

Novel Coronavirus – Europe/Middle East – Update 4 – Travel Notice Exception Policy

Issued: March 12, 2020

Update 4: March 25, 2020

- Modified grid presentation

American Airlines has implemented a special exception policy to our travel partners that is now available for our mutual customers due to the recent amendment to the Government-imposed Travel Restrictions related to the evolving Novel Coronavirus situation.

Our Travel Notice exception policies on American are also available when ticketed on **001 ticket stock** for travel on AA Prime, AA*/AY, AA*/BA, AA*/IB, AA*/JL and AA*/QF.

Special Travel Exception Policy	
Affected Airport Codes:	<div>All Airports within the following countries:</div> <div><div>Austria</div><div>Belgium</div><div>Croatia</div><div>Czech Republic</div><div>Denmark</div><div>Estonia</div><div>Finland</div><div>France</div><div>Germany</div><div>Greece</div><div>Hungary</div><div>Iceland</div><div>Ireland</div><div>Italy</div><div>Latvia</div><div>Liechtenstein</div><div>Lithuania</div><div>Luxembourg</div><div>Malta</div><div>Netherlands</div><div>Norway</div><div>Poland</div><div>Portugal</div><div>Slovakia</div><div>Slovenia</div><div>Spain</div><div>Sweden</div><div>Switzerland</div><div>United Kingdom</div></div>
Tickets Issued On/Before:	March 16, 2020
Impacted Travel Dates:	March 11, 2020 - May 31, 2020
New Travel Dates:	March 11, 2020 - December 31, 2020

Reissuance of Tickets On/Before:	Same day as flight rebooking
Inventory Requirements:	<p>Same Inventory, Same Booking Class, Same Cabin</p> <p>If rebooked to a higher booking class or cabin, fare difference is applicable</p> <p>Basic Economy - Refer to Inventory Requirements</p>
Endorsement Box Requirements: Ticket Reissue Required	TNADV2/TNVLCRNA EURME
Changes to Origin/Destination:	<p>Allowed*</p> <p>*Change Fee only is waived, Fare Difference Applies</p> <p>Refer to Changes to Origin/Destination</p>
Changes to Connection City:	<p>Allowed*</p> <p>*Change Fee only is waived, Fare Difference Applies</p>
Changes to Co-Terminal:	<p>Allowed*</p> <p>*Change Fee only is waived, Fare Difference Applies</p>
Sales Support Authorization:	SalesLink Service Request is not applicable
Extended Travel Rebooking:	<p>Allowed*</p> <p>*Change Fee only is waived, Fare Difference Applies</p> <p>Note: The new ticket must include: TNADVE/TNVLCRNA EURME in the Endorsement Box or will be subject to a debit memo</p>
Refund Eligibility:	<p>No Refund Allowed*</p> <p>*Refer to Refund Policy for exceptions</p>
Travel to/from/through on American, and JB Operated and Marketed Flights:	<p>001 ticket stock for travel on:</p> <ul style="list-style-type: none"> • AA Prime • AA*/AY • •

	AA*/BA
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	•
	AA*/IB
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	•
	AA*/JL
	•
	•
	AA*/QF
	•
	Note: No JB Prime flights are allowed

Inventory Requirements

Same Inventory, Same Booking Class, Same Cabin

If original inventory is not available rebook lowest inventory available in the same ticketed cabin, and collect any difference in fare.

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/TNVLCRNA EURME
 - 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
- For identical itineraries, even exchange applies, reissue ticket at original ticketed fare
 - *Add collect does not apply to seasonality if same cabin class (inventory) and same O/D of the original ticket
- Any changes made to origin/destination must be allowed within the fare rule, (ie. change to Country of Origin and/or Entity), fare difference applies
- Changes to Stopover and/or connection city are permitted, if allowed within the fare rule, fare difference may apply
- Effective for exchanges beginning March 23, 2020, if the new itinerary price is lower than the price on the original ticket, the residual amount may be refunded by:
 - ARC agencies may issue residual value as an MCO
 - BSP agencies may apply for the residual value voucher through their BSPLink Refund Application (RA)
 - The voucher will be issued in the name of the person on the ticket and mailed to the agency

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

- Basic Economy Short Haul
- - Book in **B** inventory only. If **B** inventory is not available, then an alternate flight must be selected
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- Basic Economy Long Haul
- - AA Prime book in **B** inventory
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 - AA/* book **original ticketed inventory** or lowest available inventory up to and including H
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- For complete details on Basic Economy fares refer to: [Basic Economy FAQ](#)
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Changes to Connection City

- Allowed, fare difference may apply

Changes to Co-Terminal

Changes to Domestic co-terminals are allowed, fare difference may apply

- 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, AA*/BA, AA*/IB, AA*/JL, AA*/QF
- Ticket issued on the following ticket stock: **AA 001 stock only**
- Applies to AA*/JB and AA*/oneworld flights
- Affected coupons are in OK status and the ticket has not been reissued by American Airlines
 - Partially used tickets are valid for reissue, fare difference may be applicable
- More than one change allowed only in accordance to dates identified within the Travel Notice guidelines
 - Reissue must be within Ticket Validity or by December 31, 2020 (whichever comes first)
- The first departure flight is more than 3 hours away
- Original issuing agency responsible for ticket reissue
- Ticket Revalidation not permitted
- May change unaffected segments to maintain original length of stay and must book in the original class of service/inventory as ticketed
- 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
 - 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

Note: Please ensure the above procedures are accurately followed to prevent debit memo issuance

Rebooking - Exception to Fare Rules

When rebooking to the same origin/destination, all fare rules apply with the exception of the following:

- Advance Purchase requirement waived
- Minimum/Maximum Stay requirement waived
- Change Fee waived, process as an even exchange

Note: Change to the connection city within the fare rule routing is allowed

Change to unaffected segments is allowed to maintain original length of stay but must be booked in the original class of service/inventory as ticketed

SalesLink Request

- Saleslink Service Request is not applicable
- Reissue is required

Endorsement Box requirement: TNADV2/TNVLCRNA EURME 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 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

Refunds for Denied Boarding due to Government Imposed Restrictions are allowed, but must be validated and approved by American Airlines Sales Support*

- Contact North America Sales Support 24/7
 - Phone +1-800-621-8489 (toll-free), +1-212-692-3415 (toll)
 - Email American.Support@aa.com
- Outside North America you may also contact your local Sales Support office

When the flight is **cancelled or the length of delay is 60+ minutes**, 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](#).

When the flight is **not cancelled or the length of delay is 59 minutes or less**, a refund does not apply (except for Foreign Nationals):

- If customer elects to cancel their reservation and use the value of the ticket toward the purchase of a new ticket outside the Travel Notice dates; may use [Extend Travel Rebooking](#) or may hold ticket for future travel; all rules and restrictions apply.
- Travel must commence no later than one year from the date of original issuance.

[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.



