

[South Pacific - Temporary Suspension of Service - Update 4 - Schedule Change](#)

Update: 04/28/2020

Issued: March 16, 2020

Update 4: April 28, 2020

- Minor adjustments to the market detail

Travel Agency Guidelines

American Airlines is offering protection for our ticketed customers who may be impacted by the temporary suspension of service as indicated in the grid provided in the notice as the result of the Novel Coronavirus.

Affected Airports:

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

- Australia
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New Zealand
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Please be guided by the following information:

AA (001) Tickets Agency Procedures for Service Between the United States and Australia / New Zealand All Fares Published/Private/Leisure	
Customers Ticketed On/Before:	April 7, 2020
Effective for Ticketed Travel Dates:	Beginning March 1, 2020 through the

	<p>Suspended Travel Date range for the applicable market</p> <p>See Temporary Suspension of Service – Market Detail for suspended travel dates</p>
New Travel Dates:	<p>Now - December 31, 2021</p> <p>Note: Travel on the new ticket must be completed by December 31, 2021</p>
Reissue Ticket On/Before:	<p>Same day as flight rebooking</p> <ul style="list-style-type: none"> • <p>For possible exceptions on tickets that expire between March 1, 2020 and September 30, 2020 – See Extend Travel Rebooking Guidelines</p> <ul style="list-style-type: none"> • <p>See Reissue Policy Information</p>
Change Origin / Destination:	<p>Allowed</p> <p>Change fee is waived Fare difference applies</p> <p>See Changes to Origin/Destination and Reissue Policy Information</p>
Itinerary Changes Maintaining the Same Origin and Destination:	<p>Allowed</p> <p>May protect on the following OA Partners:</p> <ul style="list-style-type: none"> • AA*/QF • QF Prime <p>Must confirm that you received a record locator or OSI acknowledgement from the other carrier</p> <p>See Rebooking - Exception to Fare Rules</p>
Endorsement Box Requirements (ticket must be exchanged)	SKCHG/SPSUSP
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, however, fare difference will apply. This includes all Basic Economy Fare types.

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Basic Economy 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

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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The first departure flight is more than 3 hours away

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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

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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Note: Change to the connection city within the fare rule routing is allowed

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Change to the return is allowed to maintain original length of the trip and must be booked in the original class of service/inventory

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Endorsement Box Requirement

Endorsement Box Policy	
Annotate new ticket with:	SKCHG/SPSUSP
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 U.S. and Australia / New Zealand

<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
<p>Refund in GDS ARC/IAR - Refund Exchange Notice (REN) and/or BSPLink - Refund Application (RA) Request must reflect:</p>	
<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/SPSUSP <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/SPSUSP <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
Australia	SYD	LAX	Now – October 22, 2020

New Zealand	AKL	LAX	Now – October 23, 2020
	CHC	LAX	Now – resume service in Winter 2021

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