notice dates
- Original issuing agency responsible for ticket reissue
- Ticket Revalidation not permitted

- When changes to the outbound travel occur, the unaffected return date may be changed to protect the original length of the trip
  - The return travel must be booked in the original class of service (inventory)
- Changes outside of these guidelines are subject to the reissue rules of the ticketed fare. This includes any applicable additional collection or Change Fee
- Basic Economy Short-haul or Long-haul must be rebooked in the appropriate Basic Economy inventory
- Please ensure the above procedures are accurately followed to prevent debit memo issuance

### Rebooking - Exception to Fare Rules

Exception to Fare Rules: All fare rules apply with the exception of the following:

- Advance Purchase requirement waived
- Minimum/Maximum Stay requirement waived
- Change Fee waived
- When changes to the outbound travel occur, the unaffected return date may be changed to protect the original length of the trip. The return travel must be booked in the original class of service (inventory).

### SalesLink Request

- Rebook flights in compliance with Travel Notice Exception Policy
- Log-in to SalesLink at [www.saleslink.aa.com](http://www.saleslink.aa.com)
- Request Type: select 'Service'
- Input AA PNR
- Waiver Type: select 'Travel Notice - Double Check'
- Travel Notice: select applicable Travel Notice event name
- Select 'Next' - and complete request
- Verify: SalesLink approval remarks in PNR
- New Ticket Endorsement Box: Enter event name only
- Ticket Reissue required

Endorsement Box requirement: TNADV2/AA BA FLTS INDIA or the exchange will be subject to a debit memo

### Extend Travel Rebooking Guidelines

Not Applicable

### Refund Policy Information

When the flight is **cancelled or the length of delay is 60+ minutes**, travel agents may refund ticket(s) through normal GDS/ARC/BSP processing.

- Refund To Original Form Of Payment - All penalties/fees waived
- Fares include:
  - 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](http://www.refunds.aa.com)

Travel Agent to Process Ticket Refund To Original Form Of Payment (FOP)	
<b>U.S. agencies processing through ARC:</b> 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: <a href="#">TNADVVR</a>	<b>International agencies processing through BSPLink:</b> Preferred Method: process through your GDS If unable to process through your GDS: may submit through BSPLink Refund Application (RA) using the waiver code: <a href="#">TNADVVR</a>

Note: If the ticket has been exchanged by American as an INVOL submit the refund request directly with American. Refer to [American Airlines Refunds](#).

When the flight is **not cancelled or the length of delay is 59 minutes or less**, a refund does not apply:

- If customer elects to cancel their reservation and use the value of the ticket toward the purchase of a new ticket outside the Travel Notice dates; [Extend Travel Rebooking](#) does not apply to this travel notice. All rules and restrictions apply.
- New Travel must commence no later than one year from the date of original issuance but no later than New Travel Date range listed in the grid.

### [En route/Diversion](#)

- Connecting customers' en route to one of the above-listed destinations or whose flights are diverted will have the option to return to their original departure city and rebook travel to alternate future dates.
- Customers should work directly with the airport to obtain a boarding pass for return travel to their original departure city. If the customer wishes to rebook travel to alternate

future dates, please contact American Airlines Reservations for assistance. Alternatively, they may receive a refund if re-accommodation options are unacceptable.

- If a ticket has already been reissued by American Airlines or the ticket is partially used, travel agents must submit the refund request online at [www.refunds.aa.com](http://www.refunds.aa.com)

## Resources

American Airlines will continue to monitor this Travel Notice Exception Advisory and adjust this policy if needed. Changes will be posted on [AA.com](http://AA.com) and [www.saleslink.aa.com](http://www.saleslink.aa.com) reference. Please check these sources frequently for the most up to date information.

- [www.saleslink.aa.com](http://www.saleslink.aa.com) Reference: Select [Travel Notice Exception Policy - Travel Agency Guidelines](#)
- Visit [www.saleslink.aa.com](http://www.saleslink.aa.com) and navigate to AA News and Offers to view current travel notices.
- Contact your Sales Support Center 800-621-8489 or American Airlines Reservations 800-433-7300 (U.S. and Canada) or for Reservations outside the U.S. and Canada, please see our [Worldwide Reservations Numbers](#) American Airlines encourages all customers to check flight and gate status prior to leaving for the airport. For complete travel information, visit [AA.com](http://AA.com).

## Groups

- Group reservations must be changed by [AA Group & Meeting Travel](#)
- Information contained on this web site is subject to change at any time without notice. American Airlines shall not be liable for any consequences resulting from your reliance on the information.