

# US COVID Testing Requirements - Travel Notice Exception Policy

American Airlines has implemented a special exception policy to support customers affected by the new Centers for Disease Control (CDC) guidelines for entering the U.S.

Our Travel Notice exception policies on American are also available when ticketed to/from/through on our Joint Business partners: This applies to both prime and codeshare flights as shown below:

Special Travel Exception Policy	
Affected Airport Codes:	All International Cities to the U.S.
Tickets Issued On/Before:	January 12, 2021
Impacted Travel Dates:	January 12 - February 9, 2021
New Travel Dates:	January 12 - 25, 2021
Reissuance of Tickets On/Before:	Same day as flight rebooking
Inventory Requirements:	Lowest Inventory Available – Same Cabin Basic Economy - Refer to Inventory Requirements
Endorsement Box Requirements: Ticket Reissue Required	TNADV2/CDCCVD
Changes to Origin/Destination:	Not Allowed 300-mile radius allowed Refer to Changes to Origin/Destination
Changes to Connection City:	Allowed
Changes to Co-Terminal:	Allowed
Sales Support Authorization:	SalesLink Service Request does not apply
Extended Travel Rebooking:	Not Allowed  Follow applicable Global Flex Waiver or Flexible Fare guidelines based on original ticket issue date
Refund Eligibility:	No Refund Allowed

	Canceled flight or delayed flights may qualify for a refund via GDS/ARC/BSP
Travel to/from/through on American, and JB Operated and Marketed Flights:	British Airways (BA) / AA*BA Iberia (IB) / AA*IB Finnair (AY) / AA*AY Japan Airlines (JL) / AA*JL Qantas Airways (QF) / AA*QF

## Inventory Requirements

### Lowest Inventory, Same Cabin

If original inventory is not available rebook lowest inventory available in the same ticketed cabin. As a reminder, customers that do not hold a Basic Economy fare should never be booked into B inventory.

### Basic Economy -

- **Short-haul** must be booked in **B** inventory only. If **B** inventory is not available, then an alternate flight must be selected. Advance Purchase and Ticket Change restrictions are waived.
- **Long-haul** must be booked - AA Prime in **B** inventory: for AA/\* book **original ticketed inventory** or lowest available inventory up to and including H. Refer to: [Basic Economy FAQ](#)

Refer to [Exceptions to Fare Rules](#).

Note: If customers are unable to rebook or reissue their ticket within the given timeline, they can cancel their reservation and use the value of the ticket toward the purchase of a new ticket; all rules and restrictions apply. Travel must commence no later than one year from the date of original issuance.

### Endorsement Box Requirements

- Endorsement Box must include: TNADV2/CDCCVD
  - Refer to individual Travel Notice for Event Name
- Ticket Reissue required. This is the only required verbiage and supersedes all other information.

### Changes to Origin/Destination - Not Allowed

- Waive Change Fee
- Ticket reissue for original ticketed fare
- 300 Mile Radius is always allowed, unless otherwise stated in the notice

- Changes to origin/destination are not permitted for the travel notice
- Any changes made to origin/destination all fare rules apply
- Changes to Stopover city are **not** permitted

**300-Mile Radius Only - Allowed**

- Within same country
- For booking inventory, view [Inventory Requirements](#)

**Basic Economy Short-haul fares**

book in **B** inventory only. If **B** inventory is not available, then an alternate flight must be selected

**Basic Economy Long-haul fares**

AA Prime book in **B** inventory

AA/\* book **original ticketed inventory** or lowest available inventory up to and including H.

- For complete details on Basic Economy fares refer to: [Basic Economy FAQ](#)

[Changes to Connection City](#)

- Allowed

[Changes to Co-Terminal](#)

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.

Co-terminal Airports	
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
Multi-Airport Cities	
Chicago	ORD / MDW
Dallas	DFW / DAL
Houston	IAH / HOU
London	LHR / LGW / STN / LCY
Milan	MXP / LIN
New York City	JFK / LGA
Paris	CDG / ORY
St. Lucia	UVF / SLU
Tokyo	HND / NRT
Washington D.C.	DCA / IAD

## 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:

- Affected itinerary includes flights on: AA, AA\*/AY, AY, AA\*/BA, BA, AA\*/IB, IB, AA\*/JL, JL, AA\*/QF, QF
  - Ticket issued on the following ticket stock: AA 001, IB 075, AY 105, BA 125, JL 131, QF 081
- Applies to AA\*/**oneworld** flights
- Travel has not commenced on the affected flight segment and the ticket has not been reissued by American Airlines
- The first departure flight is more than 3 hours away
- Affected coupons are in OK status
- Travel reissuance only in accordance to dates identified in the applicable Travel Notice Exception Advisory
- More than one change allowed without an additional collection, including penalty or change fee within the Travel Notice dates
- Original issuing agency responsible for ticket reissue
- Ticket Revalidation not permitted
- When changes to the outbound travel occur, the unaffected return date may be changed to protect the original length of the trip
  - The return travel must be booked in the original class of service (inventory)
- Changes outside of these guidelines are subject to the reissue rules of the ticketed fare. This includes any applicable additional collection or Change Fee
  - Refer to Extend Travel Rebooking after the Travel Event
- Basic Economy Short-haul or Long-haul must be rebooked in the appropriate Basic Economy inventory
- Please ensure the above procedures are accurately followed to prevent debit memo issuance

## Rebooking - Exception to Fare Rules

Exception to Fare Rules: All fare rules apply with the exception of the following:

- Advance Purchase requirement waived
- Minimum/Maximum Stay requirement waived
- Change Fee waived
- When changes to the outbound travel occur, the unaffected return date may be changed to protect the original length of the trip. The return travel must be booked in the original class of service (inventory).

## SalesLink Request

SalesLink Service Request does not apply

### Extend Travel Rebooking Guidelines

Not Allowed

Follow applicable Global Flex Waiver or Flexible Fare guidelines based on original ticket issue date

## Refund Policy Information

When the flight is **cancelled or the length of delay is 91+ minutes**, travel agents may refund ticket(s) through normal GDS/ARC/BSP processing.

Refer to our Schedule Irregularity policy for delays 90 minutes or less.

- Refund To Original Form Of Payment - All penalties/fees waived
- Fares include:
  - 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](http://www.refunds.aa.com)

Travel Agent to Process Ticket Refund To Original Form Of Payment (FOP)	
<b>U.S. agencies processing through ARC:</b> 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: <a href="#">TNADV</a> R	<b>International agencies processing through BSPLink:</b> Preferred Method: process through your GDS If unable to process through your GDS: may submit through BSPLink Refund Application (RA) using the waiver code: <a href="#">TNADV</a> R

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

When the flight is **not cancelled or the length of delay is 90 minutes or less**, a refund does not apply:

- If customer elects to cancel their reservation and use the value of the ticket toward the purchase of a new ticket outside the Travel Notice dates; may use [Extend Travel Rebooking](#) or may hold ticket for future travel; all rules and restrictions apply.
- Travel must commence no later than one year from the date of original issuance.

### En route/Diversion

- Connecting customers' en route to one of the above-listed destinations or whose flights are diverted will have the option to return to their original departure city and rebook travel to alternate future dates.
- Customers should work directly with the airport to obtain a boarding pass for return travel to their original departure city. If the customer wishes to rebook travel to alternate future dates, please contact American Airlines Reservations for assistance. Alternatively, they may receive a refund if re-accommodation options are unacceptable.
- If a ticket has already been reissued by American Airlines or the ticket is partially used, travel agents must submit the refund request online at [www.refunds.aa.com](http://www.refunds.aa.com)

### Resources

American Airlines will continue to monitor this Travel Notice Exception Advisory and adjust this policy if needed. Changes will be posted on [AA.com](http://AA.com) and [www.saleslink.aa.com](http://www.saleslink.aa.com) reference. Please check these sources frequently for the most up to date information.

- [www.saleslink.aa.com](http://www.saleslink.aa.com) Reference: Select [Travel Notice Exception Policy - Travel Agency Guidelines](#)
- Visit [www.saleslink.aa.com](http://www.saleslink.aa.com) and navigate to AA News and Offers to view current travel notices.
- Contact your Sales Support Center 800-621-8489 or American Airlines Reservations 800-433-7300 (U.S. and Canada) or for Reservations outside the U.S. and Canada, please see our [Worldwide Reservations Numbers](#) American Airlines encourages all customers to check flight and gate status prior to leaving for the airport. For complete travel information, visit [AA.com](http://AA.com).

### Groups

- Group reservations must be changed by [AA Group & Meeting Travel](#)
- Information contained on this web site is subject to change at any time without notice. American Airlines shall not be liable for any consequences resulting from your reliance on the information.