

## [Europe / Middle East / Africa - Suspension of Service Update 2 - Schedule Change](#)

Update: 04/09/2020

Issued: March 16, 2020

Update 2: April 9, 2020

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Add Poland

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Extend Customers Ticketed On/Before Date

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Extend New Travel Dates

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Update Reissue Ticket On/Before reference

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### Travel Agency Guidelines

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

### Affected Airports:

All airports affected by the temporary discontinuation of service to/from the following countries:

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|------------------|-----------|---------------|
| • Croatia        | • Hungary | • Netherlands |
| • Czech Republic | • Iceland | • Poland      |
| • France         | • Ireland | • Portugal    |
| • Germany        | • Italy   | • Spain       |

- Greece
- Morocco
- Switzerland
- United Kingdom

Please be guided by the following information:

<b>AA (001) Tickets Agency Procedures for Service Between the United States and Europe / Middle East / Africa</b>  <b>All Fares Published/Private/Leisure</b>	
Customers Ticketed On/Before:	<b>April 7, 2020</b>
Effective for Ticketed Travel Dates:	<b>Beginning March 1, 2020 through the Suspended Travel Date range for the applicable market</b>  See <a href="#">Temporary Suspension of Service – Market Detail</a> for suspended travel dates
New Travel Dates:	<b>Now - December 31, 2021</b>  Note: Travel on the new ticket <b>must be completed by</b> December 31, 2021
Reissue Ticket On/Before:	Same day as flight rebooking <ul style="list-style-type: none"> <li>• For possible exceptions on tickets that expire between March 1, 2020 and September 30, 2020 – See <a href="#">Extend Travel Rebooking Guidelines</a></li> </ul>
Change Origin / Destination:	Allowed Change fee is waived Fare difference applies  See <a href="#">Changes to Origin/Destination</a> and <a href="#">Reissue Policy Information</a>
Itinerary Changes Maintaining the Same Origin and Destination:	Allowed  See <a href="#">Rebooking - Exception to Fare Rules</a>
Endorsement Box Requirements (ticket must be exchanged)	SKCHG/EUSUSP
Temporary Suspension of Service - Market Detail	See <a href="#">Temporary Suspension of Service – Market Detail</a> below
Refund	See <a href="#">Refund Policy</a> for available options

Customer Contact Information:	Ensure the customer's telephone contact number and/or email address are updated in the reservation
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## Changes to Origin/Destination – Allowed

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For identical itineraries, even exchange applies, reissue ticket at original ticketed fare

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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

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Changes to Stopover city are permitted, fare difference applies

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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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**Basic Economy Short-haul and Long-haul fares may be applied towards the purchase of another Basic Economy fare.**

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#### Basic Economy Short Haul

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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

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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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## Reissue Policy Information

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American Airlines will waive change fees and travel agents may rebook and reissue tickets provided the below guidelines are met and applied:

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Affected itinerary includes flights on: AA, AA\*/AY, AA\*/BA, AA\*/IB, AA\*/JL, AA\*/QF

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Ticket issued on the following ticket stock: AA 001 stock only

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Applies to AA\*/JB and AA\*/**oneworld** flights

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For ticketed travel to/from CMN/CAS, protect valid on AA\*/JB flights only

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The first departure flight is more than 3 hours away

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Coupon status must be OK on the affected flight segment

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More than one change allowed within the suspension dates; additional fare collection may apply

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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.

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The return travel must be booked in the original class of service (inventory) and processed at the same time of the initial exchange

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Changes to country of origin or entity 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 must be rebooked in the appropriate Basic Economy inventory and may only be applied towards the purchase of another Basic Economy fare

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

## Rebooking - Exception to Fare Rules

When exchanging the ticket using the same origin and destination, all fare rules apply except for the following:

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Advance Purchase requirement waived

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Minimum/Maximum Stay requirement waived

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Change Fee waived, process as an even exchange

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If same inventory results in a higher fare, use fare on original ticket and process as even exchange

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May change the return as long as it is booked in the original ticketed inventory and occurs at the same time of the exchange

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Note: Changes to the connection city within the fare rule routing are allowed

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### Endorsement Box Requirement

Endorsement Box Policy	
Annotate new ticket with:	<b>SKCHG/EUSUSP</b>
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
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### Refund Policy

Schedule Change – Flight is Canceled Refund Request	
Type of Fare	Agency Procedures for Suspension of Service between U.S. and Europe / Middle East / Africa
Travel agencies may refund to original form of payment: <ul style="list-style-type: none"><li>• Non-Refundable Fare</li><li>• Refundable Fare with cancellation</li></ul>	<ul style="list-style-type: none"><li>• Tickets will be refunded to the original form of payment (FOP)</li><li>• Cancellation Penalty Fee and Change Fee is waived</li></ul>

<p>Fee</p> <ul style="list-style-type: none"> <li>Basic Economy Fare</li> <li>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 <a href="http://www.refunds.aa.com">www.refunds.aa.com</a></li> </ul>	<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"> <li>If not already cancelled, be sure to cancel the space prior to submitting for refund</li> </ul>
<p align="center"><b>Refund in GDS</b></p> <p align="center"><b>ARC/IAR - Refund Exchange Notice (REN) and/or</b></p> <p align="center"><b>BSPLink - Refund Application (RA) Request must reflect:</b></p>	
<p><b>U.S. agencies processing through ARC:</b></p> <ul style="list-style-type: none"> <li>Preferred Method: process through your GDS</li> <li>If unable to process through your GDS: may submit through ARC/IAR Refund Exchange Notification (REN) using the waiver code: <a href="#">SCRFND/EUSUSP</a></li> </ul> <p><b>International agencies processing through BSPLink:</b></p> <ul style="list-style-type: none"> <li>Preferred Method: process through your GDS</li> <li>If unable to process through your GDS: may submit through BSPLink Refund Application (RA) using the waiver code: <a href="#">SCRFND/EUSUSP</a></li> </ul> <p>Penalty: Change fee does not apply</p>	
<p>Note: If the ticket has been exchanged by American as an INVOL submit the refund request directly with American. Refer to <a href="#">American Airlines Refunds</a>.</p>	

### Temporary Suspension of Service – Market Detail

\*Note: Suspended Travel Dates are subject to change

Region	Affected Airport	U.S. Airport	Suspended Travel Dates*
France	CDG	JFK	Now through July 6, 2020
		MIA / PHL	Now through October 24, 2020
Germany	MUC	CLT	Now through July 6, 2020
	FRA	CLT	Now through October 24, 2020
		DFW	Now through June 3, 2020
Greece	ATH	ORD	Now through June 3, 2020
Ireland	DUB	DFW	Now through July 6, 2020
		ORD	Now through June 3, 2020
		PHL	Now through October 6, 2020
Italy	FCO	PHL	Now through October 24, 2020



	MXP	JFK / MIA	
Netherlands	AMS	DFW	Now through June 3, 2020
		PHL	Now through October 6, 2020
Spain	BCN	ORD	Now through July 6, 2020
		JFK / MIA	Now through October 24, 2020
	MAD	JFK / MIA / PHL	Now through July 6, 2020
Switzerland	ZRH	PHL	Now through July 6, 2020
United Kingdom	LHR	CLT	Now through July 6, 2020
		JFK / LAX / ORD / PHL / RDU	Now through June 3, 2020
		PHX	Now through October 6, 2020
		BOS	Now through October 23, 2020
	MAN	PHL	Now through October 24, 2020

#### Additional Suspensions for Summer Season

Region	Affected Airport	U.S. Airport	Service Information
Croatia	DBV	PHL	Service not available at this time
Czech Republic	PRG	ORD / PHL	Service not available at this time
Germany	TXL	PHL	Service not available at this time
Hungary	BUD	ORD / PHL	Service not available at this time
Iceland	KEF	PHL	Service not available at this time
Ireland	SNN	PHL	Service not available at this time
Italy	VCE	ORD / PHL	Service not available at this time
Morocco	CMN	PHL	Service not available at this time
Poland	KRK	ORD	Service not available at this time
Portugal	LIS	PHL	Service not available at this time
United Kingdom	EDI	PHL	Service not available at this time