

Fall 2020 Domestic Suspension of Service – Schedule Change

Issued: 09/21/2020

Issued: September 21, 2020

[Travel Agency Guidelines](#)

American Airlines is offering protection for our ticketed customers who may be impacted by the temporary discontinuation for the markets listed below:

- Del Rio, TX (DRT)
-
- Dubuque, IA (DBQ)
-
- Florence, SC (FLO)
-
- Greenville, NC (PGV)
-
- Huntington, WV (HTS)
-
- Kalamazoo, MI (AZO)
-
- Lake Charles, LA (LCH)
-
- New Haven, CT (HVN)
-
- Newburgh, NY (SWF)
-
- Springfield, IL (SPI)
-
- Williamsport, PA (IPT)
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Please be guided by the following information:

Affected Airports	AA (001) Tickets Agency Procedures for Service to Suspended Markets Listed in this Suspension of Service All Fares Published/Private/Leisure																		
<p>Travel to/from/through</p> <p>Discontinuation of Service:</p> <ul style="list-style-type: none"> • Del Rio, TX (DRT) • Dubuque, IA (DBQ) • Florence, SC (FLO) • Greenville, NC (PGV) • Huntington, WV (HTS) • Kalamazoo, MI (AZO) • Lake Charles, LA (LCH) • New Haven, CT (HVN) • Newburgh, NY (SWF) • Springfield, IL (SPI) • Williamsport, PA (IPT) 	<p>The following guidelines apply:</p> <p>Protection Options:</p> <p>See Protection Cities</p> <table border="1" data-bbox="735 797 1353 1904"> <thead> <tr> <th colspan="2">Special Travel Exceptions Considerations</th></tr> </thead> <tbody> <tr> <td>Ticketed On/Before:</td><td>August 20, 2020</td></tr> <tr> <td>Effective for Ticketed Travel Dates:</td><td>October 7 – November 3, 2020</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 including H inventory for main cabin Basic Economy ticketed fares: B inventory only </td></tr> <tr> <td>Change to Origin/Destination:</td><td>Allowed See Protection Cities</td></tr> <tr> <td>Co-terminal/MAC Airport</td><td>Allowed</td></tr> <tr> <td>Refund:</td><td>Allowed Refer to Refund</td></tr> <tr> <td>Phone Field:</td><td>Ensure the customer's telephone contact number is updated</td></tr> </tbody> </table>	Special Travel Exceptions Considerations		Ticketed On/Before:	August 20, 2020	Effective for Ticketed Travel Dates:	October 7 – November 3, 2020	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	Change to Origin/Destination:	Allowed See Protection Cities	Co-terminal/MAC Airport	Allowed	Refund:	Allowed Refer to Refund	Phone Field:	Ensure the customer's telephone contact number is updated
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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
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		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														

Protection Cities

City	Airport Code	Alternate City
Del Rio, Texas	DRT	SAT, MAF, AUS
Dubuque, Iowa	DBQ	CID
Florence, South Carolina	FLO	MYR, FAY, CAE
Greenville, North Carolina	PGV	EWR, RDU, OAJ
Huntington, West Virginia	HTS	CRW
Kalamazoo/Battle Creek, Michigan	AZO	GRR, LAN
Lake Charles, Louisiana	LCH	BPT, LFT
New Haven, Connecticut	HVN	ISP, HPN
Newburgh, New York	SWF	HPN, LGA, EWR, JFK
Springfield, Illinois	SPI	PIA
Williamsport, Pennsylvania	IPT	SCE

Endorsement Box Requirement

Endorsement Box Policy
<p>Annotate new ticket with: SKCHG/FALLSUSP</p> <p>The above annotation is only required on the new ticket and supersedes required verbiage for the fare ticketed</p> <p>Reissue: New ticket will have the same fare/fare basis as original ticket</p> <p>Penalty: Change fee does not apply</p>

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 Suspended Markets Listed in this Suspension of Service
<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 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 	<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 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
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: FALLSUSP 	

International agencies processing through BSPLink:

- Preferred Method: process through your GDS
- If unable to process through your GDS: may submit through BSPLink Refund Application (RA) using the waiver code: [FALLSUSP](#)

Penalty: Change fee does not apply

Note: If the ticket has been exchanged by American as an INVOL submit the refund request directly with American. Refer to [American Airlines Refunds](#).

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