

# Coronavirus Global Flexibility Waiver – Update 3 – Travel Notice Exception Policy

Issued: March 10, 2020

Update 3: April 15, 2020

- Extended Tickets Issued On/Before date to align with

[An update on our current travel policies](#)

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:

May 31, 2020

(was April 7, 2020)

March 1, 2020 - September 30, 2020

(was March 1, 2020 - May 31, 2020)

Impacted Travel Dates:

Or Unused Tickets expiring March 1, 2020 –  
September 30, 2020

**Now through December 31, 2021**

(was March 1 – December 31, 2020)

**Ticket Validity extended to December 31, 2021**

New Travel Dates:

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

See [Extend Travel Rebooking Guidelines](#)

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"> <li>○ AA Prime</li> <li>○ AA*/BA</li> <li>○ AA*/IB</li> <li>○ AA*/AY</li> <li>○ AA*/JL</li> <li>○ AA*/QF</li> </ul>
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 ticket inventory** is not available, may rebook in an alternate inventory, however, fare difference will apply. This includes all Basic Economy Fare types.

As a reminder, customers that do not hold a Basic Economy fare should never be booked into B inventory.

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/CORONAFLX
  - 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 within 13 months of issue, you may reissue the ticket, following the Reissue Policy guidelines noted above and using the TNADV2/CORONAFLX waiver code in the Endorsement Box

If your eTicket is expired, follow the steps below:

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

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

For your convenience, we have included the links below to help guide you to the applicable refund policy:

**Schedule Change** - a planned change that may occur more than 72 hours prior to the flight's scheduled departure

Tickets with **original** issue date on/before April 7, 2020 – [Schedule Change Refund Policy](#)

**New** purchases with tickets issued on/after April 8, 2020 – [New Schedule Change Refund Policy](#)

**Schedule Irregularity/IROPS** – an unplanned change which normally occurs on the day of departure, but can occur up to 72 hours prior to the schedule departure

Tickets with a schedule irregularity that were originally issued **prior to** April 8, 2020: [Schedule Irregularity/IROPS Refund Policy](#)

**New** Tickets with a schedule irregularity that were initially issued **on/after** April 8, 2020: [New Schedule Irregularity/IROPS Refund Policy](#)

## En route/Diversion

- Not Applicable

## Resources

American Airlines will continue to monitor this Travel Notice Exception Policy and adjust as necessary. Changes will be posted on [AA.com](#) and [www.saleslink.aa.com](#) reference. For updates involving the coronavirus situation you may refer to our [Newsroom](#).

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.