

Fall 2020 Domestic Suspension of Service Update 2 – Schedule Change

Update: 11/23/2020

Issued: September 21, 2020

Update 2: November 23, 2020

- **Extend Ticketed On/Before Date**
- **Extend Ticketed For Travel Dates**

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)
-

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												
Travel to/from/through Discontinuation of Service: <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 Stewart, NY (SWF) • Springfield, IL (SPI) • Williamsport, PA (IPT) 	The following guidelines apply: Protection Options: See Protection Cities <table border="1" data-bbox="730 1070 1353 2036"> <thead> <tr> <th colspan="2" data-bbox="730 1070 1353 1115">Special Travel Exceptions Considerations</th> </tr> </thead> <tbody> <tr> <td data-bbox="730 1115 1043 1160">Ticketed On/Before:</td> <td data-bbox="1043 1115 1353 1160">November 21, 2020</td> </tr> <tr> <td data-bbox="730 1160 1043 1368">Effective for Ticketed Travel Dates: Excluding HVN, IPT SWF</td> <td data-bbox="1043 1160 1353 1368">October 7, 2020 – January 4, 2021 (was October 7 – December 1, 2020)</td> </tr> <tr> <td data-bbox="730 1368 1043 1536">Effective for Ticketed Travel Dates for HVN, IPT, SWF only:</td> <td data-bbox="1043 1368 1353 1536">October 7, 2020 and beyond (was October 7 – December 1, 2020)</td> </tr> <tr> <td data-bbox="730 1536 1043 1626">Reissue Ticket On/Before:</td> <td data-bbox="1043 1536 1353 1626">Same day as flight rebooking</td> </tr> <tr> <td data-bbox="730 1626 1043 2036">Inventory Requirements for AA Flights:</td> <td data-bbox="1043 1626 1353 2036">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:</td> </tr> </tbody> </table>	Special Travel Exceptions Considerations		Ticketed On/Before:	November 21, 2020	Effective for Ticketed Travel Dates: Excluding HVN, IPT SWF	October 7, 2020 – January 4, 2021 (was October 7 – December 1, 2020)	Effective for Ticketed Travel Dates for HVN, IPT, SWF only:	October 7, 2020 and beyond (was October 7 – December 1, 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:
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		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

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	
		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

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	EWB, 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
Annotate new ticket with: SKCHG/FALLSUSP
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 Suspended Markets Listed in this Suspension of Service
Travel agencies may refund to original form of payment: <ul style="list-style-type: none"> Non-Refundable Fare Refundable Fare with cancellation Fee 	<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

<ul style="list-style-type: none"> • 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>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 <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: FALLSUSP <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>	