Americas and the Caribbean – Update 12 – Suspension of Service – Schedule Change

Update: 04/21/2020
Issued: March 16, 2020
Update 12: April 17, 2020

- Extend market detail for certain markets

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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 Americas, the Caribbean, and the United States.

Affected Airports:

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

Antigua	Cayman Is.	Guadeloupe	Peru
Argentina	Chile	Guatemala	Puerto Rico
Aruba	Colombia	Guyana	St. Croix
Bahamas	Costa Rica	Haiti	St. Kitts
Barbados	Cuba	Honduras	St. Lucia
Belize	Curacao	Jamaica	St. Maarten
Bermuda	Dominican Republic	Martinique	St. Thomas
Bonaire	Ecuador	Mexico	St. Vincent and the Grenadines
Brazil	El Salvador	Nicaragua	Trinidad and Tobago
Canada	Grenada	Panama	Turks and Caicos
			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, 2021 Note: Travel on the new ticket **must be completed by** December 31, 2021
Reissue Ticket On/Before:	Same day as flight rebooking • 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: • 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

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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, fare difference will apply.   This includes <u>all</u> Basic Economy Fare types.
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        - Basic Economy fares must be rebooked in the applicable Basic Economy inventory
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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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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*/**one**world flights

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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:

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

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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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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.**
Travel agencies may refund to original form of payment: - 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	- Tickets will be refunded to the original form of payment (FOP) - Cancellation Penalty Fee and Change Fee is waived Note: If the ticketed flight falls within the Effective Travel Dates, the ticket is eligible for refund - 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:**	
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: SCRFND/SASUSP **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: SCRFND/SASUSP

Penalty: Change fee does not apply

Note: If the ticket has been exchanged by American as an INVOL submit the refund request directly with American. Refer to American Airlines Refunds.

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 May 6, 2020
	FPO	MIA	Now through May 6, 2020
	GGT	CLT / MIA	Now through May 6, 2020
	MHH	MIA	Now through May 6, 2020
	NAS	BOS / CLT / DCA / DFW / LGA / MIA / ORD / PHL	Now through May 6, 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
Cuba	HAV	MIA	Now through June 3, 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 May 6, 2020
	MBJ	BOS / CLT / DFW / JFK / MIA / ORD / PHL	Now through May 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. 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

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