Interjet (4O) and AA*/4O Codeshare Update – Suspension of Service – Schedule Change

Update: 05/12/2020

Issued: May 6, 2020

Update: May 12, 2020

- Add ZCL as affected city

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- Extended New Travel Dates for ZCL only

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- Updated Inventory Requirements for AM flights

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Travel Agency Guidelines

American Airlines is offering protection for our ticketed customers who may be impacted by the cancellation of Interjet (4O) flights as well as AA*/4O codeshare flights. Please be guided by the following information:

Affected Airports	AA (001) Tickets Agency Procedures for tickets issued on 001 and travel on 4O and AA*/4O Cancelled Flights All Fares Published/Private/Leisure
4O and AA*/4O Cancelled flights for the following cities: - Acapulco, Mexico (ACA) - Merida, Mexico (MID) - Huatulco, Mexico (HUX) - Tuxtla Gutierrez, Mexico (TGZ) - Veracruz, Mexico (VER) - Villahermosa,	The following guidelines apply: Protection Options: - AA to/from Mexico City (MEX) - AM between MEX and ACA, MID, HUX, TGZ, VER, VSA, ZCL - OK to book on Aeromexico Connect flights operated by Aerolitoral | Special Travel Exceptions Considerations	
Ticketed On/Before:	April 30, 2020
Effective for	May 5 – June 15, 2020	

Mexico (VSA)	Ticketed Travel Dates On/After:	For ZCL Only May 5 – July 6, 2020
• Zacatecas, Mexico (ZCL)	Reissue Ticket On/Before:	Same day as flight rebooking
	Inventory Requirements for AA Flights:	Book same inventory as originally ticketed or next lowest available inventory, same cabin up to and including H inventory for main cabin **Basic Economy ticketed fares**: Short-haul - B inventory only. Long-haul – AA Prime – B Inventory
	Inventory Requirements for AM Flights:	
	Change to Origin/Destination:	Not allowed
	Refund:	Allowed Refer to Refund Policy
	Customer Contact Information:	Ensure the customer's telephone contact number and/or email address are updated in the reservation

Inventory Requirements for AM Flights:

	AA RBD	AM RBD
All Business Cabin		L,H
All Economy Cabin		R, N, E, T, Q

Endorsement Box Requirement

Endorsement Box Policy
Annotate new ticket with: SKCHG/4OSUSP
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

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

Schedule Change – 4O or AA*/4O flight Cancelled Refund Request	
Type of Fare	**Agency Procedures for Suspension of Service 4O and AA*/4O Cancelled Flights**
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/4OSUSP **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/4OSUSP 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	