

Americas and the Caribbean - Update 8 - Suspension of Service - Schedule Change

Update: 03/22/2020

Issued: March 16, 2020

Update 8: March 22, 2020

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- Adding additional Affected Countries/Regions
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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 the Americas, the Caribbean, and the United States.

Please be guided by the following information:

Affected Airports	<p style="text-align: center;">AA (001) Tickets Agency Procedures for Service Between the Americas, the Caribbean, and the United States</p> <p style="text-align: center;">All Fares Published/Private/Leisure</p>
<p>All airports affected by Discontinuation of Service to/from the following countries/regions:</p> <ul style="list-style-type: none"> • Antigua • • Argentina • • Aruba • • Bahamas • 	<p style="text-align: center;">The following guidelines apply:</p> <p>Protection Options:</p> <ul style="list-style-type: none"> • BA Prime <ul style="list-style-type: none"> ○ This applies to EU/UK citizens ○ BA may be booked from South America, Central America, the Caribbean or Mexico directly to Europe through April 12, 2020 (was March 22, 2020) ○ Cannot Transit the U.S. • IB Prime <ul style="list-style-type: none"> ○ IB may be booked from South America, Central America, or the Caribbean directly to Europe through March 31, 2020 ○ Cannot Transit the U.S. • G3 Prime <ul style="list-style-type: none"> ○ Brazil to the US – may book G3 to/via MCO or MIA and AA for continuing travel within the U.S. through March 21, 2020 ○ Local Traffic - may book G3 within South America to the

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- **Barbados**
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- Belize
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- Bermuda
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- Bonaire
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- Brazil
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- Canada
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- Cayman Islands
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- Chile
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- Colombia
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- Costa Rica
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- **Cuba**
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- Curacao
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- Dominican Republic
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- Ecuador
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- El Salvador

Brazilian Gateway

- BW Prime
 - May book BW on GEO to/from MIA/JFK through May 6, 2020
 - Refer to booking inventories below
- UA Prime
 - May book UA from Carib/Latin America to the US and AA for connecting travel within the US through March 25, 2020

Note: Must confirm that you have received a record locator or OSI acknowledgement from the other carrier

Special Travel Exceptions Considerations	
Ticketed On/Before:	March 21, 2020
Effective for Ticketed Travel Dates On/After:	March 16, 2020 – May 31, 2020
New Travel Dates:	Now through December 31, 2020
Reissue Ticket On/Before:	Same day as flight rebooking and within Ticket Validity
Inventory Requirements for:	<p>Book same RBD as originally ticketed or next lowest available inventory, same cabin up to and including H inventory for main cabin</p> <ul style="list-style-type: none"> • BA Prime • IB Prime <p><u>If booking on G3 Prime:</u> For First and Premium Economy, may book lowest available in the following inventories:</p> <ul style="list-style-type: none"> • C, L, F, D, I <p>For main cabin, may book lowest available in the following inventories:</p> <ul style="list-style-type: none"> • Y, T, J, W, P, E, A, U, N, B, O <p><u>If booking on BW Prime:</u> For First and Business Class, may book:</p> <ul style="list-style-type: none"> • C <p>For main cabin, may book:</p> <ul style="list-style-type: none"> • B

<ul style="list-style-type: none"> • • Grenada • • Guadeloupe • • Guatemala • • Guyana • • Haiti • • Honduras • • Jamaica • • Martinique • • Mexico • • Nicaragua • • Panama • • Peru • • Puerto Rico • • St. Croix • • 		<p><u>If booking on UA Prime:</u> May book lowest available inventory in the ticketed cabin</p> <p>Basic Economy ticketed fares: May book lowest available up to and including H on all carriers listed</p>
	Change to Origin/Destination:	<p>Allowed</p> <p>Change Fee only is waived, Fare Difference Applies</p>
	Refund:	<p>Allowed when flight has been canceled Refer to Refund Policy</p>
	Phone Field:	<p>Ensure the customer's telephone contact number is updated</p>

<ul style="list-style-type: none"> • St. Kitts • • St. Lucia • • St. Maarten • • St. Thomas • • St. Vincent and the Grenadines • • Trinidad and Tobago • • Turks and Caicos • • Uruguay 	
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Changes to Origin/Destination - Allowed

- Waive Change Fee Only, fare difference applies
- Any changes made to origin/destination the applicable fare rules apply.
 - 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 but no later than December 31, 2020.
 - Customer's new itinerary is rebooked/ticketed at current applicable fare and rules, additional monies may apply
- Changes to Stopover city are permitted, fare difference will apply

Basic Economy Short-haul fares may be applied towards the purchase of another Basic Economy fare.

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

Basic Economy Long-haul fares may be applied towards the purchase of another Basic Economy fare

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](#)

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*/AY, AA*/BA, AA*/IB, AA*/JL, AA*/QF
- - Ticket issued on the following ticket stock: AA 001 stock only
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- Applies to AA*/**oneworld** flights
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- Travel has not commenced on the affected flight segment and the ticket has not been reissued by American Airlines
- - Partially used tickets are valid for reissue, fare difference will be applicable
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- The first departure flight is more than 3 hours away
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- Affected coupons are in OK status
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- One change allowed
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- Original issuing agency responsible for ticket reissue
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- Ticket Revalidation not permitted

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- 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)
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- Changes outside of these guidelines are subject to the reissue rules of the ticketed fare. This includes any applicable additional collection, change fee only is waived
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- Basic Economy Short-haul or Long-haul may be applied towards the purchase of another Basic Economy fare.
- Note: 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: Applies to identical changes only

- 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).

Endorsement Box Requirement

Endorsement Box Policy	
Annotate new ticket with:	SKCHG/SASUSP
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 – Flight is Canceled Refund Request	
Type of Fare	Agency Procedures for Suspension of Service between South America and the U.S.
<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 <p>Note: If the ticketed flight falls within the Effective Travel Dates, the ticket is eligible for refund</p> <ul style="list-style-type: none">• If not already cancelled, be sure to cancel the space prior to submitting for refund
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/SASUSP <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/SASUSP	
Penalty: Change fee does not apply	
Note: If the ticket has been exchanged by American as an INVOL submit the refund request directly with American. Refer to American Airlines Refunds .	