

Europe / Middle East – Suspension of Service – Schedule Change

Update: 03/20/2020

Issued: March 20, 2020

Travel Agency Guidelines

American Airlines is offering protection for our ticketed customers who may be impacted by the temporary discontinuation of service between the United States and Europe/Middle East.

Please be guided by the following information:

Affected Airports	AA (001) Tickets Agency Procedures for Service Between the United States and Europe/Middle East All Fares Published/Private/Leisure			
All airports affected by Discontinuation of Service to/from the following countries: <ul style="list-style-type: none">FranceGermanyIrelandItalyNetherlandsSpainSwitzerlandUnited Kingdom	The following guidelines apply:			
	Region	Affected Airport	U.S. Airport	Suspended Travel Dates
	France	CDG		Now – May 6, 2020
	Germany	FRA		Now – May 6, 2020
	Ireland	DUB		Now – May 6, 2020
		SNN		
	Italy	FCO	PHL	Now – May 6, 2020
			DFW	Now – May 6, 2020
			JFK	Now – May 6, 2020
			CLT	Now – June 3, 2020
			ORD	Now – June 3, 2020
		MXP	JFK / MIA	February 29 – May 6, 2020
		VCE	ORD	May 7 – June 3, 2020
PHL			Now – May 6, 2020	

	Netherlands	AMS		March 4, – May 6, 2020	
	Spain	MAD	JFK	May 7 – June 3, 2020	
			DFW / MIA	Now – May 6, 2020	
		BCN		Now – May 6, 2020	
	Switzerland	ZRH		Now – May 6, 2020	
	United Kingdom	MAN		Now – May 6, 2020	
		EDI			

Special Travel Exceptions Considerations	
Ticketed On/Before:	March 20, 2020
Effective for Ticketed Travel Dates:	See grid above for detail based on affected airport
New Travel Dates:	Now through December 31, 2020
Reissue Ticket On/Before:	Same day as flight rebooking and within Ticket Validity
Change to Origin/Destination:	Allowed Change Fee only is waived, Fare Difference Applies
Refund:	Allowed when flight has been canceled Refer to Refund Policy
Phone Field:	Ensure the customer’s telephone contact number is updated

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/EUSUSP

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 Cancelled / New Flight Unacceptable to Customer Refund Request	
Type of Fare	Agency Procedures for Suspension of Service between United States and Europe/Middle East
<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)<ul style="list-style-type: none">◦ Cash or Check form of payment will be refunded to an Agency Credit Memo (ACM)• 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 itinerary 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/EUSUSP <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/EUSUSP](#)

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](#).