

Coronavirus Global Flexibility Waiver – Update 2 – Travel Notice Exception Policy

Issued: March 10, 2020

Update 2: April 9, 2020

- Extend Impacted Travel Dates
- Extend Tickets Issued On/Before Date
- Extend New Travel Dates
- Added reference for expired or purged tickets

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)

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Travel on the new ticket must **be completed**
by December 31, 2021

New Travel Dates:

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For tickets that expire between March 1, 2020
and September 30, 2020

See [Extend Travel Rebooking Guidelines](#)

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Reissuance of Tickets On/Before: Same day as flight rebooking

Same Itinerary/Same Cabin/Same Inventory

Inventory Requirements:

- If rebooked to a different inventory and/or routing, fare difference is applicable

Endorsement Box Requirements:

TNADV2/CORONAFLX

Ticket Reissue Required

Changes to Origin/Destination:	Allowed* *fare difference applies
Changes to Connection City:	Refer to Changes to Origin/Destination Allowed* *fare difference applies
Changes to Co-Terminal:	Allowed* *fare difference applies
Sales Support Authorization:	SalesLink Service Request does not apply
Extended Travel Rebooking:	Applicable to unused tickets with an expiration date that is between March 1, 2020 and September 30, 2020
Refund Eligibility:	No Refund Allowed Valid on 001 Ticket Stock only for travel on <ul style="list-style-type: none"> ○ AA Prime ○ AA*/BA ○ AA*/IB ○ AA*/AY ○ AA*/JL ○ AA*/QF
Travel to/from/through on American, and JB Operated and Marketed Flights:	

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 ticket validity, they can cancel their reservation and use the value of the ticket toward the purchase of a new ticket; all rules and restrictions apply, change fee only is waived. Travel must be completed by December 31, 2021.

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/CORONAFLX 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 due to ticket is expired agencies will need to follow the below guidelines:

If your eTicket is still active, you may reissue the ticket, following the Reissue Policy guidelines noted above and using the TNADV2/CORONAFLEX waiver code in the Endorsement Box

If your eTicket is expired, follow the steps below:

Book the new travel and make note of the AA record locator

Ensure you have the applicable ticket numbers for your customer(s)

Contact Sales Support domestically, internationally local sales support or reservations.

who will –

Verify ticket qualifies for reactivation

If ticket qualifies, Sales Support will reactivate your expired ticket

Agency must reissue the ticket the same day of the reactivation after 1 day if not reissued, ticket is put back in expiration status

Change fee only is waived

Apply the value of the original ticket towards the purchase of a new ticket with travel **completed by** December 31, 2021

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 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

Note: This policy supersedes any former coronavirus policies

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: International agencies processing through BSPLink:

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|---|--|
| <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: TNADVVR | <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: TNADVVR |
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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 be completed by** 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](https://www.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](https://www.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.