

[Americas and the Caribbean – Update 13 – Suspension of Service – Schedule Change](#)

Update: 04/27/2020

Issued: March 16, 2020

Update 13: April 27, 2020

- **Extend market detail for certain markets**

**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<br><br>See <a href="#">Temporary Suspension of Service – Market Detail</a> for suspended travel dates  |
| New Travel Dates:  | Now - December 31, 2021<br><br>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<br>Change fee is waived Fare difference applies<br><br>See <a href="#">Changes to Origin/Destination and Reissue Policy Information</a>  |
| Itinerary Changes Maintaining the Same Origin and Destination: | Allowed<br><br>May protect on the following OA Partners: <ul style="list-style-type: none"> <li>BW Prime</li> </ul> <b>Must confirm that you received a record locator or OSI acknowledgement from the other carrier</b><br><br>See <a href="#">Rebooking - Exception to Fare Rules</a> and <a href="#">OA Suspension Protection Options</a> below |
| Endorsement Box Requirements<br>(ticket must be exchanged)     | SKCHG/SASUSP   |
| 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 |
|-------------------------------|--|

## 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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If **original ticketed inventory** is not available, may rebook in an alternate inventory, fare difference will apply. This includes all 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\*/**oneworld** 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

- 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

- 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

- - 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 <b>C</b> inventory<br><br>Main Cabin – may book <b>B</b> inventory |

### Endorsement Box Requirement

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

### Refund Policy

**Note: To qualify for refund, customer must have been Holding Confirmed (HK) at the time of the suspension**

| 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"> <li>• Non-Refundable Fare</li> <li>• Refundable Fare with cancellation Fee</li> <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> | <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>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> |
| Refund in GDS<br>ARC/IAR - Refund Exchange Notice (REN) and/or<br>BSPLink - Refund Application (RA) Request must reflect:   |   |
| <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:</li> </ul>   |   |



**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 <b>October 24, 2020</b>  |
| 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                   | <b>Now through December 17, 2020</b> |
| Ecuador   | GYE              | DFW / MIA             | Now through May 6, 2020              |
|           | UIO              | DFW / MIA             |                                      |
| Guyana    | GEO              | JFK / MIA             | Now through <b>June 3, 2020</b>      |
| Peru      | LIM              | DFW / MIA             | Now through <b>June 3, 2020</b>      |
| Uruguay   | MVD              | MIA                   | Now through December 17, 2020        |
| Belize    | BZE              | CLT / DFW / LAX / MIA | Now through May 6, 2020              |

|                     |            |  |                                  |
|---------------------|------------|--|----------------------------------|
| Costa Rica          | LIR        | CLT / DFW /<br>JFK / MIA                               | Now through <b>June 3, 2020</b>  |
|                     | SJO        | CLT / DFW /<br>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 <b>July 10, 2020</b> |
|                     | SAP        | DFW / MIA  | Now through May 6, 2020          |
|                     | TGU        | DFW / MIA  |                                  |
| Nicaragua           | MGA        | MIA  | Now through May 6, 2020          |
| Panama              | PTY        | MIA  | Now through <b>June 3, 2020</b>  |
| Antigua and Barbuda | ANU        | CLT / JFK / MIA  | Now through <b>June 3, 2020</b>  |
| Aruba               | AUA        | CLT / DFW /<br>LGA / MIA /<br>ORD / PHL                | Now through <b>June 3, 2020</b>  |
| 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 <b>May 7, 2020</b>   |
|                     | NAS        | BOS / CLT /<br>DCA / DFW /<br>LGA / MIA /<br>ORD / PHL | Now through May 6, 2020          |
| Barbados            | BGI        | CLT / MIA  | Now through May 6, 2020          |
| Bermuda             | BDA        | CLT / DCA / JFK<br>/ LGA /<br>MIA / PHL                | Now through <b>June 3, 2020</b>  |
| Bonaire             | <b>BON</b> | <b>MIA</b>   | <b>Now through July 3, 2020</b>  |
| Cayman Islands      | GCM        | BOS / CLT /<br>DFW / JFK /<br>MIA / ORD /<br>PHL       | Now through <b>June 3, 2020</b>  |
| Cuba                | HAV        | MIA  | Now through June 3, 2020         |
| Curaçao             | CUR        | CLT / MIA  | Now through <b>June 3, 2020</b>  |
| Dominican Republic  | POP        | CLT / MIA  | Now through <b>June 3, 2020</b>  |
|                     | PUJ        | BOS / CLT /<br>DFW / JFK /<br>MIA / ORD /              |                                  |

|                     |     |  |                                     |
|---------------------|-----|--|-------------------------------------|
|                     |     | PHL  |                                     |
|                     | SDQ | CLT / DFW /<br>MIA PHL                           |                                     |
|                     | STI | MIA  |                                     |
| Grenada             | GND | CLT / MIA  | Now through <b>June 3, 2020</b>     |
| Guadeloupe          | PTP | MIA  | Now through <b>July 3, 2020</b>     |
| Haiti               | CAP | MIA  | Now through <b>October 23, 2020</b> |
|                     | PAP | MIA  | Now through <b>June 3, 2020</b>     |
| Jamaica             | KIN | MIA  | Now through <b>June 3, 2020</b>     |
|                     | MBJ | BOS / CLT /<br>DFW / JFK /<br>MIA / ORD /<br>PHL | Now through <b>June 3, 2020</b>     |
| Martinique          | FDF | MIA  | Now through <b>July 10, 2020</b>    |
| St. Kitts           | SKB | MIA / JFK  | Now through <b>June 6, 2020</b>     |
| St. Lucia           | UVF | CLT / MIA /<br>ORD / PHL                         | Now through <b>June 6, 2020</b>     |
| St. Maarten         | SXM | CLT / MIA / PHL                                  | Now through May 6, 2020             |
| St. Vincent         | SVD | MIA  | Now through <b>July 3, 2020</b>     |
| Trinidad and Tobago | POS | MIA  | Now through <b>June 6, 2020</b>     |
| Turks and Caicos    | PLS | BOS / CLT /<br>DFW / MIA /<br>ORD / PHL          | Now through May 6, 2020             |
| Mexico              | ACA | DFW  | Now through <b>June 5, 2020</b>     |
|                     | HUX | DFW  | Now through <b>June 5, 2020</b>     |
|                     | OAX | DFW  | Now through <b>May 6, 2020</b>      |
|                     | ZIH | PHX  | Now through <b>June 5, 2020</b>     |