

Americas and the Caribbean - Update 32 - Suspension of Service

Update: 08/17/2020

Issued: March 16, 2020

Update 32: August 17, 2020

- Add protection guidelines on G3 for BSB/MAO
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Travel Agency Guidelines

American Airlines is offering protection for our ticketed customers who may be impacted by the temporary discontinuation of service between the Americas, the Caribbean, and the United States.

Affected Airports:

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

| | | | |
|-----------|--------------------|------------|--------------------------------|
| Antigua | Cayman Is. | Guadeloupe | Peru |
| Argentina | Chile | Guatemala | Puerto Rico |
| Aruba | Colombia | Guyana | St. Croix |
| Bahamas | Costa Rica | Haiti | St. Kitts |
| Barbados | Cuba | Honduras | St. Lucia |
| Belize | Curacao | Jamaica | St. Maarten |
| Bermuda | Dominican Republic | Martinique | St. Thomas |
| Bonaire | Ecuador | Mexico | St. Vincent and the Grenadines |
| Brazil | El Salvador | Nicaragua | Trinidad and Tobago |
| Canada | Grenada | Panama | Turks and Caicos |
| | | | Uruguay |

Please be guided by the following information:

| AA (001) Tickets Agency Procedures for Service Between the Americas, the Caribbean, and the United States All Fares Published/Private/Leisure | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|
| Customers Ticketed On/Before: | September 30, 2020 |
| Effective for Ticketed Travel Dates: | Beginning March 1, 2020 through the Suspended |

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|---------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | Travel Date range for the applicable market See Temporary Suspension of Service – Market Detail for suspended travel dates |
| New Travel Dates: | Allowed now through December 31, 2021* *For travel beyond ticket validity, see – Coronavirus Global Flexibility Waiver – Travel Notice Exception Policy |
| Protection for BSB/MAO | See Protection Guidelines below for G3 |
| Reissue Ticket On/Before: | Same day as flight rebooking See Reissue Policy Information |
| Change Origin / Destination: | Allowed Change fee is waived Fare difference applies See Changes to Origin/Destination and Reissue Policy Information |
| Co-terminal/MAC Airport | Allowed |
| Endorsement Box Requirements (ticket must be exchanged) | SKCHG/SASUSP |
| Temporary Suspension of Service – Market Detail | See Temporary Suspension of Service – Market Detail below |
| Refund | See Refund Policy for available options |
| Customer Contact Information: | Ensure the customer’s telephone contact number and/or email address are updated in the reservation |

[Protection for BSB/MAO on G3](#)

| | | | |
|-------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-----------------------|
| G3 protection permitted for tickets issued on/before: | June 30, 2020 | | |
| Protect Options: | <ul style="list-style-type: none"> • Book on AA Prime to/from Brazil • Then book on AA*/G3 to/from MAO/BSB <p>Note: If AA*/G3 is not available ok to book G3 prime using the inventories listed below</p> | | |
| Effective for Ticketed Travel Dates: | Beginning March 1, 2020 through the Suspended Travel Date range for the applicable market | | |
| Inventory Requirements for G3 Protect: | <table border="1"> <tr> <td>If booked on AA in:</td> <td>Then rebook on G3 in:</td> </tr> </table> | If booked on AA in: | Then rebook on G3 in: |
| If booked on AA in: | Then rebook on G3 in: | | |

Note: if original AA ticketed inventory is not available on AA or AA*/G3 flights, you may still rebook waiving the change fee, however the fare must be recalculated and the fare difference applies

| | |
|------------|------------|
| I, D, R, J | L, C |
| W, P | D, F |
| Y | J, Y |
| K, H | A, E, P |
| M | U, A, E |
| L | N, U, A, E |
| G, V, S | N, U, A |
| N, Q | B, N, U |
| O | B, N |

Inventory Requirements

Same Itinerary, Same Cabin, Same Inventory

- Date/Time changes on itineraries maintaining the same origin, destination and inventory qualify for an even exchange*
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- 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
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*Refer to [Exceptions to Fare Rules](#)

Changes to Origin/Destination – 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 may apply
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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)
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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
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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:

- American Airlines will waive change fees and travel agents may rebook and reissue, 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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- 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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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, 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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Co-terminal and MAC Airports

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

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| | Washington D.C. | DCA / IAD |
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Extend Travel Rebooking

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/CORONAFLX 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)
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 - 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
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- 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
 -
 - 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

Endorsement Box Requirement

| Endorsement Box Policy | |
|----------------------------------------------------------------------------------------------------------------|---------------------|
| Annotate new ticket with: | SKCHG/SASUSP |
| 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 the Americas, Caribbean |

| | and the U.S. |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Travel agencies may refund to original form of payment:</p> <ul style="list-style-type: none"> • Non-Refundable Fare • Refundable Fare with cancellation Fee • Basic Economy Fare • Bulk/Opaque Fare <p>Note: Tickets issued as Bulk (BT zero dollar ticket) must be referred back to the wholesaler/consolidator for refund</p> | <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 <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"> • Please cancel any space prior to submitting for refund |
| Refund in GDS ARC/IAR – Refund Exchange Notice (REN) and/or BSPLink – Refund Application (RA) Request must reflect: | |
| <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/SASUSP <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/SASUSP <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> | |

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 |
|------------------|-----------------|--------------------------------|
| ACA | Suspension | December 19, 2020 |
| ANU | Suspension | June 4, 2020 |
| AUA | Suspension | July 10, 2020 |
| BAQ | Suspension | September 10, 2020 |
| BDA | Suspension | October 7, 2020 |

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| BGI | Suspension | September 10, 2020 |
| BOG | Suspension | September 9, 2020 |
| BON | Suspension | September 12, 2020 |
| BSB | Suspension | No longer offering service – See Protection on G3 above |
| BZE | Suspension | September 10, 2020 |
| CAP | Suspension | Service currently unavailable |
| CLO | Suspension | September 10, 2020 |
| CTG | Suspension | September 10, 2020 |
| CUR | Suspension | September 10, 2020 |
| ELH | Suspension | September 12, 2020 |
| EZE | Suspension | September 7, 2020 |
| FDJ | Suspension | December 17, 2020 |
| FPO | Suspension | October 7, 2020 |
| GCM | Suspension | October 7, 2020 |
| GEO | Suspension | September 10, 2020 |
| GGT | Suspension | September 10, 2020 |
| GIG | Suspension | October 24, 2020 |
| GND | Suspension | October 7, 2020 |
| GRU | Suspension | August 6, 2020 |
| GUA | Suspension | September 9, 2020 |
| GYE | Suspension | June 4, 2020 |
| HAV | Suspension | September 10, 2020 |
| HMO | Suspension | September 10, 2020 |
| KIN | Suspension | June 15, 2020 |
| LIM | Suspension | September 10, 2020 |
| LIR | Suspension | September 10, 2020 |
| MAO | Suspension | October 25, 2020 - See Protection on G3 above |
| MID | Suspension | October 7, 2020 |
| MBJ | Suspension | June 15, 2020 |
| MDE | Suspension | September 10, 2020 |
| MGA | Suspension | October 7, 2020 |
| MHH | Suspension | October 25, 2020 |
| MVD | Suspension | December 18, 2020 |
| NAS | Suspension | September 10, 2020 |
| OAX | Suspension | August 18, 2020 |
| PAP | Suspension | July 7, 2020 |
| PEI | Suspension | October 8, 2020 |
| PLS | Suspension | July 22, 2020 |

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|-----|------------|--------------------|
| POP | Suspension | July 7, 2020 |
| POS | Suspension | October 7, 2020 |
| PTP | Suspension | December 19, 2020 |
| PTY | Suspension | September 10, 2020 |
| PUJ | Suspension | July 7, 2020 |
| RTB | Suspension | August 22, 2020 |
| SAL | Suspension | September 19, 2020 |
| SAP | Suspension | August 19, 2020 |
| SCL | Suspension | August 5, 2020 |
| SDQ | Suspension | July 7, 2020 |
| SJO | Suspension | August 20, 2020 |
| SKB | Suspension | September 12, 2020 |
| STI | Suspension | July 7, 2020 |
| SVD | Suspension | July 11, 2020 |
| SXM | Suspension | August 1, 2020 |
| TGU | Suspension | August 18, 2020 |
| TRC | Suspension | September 10, 2020 |
| UIO | Suspension | June 4, 2020 |
| UVF | Suspension | July 9, 2020 |
| ZCL | Suspension | September 12, 2020 |
| ZIH | Suspension | September 12, 2020 |