

CANCELED – Novel Coronavirus –

HKG Update 2 – Travel Notice

Exception Policy

Issued: January 28, 2020

Update: March 25, 2020

- **Travel Notice Canceled - Refer to Asia - Suspension of Service - Schedule Change**

American Airlines has implemented a special exception policy to our travel partners that is now available for our mutual customers due to the possible affect from the Novel Coronavirus in the region.

Our Travel Notice exception policies on American are also available when ticketed to/from/through on our Joint Business partners: This applies to both prime and codeshare flights as shown below:

Special Travel Exception Policy	
Affected Airport Codes:	HKG
Tickets Issued On/Before:	February 11, 2020
Impacted Travel Dates:	January 28, 2020 - July 1, 2020 (was January 28, 2020 - April 24, 2020)
New Travel Dates:	January 28, 2020 - August 31, 2020 (was January 28, 2020 - June 30, 2020)
Reissuance of Tickets On/Before:	Same day as flight rebooking
Inventory Requirements:	Lowest Inventory Available – Same Cabin Basic Economy - Refer to Inventory Requirements
Endorsement Box Requirements: Ticket Reissue Required	TNADV2/NVL CORONA HKG
Changes to Origin/Destination:	Allowed*

	*HND/NRT only Refer to Changes to Origin/Destination
Changes to Connection City:	Allowed
Changes to Co-Terminal:	Allowed
Sales Support Authorization:	Process as SalesLink Service Request
Extended Travel Rebooking:	Allowed Note: The new ticket must include: TNADVE/NVL CORONA HKG in the Endorsement Box or will be subject to a debit memo
Refund Eligibility:	Refund Allowed May be processed for a refund via GDS/ARC/BSP
Travel to/from/through on American, and JB Operated and Marketed Flights:	British Airways (BA) / AA*BA Iberia (IB) / AA*IB Finnair (AY) / AA*AY Japan Airlines (JL) / AA*JL Qantas Airways (QF) / AA*QF

Inventory Requirements

Lowest Inventory, Same Cabin

If original inventory is not available rebook lowest inventory available in the same ticketed cabin. As a reminder, customers that do not hold a Basic Economy fare should never be booked into B inventory.

Basic Economy -

- **Short-haul** must be booked in **B** inventory only. If **B** inventory is not available, then an alternate flight must be selected. Advance Purchase and Ticket Change restrictions are waived.
- **Long-haul** must be booked - AA Prime in **B** inventory: for AA/* book **original ticketed inventory** or lowest available inventory up to and including H. Refer to: [Basic Economy FAQ](#)

Refer to [Exceptions to Fare Rules](#).

Note: If customers are unable to rebook or reissue their ticket within the given timeline, they can cancel their reservation and use the value of the ticket toward the purchase of a new ticket;

all rules and restrictions apply. Travel must commence no later than one year from the date of original issuance.

Endorsement Box Requirements

- Endorsement Box must include: TNADV2/NVL CORONA HKG
 - Refer to individual Travel Notice for Event Name
- Ticket Reissue required. This is the only required verbiage and supersedes all other information.

Changes to Origin/Destination - Allowed

- Waive Change Fee
- Ticket reissue for original ticketed fare
- Any changes made to origin/destination the applicable fare rules apply (except HND or NRT)
- Changes to Stopover city are permitted

Basic Economy Short-haul fares

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

Basic Economy Long-haul fares

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](#)

Changes to Connection City

- Allowed

Changes to Co-Terminal

Changes to Domestic co-terminals are allowed.

- BWI - WAS (DCA, IAD)
- FLL - PBI - MIA
- SFO - SJC - OAK
- LAX - ONT - BUR - SNA - LGB
- EWR - NYC (JFK, LGA) - HPN
- HOU - IAH

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, AY, AA*/BA, BA, AA*/IB, IB, AA*/JL, JL, AA*/QF, QF
 - Ticket issued on the following ticket stock: AA 001, IB 075, AY 105, BA 125, JL 131, QF 081
- Applies to AA*/**oneworld** flights
- Travel has not commenced on the affected flight segment and the ticket has not been reissued by American Airlines
- The first departure flight is more than 3 hours away
- Affected coupons are in OK status
- Travel reissuance only in accordance to dates identified in the applicable Travel Notice Exception Advisory
- More than one change allowed without an additional collection, including penalty or change fee within the Travel Notice dates
- Original issuing agency responsible for ticket reissue
- Ticket Revalidation not permitted
- 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)
- Changes outside of these guidelines are subject to the reissue rules of the ticketed fare. This includes any applicable additional collection or Change Fee
 - Refer to Extend Travel Rebooking after the Travel Event
- Basic Economy Short-haul or Long-haul must be rebooked in the appropriate Basic Economy inventory
- 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:

- 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).

SalesLink Request

- Rebook flights in compliance with Travel Notice Exception Policy
- Log-in to SalesLink at www.saleslink.aa.com
- Request Type: select 'Service'
- Input AA PNR
- Waiver Type: select 'Travel Notice - Double Check'
- Travel Notice: select applicable Travel Notice event name
- Select 'Next' - and complete request
- Verify: SalesLink approval remarks in PNR
- New Ticket Endorsement Box: Enter event name only
- Ticket Reissue required

Endorsement Box requirement: TNADV2/NVL CORONA HKG or the exchange will be subject to a debit memo

Extend Travel Rebooking Guidelines

If customers are unable to rebook within the New Travel Dates, may reschedule their reservation to/from the same city or alternate cities and reissue their ticket with the below guidelines:

- Cancel their itinerary and 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
- Change fee only is waived as long as the original ticket is reissued within ticket validity and the impact dates are in accordance with those identified in the Travel Notice
- Customer's new itinerary is rebooked/ticketed at current applicable fare and rules, additional monies may apply
 - **Basic Economy Short-haul and Long-haul fares qualify for Extended Travel Rebooking.**
 - Basic Economy fares may only be used towards the purchase of other Basic Economy fares.
- If new ticket **price is lower** than original ticket the residual is forfeited.
 - **Residual MCO's are not allowed when using the TNADVE waiver code for reissue.**

Refund Policy Information

Travel agents may refund ticket(s) through normal GDS/ARC/BSP processing.

- Refund To Original Form Of Payment - All penalties/fees waived
- Fares include:
 - 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

Travel Agent to Process Ticket Refund To Original Form Of Payment (FOP)	
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: TNADVVR	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: TNADVVR

Note: If the ticket has been exchanged by American as an INVOL submit the refund request directly with American. Refer to [American Airlines Refunds](#).

En route/Diversion

- Connecting customers' en route to one of the above-listed destinations or whose flights are diverted will have the option to return to their original departure city and rebook travel to alternate future dates.
- Customers should work directly with the airport to obtain a boarding pass for return travel to their original departure city. If the customer wishes to rebook travel to alternate future dates, please contact American Airlines Reservations for assistance. Alternatively, they may receive a refund if re-accommodation options are unacceptable.
- If a ticket has already been reissued by American Airlines or the ticket is partially used, travel agents must submit the refund request online at www.refunds.aa.com

Resources

American Airlines will continue to monitor this Travel Notice Exception Advisory and adjust this policy if needed. Changes will be posted on AA.com and www.saleslink.aa.com reference. Please check these sources frequently for the most up to date information.

- www.saleslink.aa.com Reference: Select [Travel Notice Exception Policy - Travel Agency Guidelines](#)
- Visit www.saleslink.aa.com and navigate to AA News and Offers to view current travel notices.
- Contact your Sales Support Center 800-621-8489 or American Airlines Reservations 800-433-7300 (U.S. and Canada) or for Reservations outside the U.S. and Canada, please see our [Worldwide Reservations Numbers](#) American Airlines encourages all customers to check flight and gate status prior to leaving for the airport. For complete travel information, visit AA.com.

Groups

- Group reservations must be changed by [AA Group & Meeting Travel](#)
- Information contained on this web site is subject to change at any time without notice. American Airlines shall not be liable for any consequences resulting from your reliance on the information.

