

South Pacific – Temporary Suspension of Service – Schedule Change

Update: 03/23/2020

Issued: March 16, 2020

Updated: March 17, removed AKL

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 Sydney, Australia (SYD) March 18, 2020 through **May 31, 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 SYD											
	All Fares Published/Private/Leisure											
Travel to/from/through	The following guidelines apply:											
Temporary Discontinuation of Service:	Protection Options: <ul style="list-style-type: none">AA*/ QF QF Prime											
<ul style="list-style-type: none">LAX – SYD – LAX	<table><tr><th colspan="2">Special Travel Exceptions Considerations</th></tr><tr><td>Ticketed On/Before:</td><td>March 16, 2020</td></tr><tr><td>Effective for Ticketed Travel Dates Between:</td><td>March 16, 2020 – May 31, 2020 (SYD)</td></tr><tr><td>Reissue Ticket On/Before:</td><td>Same day as flight rebooking</td></tr><tr><td>Rebooking Options: AA*/QF and QF Prime</td><td>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*/QFRebook same inventory as originally ticketed in the same cabin or next lowest available inventory. QF Prime</td></tr></table>		Special Travel Exceptions Considerations		Ticketed On/Before:	March 16, 2020	Effective for Ticketed Travel Dates Between:	March 16, 2020 – May 31, 2020 (SYD)	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*/QFRebook same inventory as originally ticketed in the same cabin or next lowest available inventory. QF Prime
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	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 Policy
	Phone Field:	Ensure the customer's telephone contact number is updated

Endorsement Box Requirement

Endorsement Box Policy
<p>Annotate new ticket with: SKCHG/SPSUSP</p> <p>The above annotation is only required on the new ticket and supersedes required verbiage for the fare ticketed</p> <p>Reissue: New ticket will have the same fare/fare basis as original ticket</p> <p>Penalty: Change fee does not apply</p>

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 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
<p align="center">Refund in GDS</p> <p align="center">ARC/IAR - Refund Exchange Notice (REN) and/or</p> <p align="center">BSPLink - Refund Application (RA) Request must reflect:</p>	
<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/SPSUSP <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/SPSUSP <p>Penalty: Change fee does not apply</p>	