

LAX – NRT/HND Temporary Suspension of Service – Schedule Change

Issued: 03/15/2020

Issued: March 16, 2019

Travel Agency Guidelines

American Airlines is offering protection for our ticketed customers who may be impacted by the temporary suspension of service between Los Angeles, California (LAX) and Narita, Japan (NRT) as well as Los Angeles, California (LAX) and Haneda, Japan (HND) from March 16, 2020 through May 6, 2020. The reduction of travel in the Asia region is the result of the Novel Coronavirus.

Please be guided by the following information:

Affected Airports	AA (001) Tickets Agency Procedures for Service Between LAX and NRT/HND All Fares Published/Private/Leisure	
Travel to/from/through <ul style="list-style-type: none"> • LAX – NRT – LAX • LAX – HND – LAX 	The following guidelines apply:	
	Special Travel Exceptions Considerations	
	Ticketed On/Before:	March 16, 2020
	Effective for Ticketed Travel Dates Between:	March 16, 2020 – May 6, 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: JB Prime (JL)
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
	Change to Origin/Destination:	Not allowed
	If Customer is midtrip:	Reroute using Travel Noticeguidelines
	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 LAX to NRT/HND
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 • <u> </u> Bulk/Opaque Fare Note: Tickets issued as Bulk (BT zero dollar ticket) must be referred back to the wholesaler/consolidator for refund, or 	<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

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: [CORONAREFUND](#)

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: [CORONAREFUND](#)

Penalty: Change fee does not apply