

DFW – YVR Suspension of Service – Schedule Change

Update: 08/25/2020

Issued: August 25, 2020

Travel Agency Guidelines

American Airlines is offering protection for our ticketed customers who may be impacted by the discontinuation of service between Dallas/Fort Worth, TX (DFW) and Vancouver, British Columbia, Canada (YVR). Please be guided by the following information:

Affected Airports	AA (001) Tickets Agency Procedures for Service Between DFW and YVR	
	All Fares Published/Private/Leisure	
Travel to/from/through Discontinuation of Service: <ul style="list-style-type: none">DFW – YVR – DFW	The following guidelines apply:	
	Protection Options:	
	<ul style="list-style-type: none">AA Prime to/from LAX/SEA then AS Prime to/from YVR	
	OR	
	<ul style="list-style-type: none">AA Prime to/from SFO then UA Prime to/from YVR	
	Special Travel Exceptions Considerations	
	Ticketed On/Before:	August 20, 2020
	Effective for Ticketed Travel Dates On/After:	August 26, 2020 – January 5, 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 including H inventory for main cabin Basic Economy ticketed fares: B inventory only
	Inventory Requirements for AS Flights:	New travel valid between August 26, 2020 – January 5, 2021 See AS Inventory Rebooking

	Inventory Requirements for UA Flights:	New travel valid between August 26 – September 30, 2020 See UA Inventory Rebooking
	Change to Origin/Destination:	Not allowed
	Co-terminal/MAC Airport	Allowed
	Refund:	Allowed Refer to Refund
	Phone Field:	Ensure the customer's telephone contact number is updated

[AS Inventory Rebooking](#)

If ticketed on AA in:	Rebook on AS Prime 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

[UA Inventory Rebooking](#)

If ticketed on AA in:	Rebook on AS Prime in:
J,R,D	P, Z
I	P
Y, H, K, M, L, V, G	G, K, L
S, N	G,K
Q, O	G
All Other	G

[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													
<table><tr><td>Houston</td><td>HOU / IAH</td></tr><tr><td>Los Angeles</td><td>LAX / BUR / LGB / ONT / SNA</td></tr><tr><td>Miami</td><td>MIA / FLL</td></tr><tr><td>New York City</td><td>JFK, EWR, LGA</td></tr><tr><td>San Francisco</td><td>SFO / OAK / SJC</td></tr><tr><td>Washington D.C.</td><td>DCA, BWI, IAD</td></tr></table>		Houston	HOU / IAH	Los Angeles	LAX / BUR / LGB / ONT / SNA	Miami	MIA / FLL	New York City	JFK, EWR, LGA	San Francisco	SFO / OAK / SJC	Washington D.C.	DCA, BWI, IAD	Chicago	MDW / ORD
		Houston	HOU / IAH												
		Los Angeles	LAX / BUR / LGB / ONT / SNA												
		Miami	MIA / FLL												
		New York City	JFK, EWR, LGA												
		San Francisco	SFO / OAK / SJC												
		Washington D.C.	DCA, BWI, IAD												
		Dallas	DFW / DAL												
		Houston	HOU / IAH												
		London	LCY / LGW / LHR / STN												
Milan	LIN / MXP														
New York City	JFK / LGA														
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/YVRSUSP
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 DFW to YVR
Travel agencies may refund to original form of	<ul style="list-style-type: none"> • Tickets will be refunded to the

<p>payment:</p> <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) must be referred back to the wholesaler/consolidator for refund, or may request refund from www.refunds.aa.com 	<p>original form of payment (FOP)</p> <ul style="list-style-type: none"> • Cancellation Penalty Fee and Change Fee is waived <p>Note: If the ticketed flight falls within Effective Travel Dates, the ticket is eligible for refund</p> <ul style="list-style-type: none"> • If not already cancelled, be sure to cancel the space prior to submitting the refund
<p>Refund in GDS</p> <p>ARC/IAR - Refund Exchange Notice (REN) and/or</p> <p>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/YVRSUSP <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/YVRSUSP <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>	