

## LAX – MFR/RDM – Suspension of Service – Schedule Change

Update: 08/10/2020

Issued: August 6, 2020

### Travel Agency Guidelines

American Airlines is offering protection for our ticketed customers who may be impacted by the cancellation of AA flights between Los Angeles, California (LAX) and Medford, Oregon (MFR) or Redmond, Oregon (RDM). Please be guided by the following information:

Affected Airports	<b>AA (001) Tickets</b> <b>Agency Procedures for</b> <b>Service Between LAX and MFR/RDM</b>  <b>All Fares Published/Private/Leisure</b>											
Travel to/from/through  LAX – MFR – LAX  LAX – RDM – LAX	The following guidelines apply:  Protection Options: <ul style="list-style-type: none"> <li>• AA Prime to/from LAX</li> <li>• AS Prime between LAX and MFR/RDM</li> </ul> OR <ul style="list-style-type: none"> <li>• AA Prime connecting service via PHX</li> </ul> <table border="1" data-bbox="564 1301 1278 2020"> <thead> <tr> <th colspan="2" data-bbox="564 1301 1278 1346">Special Travel Exceptions Considerations</th> </tr> </thead> <tbody> <tr> <td data-bbox="564 1346 895 1391">Ticketed On/Before:</td> <td data-bbox="895 1346 1278 1391">July 27, 2020</td> </tr> <tr> <td data-bbox="564 1391 895 1599">Effective for Ticketed Travel Dates On/After:</td> <td data-bbox="895 1391 1278 1599"> <ul style="list-style-type: none"> <li>• RDM on/after September 9, 2020</li> <li>• MFR on/after October 1, 2020</li> </ul> </td> </tr> <tr> <td data-bbox="564 1599 895 1688">Reissue Ticket On/Before:</td> <td data-bbox="895 1599 1278 1688">Same day as flight rebooking</td> </tr> <tr> <td data-bbox="564 1688 895 2020">Inventory Requirements for AA Flights:</td> <td data-bbox="895 1688 1278 2020">           Book same inventory as originally ticketed or next lowest available inventory, same cabin up to and including H inventory for main cabin   <b>Basic Economy ticketed</b> </td> </tr> </tbody> </table>		Special Travel Exceptions Considerations		Ticketed On/Before:	July 27, 2020	Effective for Ticketed Travel Dates On/After:	<ul style="list-style-type: none"> <li>• RDM on/after September 9, 2020</li> <li>• MFR on/after October 1, 2020</li> </ul>	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  <b>Basic Economy ticketed</b>
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		<b>fares:</b> Short-haul - B inventory only. Long-haul – AA Prime – B Inventory																								
	Inventory Requirements for AS Flights:  Must be booked as AS Prime direct/non-to/from <ul style="list-style-type: none"> <li>LAX-RDM-LAX</li> <li>LAX-MFR-LAX</li> </ul>	<table border="1"> <thead> <tr> <th>If booked on AA in:</th> <th>Then rebook on AS in:</th> </tr> </thead> <tbody> <tr><td>J</td><td>F</td></tr> <tr><td>R, D, I</td><td>P</td></tr> <tr><td>Y, H</td><td>B</td></tr> <tr><td>K</td><td>H</td></tr> <tr><td>M</td><td>Q</td></tr> <tr><td>L</td><td>L</td></tr> <tr><td>V, G</td><td>K</td></tr> <tr><td>S, N</td><td>G</td></tr> <tr><td>Q</td><td>T</td></tr> <tr><td>O</td><td>R</td></tr> <tr><td>B</td><td>X</td></tr> </tbody> </table>	If booked on AA in:	Then rebook on AS in:	J	F	R, D, I	P	Y, H	B	K	H	M	Q	L	L	V, G	K	S, N	G	Q	T	O	R	B	X
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	Change to Origin/Destination:	Not allowed																								
	Co-terminal/MAC Airport	Allowed																								
	Refund:	Allowed Refer to <a href="#">Refund_Policy</a>																								
	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
- - Co-terminal & MAC Airports are considered the same routing
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Co-terminal Airports	MAC Airports
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		Chicago	MDW / ORD
		Dallas	DFW / DAL
Houston	HOU / IAH	Houston	HOU / IAH
Los Angeles	LAX / BUR / LGB / ONT / SNA	London	LCY / LGW / LHR / STN
Miami	MIA / FLL	Milan	LIN / MXP
New York City	JFK, EWR, LGA	New York City	JFK / LGA
San Francisco	SFO / OAK / SJC	Paris	CDG / ORY
Washington D.C.	DCA, BWI, IAD	St. Lucia	SLU / UVF
		Tokyo	HND / NRT
		Washington D.C.	DCA / IAD

### Endorsement Box Requirement

Endorsement Box Policy	
Annotate new ticket with:	<b>SKCHG/ASPROTECT</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
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### Refund Policy

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

Schedule Change – Cancelled AA flights – LAX to/from MFR or RDM Refund Request	
Type of Fare	Agency Procedures for Suspension of Service between LAX to MFR/RDM
Travel agencies may refund to original form of payment: <ul style="list-style-type: none"> <li>Non-Refundable Fare</li> <li>Refundable Fare with cancellation Fee</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 Effective</p>

<ul style="list-style-type: none"> <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>	<p>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 the refund</li> </ul>
<p><b>Refund in GDS</b>  <b>ARC/IAR - Refund Exchange Notice (REN) and/or</b>  <b>BSPLink - Refund Application (RA) Request must reflect:</b></p>	
<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/ASPROT</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/ASPROT</a></li> </ul> <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 <a href="#">American Airlines Refunds</a>.</p>	