

LAX –AKL/SYD – Temporary Suspension of Service – Schedule Change – CANCELED SEE SOUTH PACIFIC

Update: 03/16/2020

**** CANCELED SEE SOUTH PACIFIC NOTICE ****

Issued: March 16, 2020

Update: March 16, 2020- Extended AKL service date

Update: March 16, 2020- Extended SYD travel date

[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 Auckland, New Zealand (AKL) as well as Los Angeles, California (LAX) and Sydney, Australia (SYD) from March 18, 2020 through March 29,2020 for AKL and March 18,2020 through May 6, 2020 for SYD. 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 AKL/SYD All Fares Published/Private/Leisure											
Travel to/from/through Temporary Discontinuation of Service: <ul style="list-style-type: none"> • LAX – AKL – LAX • LAX – SYD – LAX 	The following guidelines apply: Protection Options: <ul style="list-style-type: none"> • AA*/ QF • QF Prime <table border="1" data-bbox="507 1444 1358 2022"> <thead> <tr> <th colspan="2" data-bbox="507 1444 1358 1489">Special Travel Exceptions Considerations</th> </tr> </thead> <tbody> <tr> <td data-bbox="507 1489 874 1534">Ticketed On/Before:</td> <td data-bbox="877 1489 1358 1534">March 16, 2020</td> </tr> <tr> <td data-bbox="507 1534 874 1619">Effective for Ticketed Travel Dates Between:</td> <td data-bbox="877 1534 1358 1619">March 16, 2020 – May 31, 2020 (SYD) March 16, 2020 – March28,2020(AKL)</td> </tr> <tr> <td data-bbox="507 1619 874 1664">Reissue Ticket On/Before:</td> <td data-bbox="877 1619 1358 1664">Same day as flight rebooking</td> </tr> <tr> <td data-bbox="507 1664 874 2022"> Rebooking Options: AA*/QF and QF Prime </td> <td data-bbox="877 1664 1358 2022"> Rebook same inventory as originally ticketed in the same cabin or next lowest available inventory up to and including H in the main cabin: AA*/QF Rebook same inventory as originally ticketed in the same cabin or next lowest available inventory. </td> </tr> </tbody> </table>		Special Travel Exceptions Considerations		Ticketed On/Before:	March 16, 2020	Effective for Ticketed Travel Dates Between:	March 16, 2020 – May 31, 2020 (SYD) March 16, 2020 – March28,2020 (AKL)	Reissue Ticket On/Before:	Same day as flight rebooking	Rebooking Options: AA*/QF and QF Prime	Rebook same inventory as originally ticketed in the same cabin or next lowest available inventory up to and including H in the main cabin: AA*/QF Rebook same inventory as originally ticketed in the same cabin or next lowest available inventory.
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		QF Prime
	Inventory Requirements for AA Flights:	<p>Book same inventory as originally ticketed or next lowest available inventory, same cabin up to and including H inventory for main cabin</p> <p>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.</p>
	Change to Origin/Destination:	Not allowed
	If Customer is midtrip:	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/CORONAVIRUSNZAU
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 AKL/SYD
<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: CORONAREFUND <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: CORONAREFUND <p>Penalty: Change fee does not apply</p>	