

Europe / Middle East / Africa – Suspension of Service Update

25

Update: 01/25/2021

Issued: March 16, 2020

Update 25: January 25, 2021

- **Extend Ticketed On/Before Date**
 - **Update Market Detail**
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Travel Agency Guidelines

American Airlines is offering protection for our ticketed customers who may be impacted by the temporary discontinuation of service between the U.S. and Europe / Middle East Africa.

Affected Airports:

All airports affected by the temporary discontinuation of service to/from the following countries:

| | | |
|----------------|---------|----------------|
| Croatia | Hungary | Netherlands |
| Czech Republic | Iceland | Poland |
| France | Ireland | Portugal |
| Germany | Italy | Spain |
| Greece | Morocco | Switzerland |
| | | United Kingdom |

Please be guided by the following information:

| AA (001) Tickets Agency Procedures for Service Between the United States and Europe / Middle East / Africa All Fares Published/Private/Leisure | |
|--|--|
| Customers Ticketed On/Before: | January 24, 2021 (was December 20, 2020) |
| Effective for Ticketed Travel Dates: | Beginning March 1, 2020 through the Suspended |

| | |
|---|--|
| | Travel Date range for the applicable market See Temporary Suspension of Service – Market Detail for suspended travel dates |
| New Travel Dates: | Allowed now through December 31, 2021* *For travel beyond ticket validity, see – Coronavirus Global Flexibility Waiver - Travel Notice Exception Policy |
| Reissue Ticket On/Before: | Same day as flight rebooking See Reissue Policy Information |
| Protect Options for BUD & KRK <ul style="list-style-type: none"> • Ticketed On/Before: April 2, 2020 • Effective for Ticketed Travel Dates: May 19 – October 24, 2020 | View BUD, KRK, WAW protect information below |
| Protect Options for WAW <ul style="list-style-type: none"> • Ticketed On/Before: April 2, 2020 • Effective for Ticketed Travel Dates: May 19 – June 30, 2020 | View BUD, KRK, WAW protect information below |
| Change Origin / Destination: | Allowed Change fee is waived Fare difference applies See Changes to Origin/Destination and Reissue Policy Information |
| Co-terminal/MAC Airport | Allowed |
| Itinerary Changes Maintaining the Same Origin and Destination: | Allowed See Rebooking - Exception to Fare Rules |
| Endorsement Box Requirements (ticket must be exchanged) | SKCHG/EUSUSP |
| Temporary Suspension of Service - Market Detail | See Temporary Suspension of Service – Market Detail below |
| Refund | See Refund Policy for available options |
| Customer Contact Information: | Ensure the customer’s telephone contact number and/or email address are updated in the reservation |

[BUD / KRK / WAW Protect information](#)

*Note: Not valid for connections beyond BUD / KRK

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| Protect Options* <ol style="list-style-type: none"> 1. Book AA between U.S. & Europe then AA*/JB (BA/IB/AY) between European gateway & BUD, KRK, or WAW |
|--|

2. Book AA between U.S. and Europe then JB Prime (BA/IB/AY) between European gateway & BUD, KRK, or WAW
3. Book AA between U.S. and Europe then LO Prime between European gateway & BUD, KRK, or WAW
4. May book LO Prime JFK – BUD
5. May book LO Prime ORD – KRK
6. May book LO Prime ORD/JFK – WAW

Inventory Requirements for AA, AA*/JB, and JB Prime

*Note JB – BA, IB, AY

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:

Short-haul - B inventory only.

Long-haul – AA Prime – B Inventory

AA* - original ticketed inventory or lowest available up to and including H.

Inventory Requirements for LO Prime

| Original AA Booking Inventory | Rebook in LO Inventory (read left to right) |
|-------------------------------|--|
| I, D, R, J | Z |
| W, P | Premium Economy not offered, book JB |
| K, H | U, L, W, S, Q |
| M, Y | U, L, W |
| S, V, L | U, L |
| B, O, Q, N | U |

Changes to Origin/Destination – Allowed*

- Waive Change Fee
- For any changes made to the origin or destination, difference in fare will apply
- 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 to Country of origin may be allowed if the fare on the new itinerary is published in the same currency as the ticketed fare. Leisure fares may be restricted to specific regions

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
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- Ticket issued on the following ticket stock: AA 001 only
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- Applies to AA*/oneworld flights
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- The first departure flight is more than 3 hours away
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- Affected coupons are in OK status
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- Ticket reissuance must be in accordance to dates identified in the Suspension of Service policy
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- In order to qualify for an even exchange, the new itinerary must be booked in the original ticketed inventory or equivalent RBD for the codeshare carrier. Reissue ticket at original ticketed fare
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- Any change made to the origin or destination, a difference in fare will apply
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- More than one exchange is allowed within the suspension dates for the applicable ticketed market
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- Original issuing agency responsible for ticket reissue
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- Ticket Revalidation not permitted
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- Changes outside of these guidelines are subject to the reissue rules of the ticketed fare. This includes any applicable additional collection for fare difference
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- Basic Economy Short-haul or Long-haul may be upgraded to main cabin or higher cabin fare if another BE fare is not available
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- Please ensure the above procedures are accurately followed to prevent debit memo issuance
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Rebooking - Exception to Fare Rules

The below Fare Rule exceptions apply to date, flight, or time changes to the ticketed origin/destination only.

All fare rules apply, except:

- Advance Purchase requirement waived
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- Minimum/Maximum Stay requirement waived
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- Seasonality waived
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- Day / Time restrictions waived
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- If ticketed inventory or equivalent RBD is maintained, even exchange applies, agency may reissue ticket at original ticketed fare
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- As with any schedule change, you may always maintain the original length of stay, keeping the unaffected segments in the original class of service (inventory). This change must occur at the time of the affected exchange.

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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

| 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 |

Endorsement Box Requirement

| Endorsement Box Policy | |
|--|---------------------|
| Annotate new ticket with: | SKCHG/EUSUSP |
| The Endorsement Box must include the waiver code above or the exchange will be subject to a debit memo | |
| 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 – Flight is Canceled Refund Request | |
|--|---|
| Type of Fare | Agency Procedures for Suspension of Service between U.S. and Europe / Middle East / Africa |
| <p>Travel agencies may refund to original form of payment:</p> <ul style="list-style-type: none"> • Non-Refundable Fare • Refundable Fare with cancel fee • Basic Economy Fare • Bulk/Opaque Fare <p>Note: Tickets issued as Bulk (BT zero dollar ticket) must be referred back to the wholesaler/consolidator for refund</p> <p>-</p> | <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 the 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 for 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: [SCRFND/EUSUSP](#)

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: [SCRFND/EUSUSP](#)

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](#).

[Temporary Suspension of Service – Market Detail](#)

Suspended Travel Dates are subject to change

Note: Service resumption may include connecting service

| Affected Airport | Schedule Change | Expected Resumption of Service |
|------------------|-----------------|--|
| AMS | Suspension | June 4, 2020 – November 29, 2020 Resuming March 28, 2021 |
| ATH | Suspension | June 3, 2021 |
| BCN | Suspension | March 27, 2021 |
| CDG | Suspension | June 4, 2020 – December 1, 2020 Resuming February 11, 2021 |
| DUB | Suspension | July 9, 2020 – October 23, 2020, Resuming March 27, 2021 |
| EDI | Suspension | June 3, 2021 |
| FCO | Suspension | March 27, 2021 |
| FRA | Suspension | June 4, 2020 |
| LIS | Suspension | May 6, 2021 |
| MAD | Suspension | May 7, 2020 – December 1, 2020 Resuming March 27, 2021 |
| MUC | Suspension | May 6, 2021 |
| MLA | Suspension | April 2, 2021 |
| SNN | Suspension | June 4, 2021 |
| ZRH | Suspension | May 6, 2021 |

[Additional Suspensions](#)

| Affected Airport | Schedule Change | Effective Date | Service Information |
|------------------|-----------------|----------------|-------------------------|
| TXL | Suspension | April 2, 2020 | American will no longer |

| | | | |
|-----|---|---------------|--|
| | | | operate this route |
| BUD | View Protection Agreement information | April 2, 2020 | American will no longer operate this route |
| CMN | Suspension | April 2, 2020 | American will no longer operate this route |
| DBV | Suspension | April 2, 2020 | American will no longer operate this route |
| KRK | View Protection Agreement information | April 2, 2020 | American will no longer operate this route |
| KEF | Suspension | | American will no longer operate this route |
| MAN | Suspension | | American will no longer operate this route |
| PRG | Suspension | | American will no longer operate this route |
| VCE | Suspension | | American will no longer operate this route |