

## [Europe / Middle East / Africa - Suspension of Service Update 11](#)

Update: 05/27/2020

Issued: March 16, 2020

Update 12: May 27, 2020

- **Extend Customers Ticketed On/Before date**

### Travel Agency Guidelines

American Airlines is offering protection for our ticketed customers who may be impacted by the temporary discontinuation of service between the U.S. and Europe / Middle East Africa.

### Affected Airports:

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

Croatia	Hungary	Netherlands
Czech Republic	Iceland	Poland
France	Ireland	Portugal
Germany	Italy	Spain
Greece	Morocco	Switzerland
		United Kingdom

Please be guided by the following information:

<b>AA (001) Tickets Agency Procedures for Service Between the United States and Europe / Middle East / Africa  All Fares Published/Private/Leisure</b>	
Customers Ticketed On/Before:	<b>June 30, 2020</b>
Effective for Ticketed Travel Dates:	Beginning March 1, 2020 through the Suspended Travel Date range for the applicable market  See <a href="#">Temporary Suspension of Service – Market Detail</a> for suspended travel dates
New Travel Dates:	Allowed now through December 31, 2021*  *For travel beyond ticket validity, see – <a href="#">Coronavirus Global Flexibility Waiver - Travel Notice Exception Policy</a>
Reissue Ticket On/Before:	Same day as flight rebooking

	See <a href="#">Reissue Policy Information</a>
<p>Protect Options for BUD &amp; KRK</p> <ul style="list-style-type: none"> <li>•</li> </ul> <p>Ticketed On/Before: April 2, 2020</p> <ul style="list-style-type: none"> <li>•</li> <li>•</li> </ul> <p>Effective for Ticketed Travel Dates:</p> <ul style="list-style-type: none"> <li>•</li> </ul> <p>May 19 – October 24, 2020</p>	View <a href="#">BUD, KRK, WAW protect information below</a>
<p>Protect Options for WAW</p> <ul style="list-style-type: none"> <li>•</li> </ul> <p>Ticketed On/Before: April 2, 2020</p> <ul style="list-style-type: none"> <li>•</li> <li>•</li> </ul> <p>Effective for Ticketed Travel Dates:</p> <ul style="list-style-type: none"> <li>•</li> </ul> <p>May 19 – June 30, 2020</p>	View <a href="#">BUD, KRK, WAW protect information below</a>
Change Origin / Destination:	<p>Allowed</p> <p>Change fee is waived Fare difference applies</p> <p>See <a href="#">Changes to Origin/Destination</a> and <a href="#">Reissue Policy Information</a></p>
Itinerary Changes Maintaining the Same Origin and Destination:	<p>Allowed</p> <p>See <a href="#">Rebooking - Exception to Fare Rules</a></p>
Endorsement Box Requirements (ticket must be exchanged)	SKCHG/EUSUSP
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

[BUD / KRK / WAW Protect information](#)

\*Note: Not valid for connections beyond BUD / KRK

Protect Options\*

1. Book AA between U.S. & Europe then AA\*/JB (BA/IB/AY) between European gateway & BUD, KRK, or WAW
2. Book AA between U.S. and Europe then JB Prime (BA/IB/AY) between European gateway & BUD, KRK, or WAW
3. Book AA between U.S. and Europe then LO Prime between European gateway & BUD, KRK, or WAW
4. May book LO Prime JFK – BUD
5. May book LO Prime ORD – KRK
6. May book LO Prime ORD/JFK – WAW

Inventory Requirements for AA, AA\*/JB, and JB Prime

\*Note JB – BA, IB, AY

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

AA\* - original ticketed inventory or lowest available up to and including H.

Inventory Requirements for LO Prime

Original AA Booking Inventory	Rebook in LO Inventory (read left to right)
I, D, R, J	Z
W, P	Premium Economy not offered, book JB
K, H	U, L, W, S, Q
M, Y	U, L, W
S, V, L	U, L
B, O, Q, N	U

Changes to Origin/Destination – Allowed\*

Waive Change Fee

For any changes made to the origin or destination, difference in fare will apply

Changes to Connection and/or Stopover city are permitted, fare difference applies

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

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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\*Note: Change to Country of origin may be 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

### 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\*/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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The first departure flight is more than 3 hours away

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Affected coupons are in OK status

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Ticket reissuance must be in accordance to dates identified in the Suspension of Service policy

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In order to qualify for an even exchange, the new itinerary must be booked in the original ticketed inventory or equivalent RBD for the codeshare carrier. Reissue ticket at original ticketed fare

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Any change made to the origin or destination, a difference in fare will apply

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More than one exchange is allowed within the suspension dates for the applicable ticketed market

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Original issuing agency responsible for ticket reissue

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Ticket Revalidation not permitted

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

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The below Fare Rule exceptions apply to date, flight, or time changes to the ticketed origin/destination only.

All fare rules apply, except:

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Advance Purchase requirement waived

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Minimum/Maximum Stay requirement waived

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Seasonality waived

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Day / Time restrictions waived

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If ticketed inventory or equivalent RBD is maintained, even exchange applies, agency may reissue ticket at original ticketed fare

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As with any schedule change, you may always maintain the original length of stay, keeping the unaffected segments in the original class of service (inventory). This change must occur at the time of the affected exchange.

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#### Endorsement Box Requirement

Endorsement Box Policy	
Annotate new ticket with:	<b>SKCHG/EUSUSP</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 U.S. and Europe / Middle East / Africa
<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	
ARC/IAR - Refund Exchange Notice (REN) and/or 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: <a href="#">SCRFND/EUSUSP</a></li> </ul> <p><b>International agencies processing through BSPLink:</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 BSPLink Refund Application (RA) using the waiver code: <a href="#">SCRFND/EUSUSP</a></li> </ul> <p>Penalty: Change fee does not apply</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](#).

### Temporary Suspension of Service – Market Detail

Suspended Travel Dates are subject to change

Note: Service resumption may include connecting service

Affected Airport	Schedule Change	Expected Resumption of Service
AMS	Suspension	June 4, 2020
ATH	Suspension	July 7, 2020
BCN	Suspension	July 7, 2020
CDG	Suspension	June 4, 2020
DUB	Suspension	July 7, 2020
FCO	Suspension	October 24, 2020
FRA	Suspension	June 4, 2020
MAD	Suspension	May 7, 2020
MAN	Suspension	October 24, 2020
MUC	Suspension	July 7, 2020
MXP	Suspension	October 24, 2020
ZRH	Suspension	July 8, 2020

### Additional Suspensions for Summer Season

Affected Airport	Schedule Change	Effective Date	Service Information
TXL	Suspension	April 2, 2020	This route will not operate this summer
BUD	<a href="#">View Protection Agreement information</a>	April 2, 2020	This route will not operate this summer
CMN	Suspension	April 2, 2020	This route will not operate this summer
DBV	Suspension	April 2, 2020	This route will not operate this summer
EDI	Suspension	April 2, 2020	This route will not operate this summer
KEF	Suspension	April 2, 2020	This route will not operate this summer
KRK	<a href="#">View Protection Agreement information</a>	April 2, 2020	This route will not operate this summer
LIS	Suspension	April 2, 2020	This route will not operate this summer
PRG	Suspension	April 2, 2020	This route will not operate this summer
SNN	Suspension	April 2, 2020	This route will not operate this summer



VCE	Suspension	March 10, 2020	This route will not operate this summer
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