

Coronavirus Global Flexibility Waiver – Update – Travel Notice Exception Policy

Issued: March 10, 2020

Update: April 7, 2020

- Extend Impacted Travel Dates
- Extend Tickets Issued On/Before Date

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

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:	All cities
Tickets Issued On/Before:	April 7, 2020
Impacted Travel Dates:	March 1, 2020 - September 30, 2020 (was March 1, 2020 - May 31, 2020) March 1, 2020 - December 31, 2021 (was March 1, 2020 - December 31, 2020)
New Travel Dates:	Note: Travel on the new ticket must be completed by December 31, 2021
Reissuance of Tickets On/Before:	Same day as flight rebooking Same Itinerary/Same Cabin/Same Inventory
Inventory Requirements:	<ul style="list-style-type: none">○ If rebooked to a different inventory and/or routing, fare difference is applicable
Endorsement Box Requirements:	TNADV2/CORONAFLEX
Ticket Reissue Required	
Changes to Origin/Destination:	Allowed*

*fare difference applies

Refer to Changes to Origin/Destination
Allowed*

Changes to Connection City:

*fare difference applies
Allowed*

Changes to Co-Terminal:

*fare difference applies

Sales Support Authorization:

SalesLink Service Request does not apply

Extended Travel Rebooking:

Not Applicable

No Refund Allowed

Refund Eligibility:

Valid on 001 Ticket Stock only for travel
on

Travel to/from/through on American, and
JB Operated and Marketed Flights:

- AA Prime
- AA*/BA
- AA*/IB
- AA*/AY
- AA*/JL
- AA*/QF

Note: Not Applicable on JB Prime flights

Inventory Requirements

Same Itinerary, Same Cabin, Same Inventory

If original inventory is not available, may rebook in alternate inventory, however, fare difference will apply.

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, for travel beyond December 31, 2020, change fee will not be waived unless written within the fare rule.

Endorsement Box Requirements

- Endorsement Box must include: TNADV2/CORONAFLEX
 - 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 city are permitted, fare difference applies

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:

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ARC agencies may issue residual value as an MCO

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BSP agencies may apply for the residual value voucher through their BSPLink Refund Application (RA)

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The voucher will be issued in the name of the person on the ticket and mailed to the agency

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Changes to Connection City

Allowed*

*fare difference applies

Changes to Co-Terminal

Changes to Domestic co-terminals are allowed, but fare difference applies

- 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*/AY, AA*/BA, AA*/IB, AA*/JL, AA*/QF
 - Ticket issued on the following ticket stock: AA 001 only
- Applies to AA*/**oneworld** flights
- New travel must be completed no later than December 31, 2021
- The first departure flight is more than 3 hours away
- Affected coupons are in OK status
- Ticket reissuance must be in accordance to dates identified in this Travel Notice Advisory
- This Change fee exception can be utilized once, additional changes will revert to the ticketed fare rule
- 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) and processed as the same time of the initial exchange
- Changes outside of these guidelines are subject to the reissue rules of the ticketed fare. This includes any applicable additional collection for fare difference
- 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
 - If same inventory results in a higher fare, use fare on original ticket and process as even exchange
- 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) at the same time of the initial exchange

SalesLink Request

- Travel Notice waiver is not available via SalesLink

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

Extend Travel Rebooking Guidelines

Not Applicable

Refund Policy Information

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: [TNADVR](#)

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: [TNADVR](#)

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:

- 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; all rules and restrictions apply.

- Travel must commence no later than December 31, 2021 for this change fee waiver to apply.

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.