

LAX – SAN – Suspension of Service – Schedule Change

Issued: 08/10/2020

Issued: August 10, 2020

Travel Agency Guidelines

American Airlines is offering protection for our ticketed customers who may be impacted by the discontinuation of service between Los Angeles, California (LAX) and San Diego, California (SAN).

Note: this is for customers ticketed to travel in the local market LAX-SAN-LAX only. Customers who are ticketed to travel on a connecting flight via LAX to/from SAN must use connecting points on AA Prime flights other than LAX (IE. PHX or DFW or ORD).

Please be guided by the following information:

Affected Airports	AA (001) Tickets Agency Procedures for Service Between LAX and SAN All Fares Published/Private/Leisure										
<p>Travel to/from/through</p> <p>Discontinuation of Service:</p> <ul style="list-style-type: none"> LAX – SAN – LAX <p>Note: this is for customers ticketed to travel in the local market LAX-SAN-LAX only. Customers who are ticketed to travel on a connecting flight via LAX to/from SAN must use connecting points on AA Prime flights other than LAX (IE. PHX or DFW or ORD).</p>	<p>The following guidelines apply:</p> <p>Protection Options:</p> <p>Customers connecting via LAX</p> <ul style="list-style-type: none"> use AA Prime connecting service via alternate connecting point <p>Customers ticketed to travel Local Market Only LAX–SAN–LAX:</p> <ul style="list-style-type: none"> May rebook on UA using inventories provided below: <table border="1" data-bbox="603 1588 1279 2020"> <thead> <tr> <th colspan="2">Special Travel Exceptions Considerations</th> </tr> </thead> <tbody> <tr> <td>Ticketed On/Before:</td> <td>July 25, 2020</td> </tr> <tr> <td>Effective for Ticketed Travel Dates On/After:</td> <td>September 8, 2020 – May 15, 2021</td> </tr> <tr> <td>Reissue Ticket On/Before:</td> <td>Same day as flight rebooking</td> </tr> <tr> <td>Inventory Requirements for AA Flights:</td> <td>Book same inventory as originally ticketed or next lowest available inventory, same cabin up to and</td> </tr> </tbody> </table>	Special Travel Exceptions Considerations		Ticketed On/Before:	July 25, 2020	Effective for Ticketed Travel Dates On/After:	September 8, 2020 – May 15, 2021	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
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		including H inventory for main cabin Basic Economy ticketed fares: Short-haul - B inventory only. Long-haul – AA Prime – B Inventory												
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All Other	G, K, L, T													
	Change to Origin/Destination:	Not allowed												
	Co-terminal/MAC Airport	Allowed												
	Refund:	Allowed Refer to Refund_Policy												
	Phone Field:	Ensure the customer's telephone contact number is updated												

Co-terminal and MAC Airports

Changes to co-terminal and MAC airports on AA Prime and AA*/Codeshare flights are allowed

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- Co-terminal & MAC Airports are considered the same routing
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Co-terminal Airports		MAC Airports	
Houston	HOU / IAH	Chicago	MDW / ORD
Los Angeles	LAX / BUR / LGB /	Dallas	DFW / DAL

	ONT / SNA	Houston	HOU / IAH
Miami	MIA / FLL	London	LCY / LGW / LHR / STN
New York City	JFK, EWR, LGA	Milan	LIN / MXP
San Francisco	SFO / OAK / SJC	New York City	JFK / LGA
Washington D.C.	DCA, BWI, IAD	Paris	CDG / ORY
		St. Lucia	SLU / UVF
		Tokyo	HND / NRT
		Washington D.C.	DCA / IAD

Endorsement Box Requirement

Endorsement Box Policy	
Annotate new ticket with:	SKCHG/LAXSAN
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 – Unacceptable to Customer Refund Request	
Type of Fare	Agency Procedures for Suspension of Service between LAX to SAN
Travel agencies may refund to original form of payment: <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) 	<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 Note: If the ticketed flight falls within Effective Travel Dates, the ticket is eligible for refund <ul style="list-style-type: none"> • If not already cancelled, be sure to

<p>must be referred back to the wholesaler/consolidator for refund, or may request refund from www.refunds.aa.com</p>	<p>cancel the space prior to submitting the refund</p>
<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/LAXSAN <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/LAXSAN <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>	