

# Coronavirus Global Flexibility Waiver

## - Update 11 - Travel Notice

### Exception Policy

Issued: March 10, 2020

Update 11: December 15, 2020

- **Extend Impacted Travel Dates**

This policy is offered in addition to our most recent [update on American's current travel policies](#) located on Agency News.

American Airlines has implemented a special exception policy to our travel partners that is now available for our mutual customers due to the impact from the Coronavirus. Our Travel Notice exception policies on American are also available when ticketed on 001 ticket stock for travel on AA Prime, AA\*/AY, AA\*/BA, AA\*/IB, AA\*/JL and AA\*/QF

Special Travel Exception Policy	
Affected Airport Codes:	All cities
Tickets Issued On/Before:	September 30, 2020
Impacted Travel Dates:	<p><b>March 1, 2020 – March 31, 2021</b>            (was March 1, 2020 - December 31, 2020)</p> <p>Or Unused Tickets expiring March 1, 2020  <del>– March 31, 2021</del> (includes partial)            (was March 1, 2020 – March 1, 2021)</p>
New Travel Dates:	<p>Now through December 31, 2021</p> <ul style="list-style-type: none"> <li>• All tickets in accordance with this Travel Notice will be valid through December 31, 2021</li> <li>• Travel on the new ticket must be completed by December 31, 2021</li> </ul>

	Refer to Extend Travel Rebooking Guidelines
Reissuance of Tickets On/Before:	Same day as flight rebooking
Inventory Requirements:	Same Itinerary/Same Cabin/Same Inventory  If rebooked to a different inventory and/or routing, fare difference is applicable
Endorsement Box Requirements: Ticket Reissue Required	TNADV2/CORONAFIX
Changes to Origin/Destination:	Allowed*  *fare difference applies  Refer to Changes to Origin/Destination
Changes to Connection City:	Allowed  Refer to Changes to Connection City
Changes to Co-Terminal:	Allowed
Sales Support Authorization:	SalesLink Service Request does not apply
Extended Travel Rebooking:	Applicable to tickets whose dates are in accordance with the Travel Notice impact dates and/or <b>tickets with an expiration date that is between March 1, 2020 and March 31, 2021</b>
Refund Eligibility:	No Refund Allowed
Travel to/from/through on American, and JB Operated and Marketed Flights:	Valid on 001 Ticket Stock only for travel on: <ul style="list-style-type: none"> <li>• AA Prime</li> <li>• AA*/BA</li> <li>• AA*/IB</li> <li>• AA*/AY</li> <li>• AA*/JL</li> <li>• AA*/QF</li> <li>• Note: Not Applicable on JB Prime flights</li> </ul>

## Inventory Requirements

### Same Itinerary, Same Cabin, Same Inventory

Itineraries booked with the same origin, destination, and inventory qualify for an even exchange. The connection city may change, but must meet routing/mileage parameters of the ticketed fare.

- If the fare remains the same, yet the taxes increase, agency is responsible for collecting the difference
- **If the fare decreases, a refund of the difference is permitted and may be processed as an MCO for an ARC agency or via RA/BSPLink for BSP agency**

Excludes the following fare types:

- Contract bulk / Student fares / Consolidator fares / Air/sea fares / Opaque fares

If **original ticketed 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 any higher combinable fare if no BE fare is available
  - \*Refer to [Exceptions to Fare Rules](#).
  -

Note: If customers are unable to rebook or reissue their ticket within the ticket validity, they can cancel their reservation and use the value of the ticket toward the purchase of a new ticket; all rules and restrictions apply, change fee only is waived. Travel **must be completed by** December 31, 2021

### Endorsement Box Requirements

- Endorsement Box must include: TNADV2/CORONAFLEX or the exchange will be subject to a debit memo
- Ticket Reissue required. This is the only required verbiage and supersedes all other information.

### Changes to Origin/Destination - Allowed

Changes to the origin or destination are allowed\*

- Waive Change Fee

- For any changes made to the origin or destination, difference in fare will apply
- This includes Leisure contracted/bulk fares and all other program guidelines must be followed
- Changes to Stopover city are permitted, fare difference applies
- 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
  - 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

\*Note: Change of Country allowed if the fare on the new itinerary is published in the same currency as the ticketed fare.

### Changes to Connection City

Allowed

- Itineraries booked with the same origin, destination, and inventory may qualify for an even exchange. The new connection city must meet the routing/mileage parameters of the ticketed fare.
  - Codeshare flights must be booked in the equivalent RBD inventory

### Changes to Co-Terminal

#### 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

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
		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\*/AY, AA\*/BA, AA\*/IB, AA\*/JL, AA\*/QF
- Ticket issued on the following ticket stock: AA 001 only
- Applies to AA\*/oneworld flights
- New travel must be completed no later than December 31, 2021
- The first departure flight is more than 3 hours away
- Affected coupons are in OK status, this may include partially used tickets
- Ticket reissuance must be in accordance to dates identified\* in this Travel

### Notice Advisory

- \*For flights from or within Brazil (BRANAC), original travel dates are March 19, 2020 - **October 31, 2021**.
- These tickets are valid until December 31, 2021 and all travel must be completed by December 31, 2021
- For exchanges within this period, please use waiver code: BRANAC
- Applies to original or exchanged tickets when travel was/is in accordance with the impacted travel dates of the Global Flexible Waiver or when tickets were expiring within those dates
- This Change fee exception can be **utilized multiple times** and validity will remain through December 31, 2021
- Original issuing agency responsible for ticket reissue
- Ticket Revalidation not permitted
- Basic Economy Short-haul or Long-haul may be upgraded to main cabin or higher cabin fare if another BE fare is not available
- 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) and processed at the same time of the initial exchange
- Changes outside of these guidelines are subject to the reissue rules of the ticketed fare. This includes any applicable additional collection for fare difference

Note: Please ensure the above procedures are accurately followed to prevent debit memo issuance

## Rebooking - Exception to Fare Rules

The Fare Rule exceptions below apply to same origin, destination, and inventory. Connection changes within the ticketed fare routing are allowed.

All fare rules apply, except:

- Advance Purchase requirement waived
- Minimum/Maximum Stay requirement waived
- Seasonality waived
- Change Fee waived
  - If same inventory results in a higher fare, use fare on original ticket and process as even exchange
  - If same inventory results in a lower fare, may reissue with partial refund as MCO (domestic) or through BSP RA (international)
  - If itinerary remains exactly the same, yet the fare drops, a rollover is permitted - this policy change applies to exchanges on/after December 2, 2020 and is not retroactive
- When changes to the outbound travel date 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) at the same time of the initial exchange

## SalesLink Request

- Travel Notice waiver is not available via SalesLink  
Endorsement Box requirement: TNADV2/CORONAFIX or the exchange will be subject to a debit memo

## Extend Travel Rebooking Guidelines

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
- If your eTicket has purged, follow the steps below:
  - Ensure you have the applicable ticket numbers for your customer(s)
  - Contact Sales Support domestically, internationally local sales support or reservations who will –
    - Verify ticket qualifies for reactivation
    - If ticket qualifies, Sales Support will reactivate your purged ticket
- Change fee only is waived
- Apply the value of the original ticket towards the purchase of a new ticket with travel **completed by** December 31, 2021
- Customer's new itinerary is rebooked/ticketed at current applicable fare and rules, additional monies may apply
- Basic Economy Short-haul and Long-haul fares qualify for Extended Travel Rebooking
  - Basic Economy fares may be used towards the purchase of main cabin or higher cabin fares if another BE fare is not available
- 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
    - For Corporate exchanges involving a name change, the residual MCO must be in the name of the new passenger
  - 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
- Note: This policy supersedes any former coronavirus policies

## Refund Policy Information

Refund not allowed under this policy.

If flight segment has been actioned by the air carrier, please use Schedule Change for applicable guidelines:

**Schedule Change** - a planned change that may occur more than 72 hours prior to the flight's scheduled departure

Tickets with **original** issue date on/before April 7, 2020 – [Schedule Change Refund Policy](#)

## New purchases with tickets issued on/after April 8, 2020 – [New Schedule Change Refund Policy](#)

Note: **For Brazil POS Tickets:** In accordance with our Schedule Change Policies and in compliance with BR Law 14.034/20 legislation, customers who are holding confirmed tickets when/if their flight cancels may request a full refund for tickets issued through December 31, 2020 using the waiver code BRANAC

### [En route/Diversion](#)

- Not Applicable

### [Resources](#)

American Airlines will continue to monitor this Travel Notice Exception Policy and adjust as necessary. Changes will be posted on [AA.com](#) and [www.saleslink.aa.com](#) reference. For updates involving the coronavirus situation you may refer to our [Newsroom](#). Please check these sources frequently for the most up to date information.

- Visit [www.saleslink.aa.com](#) and navigate to Agency reference, then News and Information 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](#).

### [Groups](#)

#### 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.



