

Coronavirus Global Flexibility Waiver - Update 4 - Travel Notice Exception Policy

Issued: March 10, 2020

Update 4: May 6, 2020

- Modified Basic Economy restrictions

This policy aligns with our most recent [update on American's current travel policies](#) located on Agency News

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
Impacted Travel Dates:	March 1, 2020 - September 30, 2020 Or Unused Tickets expiring March 1, 2020 – September 30, 2020
New Travel Dates:	Now through December 31, 2021 Ticket Validity extended to December 31, 2021 <ul style="list-style-type: none">• 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
Inventory Requirements:	Same Itinerary/Same Cabin/Same Inventory If rebooked to a different inventory and/or routing, fare difference is applicable
Endorsement Box Requirements: Ticket Reissue Required	TNADV2/CORONAFLEX
Changes to Origin/Destination:	Allowed* *fare difference applies Refer to Changes to Origin/Destination
Changes to Connection City:	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 tickets whose dates are in accordance with the Travel Notice impact dates and/or tickets with an expiration date that is between March 1, 2020 and September 30, 2020
Refund Eligibility:	No Refund Allowed
Travel to/from/through on American, and JB Operated and Marketed Flights:	Valid on 001 Ticket Stock only for travel on <ul style="list-style-type: none"> • AA Prime • • AA*/BA • • AA*/IB • • AA*/AY • • AA*/JL • • AA*/QF

	<ul style="list-style-type: none"> • • • <p>Note: Not Applicable on JB Prime flights</p>
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Inventory Requirements

Same Itinerary, Same Cabin, Same Inventory

Date/Time changes on **identical** itineraries qualify for an even exchange*

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.

- **Basic Economy may be upgraded to a main cabin fare or higher cabin fare type if no BE fare is available**

*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/CORONAFLEX or the exchange will be subject to a debit memo
- Ticket Reissue required. This is the only required verbiage and supersedes all other information.

Changes to Origin/Destination - Allowed

Changes to the origin or destination are allowed*

- Waive Change Fee
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- For any changes made to the origin or destination, difference in fare will apply
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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:

- - 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)
 - - The voucher will be issued in the name of the person on the ticket and mailed to the agency

*Note: Change of Country allowed if the fare on the new itinerary is published in the same currency as the ticketed fare. Leisure fares may be restricted to specific regions.

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
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- Ticket issued on the following ticket stock: AA 001 only
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Applies to AA*/oneworld flights

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New travel must be completed no later than December 31, 2021

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The first departure flight is more than 3 hours away

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Affected coupons are in OK status, this may include partially used tickets

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Ticket reissuance must be in accordance to dates identified in this Travel Notice Advisory

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This Change fee exception can be utilized once, additional changes will revert to the ticketed fare rule

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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. The return travel must be booked in the original class of service (inventory) and processed as the same time of the initial exchange

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Changes outside of these guidelines are subject to the reissue rules of the ticketed fare. This includes any applicable additional collection for fare difference

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Brazil Point of Sale tickets are exempt from penalty for 12months from the original departure date for tickets issued through December 31, 2020

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Basic Economy Short-haul or Long-haul may be upgraded to main cabin or higher cabin fare if another BE fare is not available

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Note: Please ensure the above procedures are accurately followed to prevent debit memo issuance

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Rebooking - Exception to Fare Rules

The below Fare Rule exceptions apply to date and/or time changes on identical itineraries only. All fare rules apply, except:

- Advance Purchase requirement waived
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- Minimum/Maximum Stay requirement waived
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- Seasonality waived
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- Change Fee waived
- - If same inventory results in a higher fare, use fare on original ticket and process as even exchange
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 - If same inventory results in a lower fare, may reissue with partial refund as MCO (domestic) or through BSP RA (international)
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- Identical itineraries must have a flight or date change to qualify for a change fee waiver
 - this waiver is not intended for rollover purposes*
- - When changes to the outbound travel date 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
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*Note: Rollovers do not apply in the COVID-19 situation. If a customer has a ticket which is not impacted, nor changing, but desires to take advantage of American's new lower fares, a

NEW ticket must be purchased at the new lower fare and the original ticket may be held for future use.

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SalesLink Request

- Travel Notice waiver is not available via SalesLink
Endorsement Box requirement: TNADV2/CORONAFLEX or the exchange will be subject to a debit memo

Extend Travel Rebooking Guidelines

If tickets are unable to be reissued within the New Travel Dates due to the ticket is purged, agencies will need to follow the below guidelines:

- If your eTicket is still active in the GDS, you may reissue the ticket following the Reissue Policy guidelines noted above and using the TNADV2/CORONAFLEX waiver code in the Endorsement Box

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If your eTicket has purged, 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
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 - If ticket qualifies, Sales Support will reactivate your purged ticket
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- Change fee only is waived
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Apply the value of the original ticket towards the purchase of a new ticket with travel **completed by** December 31, 2021

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- Customer's new itinerary is rebooked/ticketed at current applicable fare and rules, additional monies may apply
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- Basic Economy Short-haul and Long-haul fares qualify for Extended Travel Rebooking
- - Basic Economy fares may be used towards the purchase of main cabin or higher cabin fares if another BE fare is not available
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- 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
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 - 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.
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