

Americas and the Caribbean – Update 10 – Suspension of Service – Schedule Change

Update: 04/14/2020

Issued: March 16, 2020

Update 10: April 9, 2020

- Extend Customers Ticketed On/Before Date
- Updated Reissue Tickets On/Before reference
- Updated Ticketed Travel Date section
- Extended New Travel Dates

Travel Agency Guidelines

American Airlines is offering protection for our ticketed customers who may be impacted by the temporary discontinuation of service between the Americas, the Caribbean, and the United States.

Affected Airports:

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

| | | | | |
|-------------|------------------|----------------------|---------------|----------------------------------|
| • Antigua | • Brazil | • Dominican Republic | • Honduras | • St. Croix |
| • Argentina | • Canada | • Ecuador | • Jamaica | • St. Kitts |
| • Aruba | • Cayman Islands | • El Salvador | • Martinique | • St. Lucia |
| • Bahamas | • Chile | • Grenada | • Mexico | • St. Maarten |
| • Barbados | • Colombia | • Guadeloupe | • Nicaragua | • St. Thomas |
| • Belize | • Costa Rica | • Guatemala | • Panama | • St. Vincent and the Grenadines |
| • Bermuda | • Cuba | • Guyana | • Peru | • Trinidad and Tobago |
| • Bonaire | • Curacao | • Haiti | • Poland | • Turks and Caicos |
| | | | • Puerto Rico | • Uruguay |

Please be guided by the following information:

AA (001) Tickets

| Agency Procedures for Service Between the Americas, the Caribbean, and the United States All Fares Published/Private/Leisure | |
|---|--|
| Customers Ticketed On/Before: | April 7, 2020 |
| Effective for Ticketed Travel Dates: | Beginning March 1, 2020 through the Suspended Travel Date range for the applicable market See Temporary Suspension of Service – Market Detail for suspended travel dates |
| New Travel Dates: | Now - December 31, <u>2021</u> Note: Travel on the new ticket must be completed by December 31, 2021 |
| Reissue Ticket On/Before: | Same day as flight rebooking <ul style="list-style-type: none"> For possible exceptions on tickets that expire between March 1, 2020 and September 30, 2020 – See Extend Travel Rebooking Guidelines |
| Change Origin / Destination: | Allowed Change fee is waived Fare difference applies See Changes to Origin/Destination and Reissue Policy Information |
| Itinerary Changes Maintaining the Same Origin and Destination: | Allowed May protect on the following OA Partners: <ul style="list-style-type: none"> BW Prime Must confirm that you received a record locator or OSI acknowledgement from the other carrier See Rebooking - Exception to Fare Rules and OA Suspension Protection Options below |
| Endorsement Box Requirements (ticket must be exchanged) | SKCHG/SASUSP |
| Temporary Suspension of Service - Market Detail | See Temporary Suspension of Service – Market Detail below |
| Refund | See Refund Policy for available |

| | |
|-------------------------------|--|
| | options |
| Customer Contact Information: | Ensure the customer's telephone contact number and/or email address are updated in the reservation |

Changes to Origin/Destination – Allowed

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

-

If **original ticketed inventory** is not available, may rebook in an alternate inventory, however, fare difference will apply. This includes all Basic Economy Fare types.

-

-

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:

-

-

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

 -
 -

- ## 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

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

-

-

The first departure flight is more than 3 hours away

-

-

Coupon status must be OK on the affected flight segment

-

-

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

-

-

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 at the same time of the initial exchange

-

-

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

-

-

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

-

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:

-

Advance Purchase requirement waived

-

-

Minimum/Maximum Stay requirement waived

-

-

Change Fee waived, process as an even exchange

-

-

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

-

-

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

-

-

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

-

-

-

OA Suspension Protection Options

| Airline | May be Rebooked as Follows | Rebook Travel on OA Valid through | Booking Class Restrictions |
|----------|------------------------------------|-----------------------------------|--|
| BW Prime | May book BW on GEO to/from MIA/JFK | May 6, 2020 | First / Business Class – book C inventory Main Cabin – may book B inventory |

Endorsement Box Requirement

| Endorsement Box Policy | |
|--|---------------------|
| Annotate new ticket with: | SKCHG/SASUSP |
| 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

Refund Policy

| Schedule Change – Flight is Canceled Refund Request | |
|--|--|
| Type of Fare | Agency Procedures for Suspension of Service between the Americas, Caribbean and the U.S. |
| <p>Travel agencies may refund to original form of payment:</p> <ul style="list-style-type: none">• 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 | <ul style="list-style-type: none">• Tickets will be refunded to the original form of payment (FOP)• Cancellation Penalty Fee and Change Fee is waived <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">• If not already cancelled, be sure to cancel the space prior to submitting for refund |

| Refund in GDS ARC/IAR - Refund Exchange Notice (REN) and/or BSPLink - Refund Application (RA) Request must reflect: | |
|---|--|
| <p>U.S. agencies processing through ARC:</p> <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: SCRFND/SASUSP <p>International agencies processing through BSPLink:</p> <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: SCRFND/SASUSP <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 American Airlines Refunds.</p> | |

Temporary Suspension of Service – Market Detail

*Note: Suspended Travel Dates are subject to change

| Region | Affected Airport | U.S. Airport | Suspended Travel Dates* |
|-----------|------------------|-----------------------|------------------------------|
| Argentina | EZE | DFW / JFK / LAX / MIA | Now through May 6, 2020 |
| Brazil | BSB | MIA | Now through October 24, 2020 |
| | GIG | JFK / MIA | Now through June 3, 2020 |
| | GRU | DFW / JFK / LAX / MIA | Now through May 6, 2020 |
| | MAO | MIA | Now through June 3, 2020 |
| Chile | DFW / MIA | SCL | Now through May 6, 2020 |
| Colombia | BAQ | MIA | Now through May 6, 2020 |
| | BOG | DFW / MIA | |
| | CLO | MIA | |
| | CTG | MIA | |
| | MDE | MIA | |
| | PEI | MIA | |

| | | | |
|---------------------|-----|--|-------------------------------|
| Ecuador | GYE | DFW / MIA | Now through May 6, 2020 |
| | UIO | DFW / MIA | |
| Guyana | GEO | JFK / MIA | Now through May 6, 2020 |
| Peru | LIM | DFW / MIA | Now through May 6, 2020 |
| Uruguay | MVD | MIA | Now through December 17, 2020 |
| Belize | BZE | CLT / DFW LAX / MIA | Now through May 6, 2020 |
| Costa Rica | LIR | CLT / DFW / JFK / MIA | Now through May 6, 2020 |
| | SJO | CLT / DFW / JFK / MIA / PHX | |
| El Salvador | SAL | DFW / MIA | Now through May 6, 2020 |
| Guatemala | GUA | DFW / MIA | Now through May 6, 2020 |
| Honduras | RTB | DFW / MIA | Now through May 9, 2020 |
| | SAP | DFW / MIA | Now through May 6, 2020 |
| | TGU | DFW / MIA | |
| Nicaragua | MGA | MIA | Now through May 6, 2020 |
| Panama | PTY | MIA | Now through May 6, 2020 |
| Antigua and Barbuda | ANU | CLT / JFK / MIA | Now through May 6, 2020 |
| Aruba | AUA | CLT / DFW / LGA / MIA / ORD / PHL | Now through May 6, 2020 |
| Bahamas | ELH | CLT / MIA | Now through April 14, 2020 |
| | FPO | MIA | Now through April 3, 2020 |
| | GGT | CLT / MIA | Now through April 13, 2020 |
| | MHH | MIA | Now through April 14, 2020 |
| | NAS | BOS / CLT / DCA / DFW / LGA / MIA / ORD / PHL | April 3, 2020 |
| Barbados | BGI | CLT / MIA | Now through May 6, 2020 |
| Bermuda | BDA | CLT / DCA / JFK / LGA / MIA / PHL | Now through May 6, 2020 |
| Cayman Islands | GCM | BOS / CLT / DFW / JFK / MIA / ORD / PHL | Now through May 6, 2020 |
| Curaçao | CUR | CLT / MIA | Now through May 6, 2020 |

| | | | |
|---------------------|-----|---|---------------------------|
| Dominican Republic | POP | CLT / MIA | Now through May 6, 2020 |
| | PUJ | BOS / CLT / DFW / JFK / MIA / ORD / PHL | |
| | SDQ | CLT / DFW / MIA PHL | |
| | STI | MIA | |
| Grenada | GND | CLT / MIA | Now through May 6, 2020 |
| Guadeloupe | PTP | MIA | Now through May 8, 2020 |
| Haiti | CAP | MIA | Now through May 6, 2020 |
| | PAP | MIA | |
| Jamaica | KIN | MIA | Now through April 6, 2020 |
| | MBJ | BOS / CLT / DFW / JFK / MIA / ORD / PHL | Now through April 6, 2020 |
| Martinique | FDF | MIA | Now through May 8, 2020 |
| St. Kitts | SKB | MIA / JFK | Now through May 6, 2020 |
| St. Lucia | UVF | CLT / MIA / ORD / PHL | Now through May 6, 2020 |
| St. Maarten | SXM | CLT / MIA / PHL | Now through May 6, 2020 |
| St. Thomas | STT | CLT / MIA / PHL | Now through April 1, 2020 |
| St. Vincent | SVD | MIA | Now through June 5, 2020 |
| Trinidad and Tobago | POS | MIA | Now through May 6, 2020 |
| Turks and Caicos | PLS | BOS / CLT / DFW / MIA / ORD / PHL | Now through May 6, 2020 |