

# China Spring Festival Update - Travel Notice Exception Policy.

Issued: January 29, 2021

Update: February 1, 2021

- [Change Refund Policy parameters](#)

American Airlines has implemented a special exception policy to our travel partners that is now available for our mutual customers who were scheduled to attend the Spring Festival in China.

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:	Travel to/from/within China
Tickets Issued On/Before:	January 27, 2021
Impacted Travel Dates:	January 28 - March 8, 2021
New Travel Dates:	<p><b>If ticketed to travel January 28 - February 6, 2021</b> - reschedule prior to ticketed flight departure</p> <p><b>If ticketed to travel February 7 - March 8, 2021</b> - reschedule 7 days prior to ticketed flight departure</p>
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/CNFESTVL
Changes to Origin/Destination:	Allowed Refer to Changes to Origin/Destination
Changes to Connection City:	Allowed
Changes to Co-Terminal:	Allowed

Sales Support Authorization:	Not available in SalesLink
Extended Travel Rebooking:	Allowed  Note: The new ticket must include: TNADVE/CNFESTVL in the Endorsement Box or will be subject to a debit memo
Refund Eligibility:	<p><b>Refund Allowed for tickets issued in China ONLY:</b></p> <ul style="list-style-type: none"> <li>• <b>If ticketed to travel January 28 - February 6, 2021</b> - process refund prior to ticketed flight departure</li> <li>•</li> <li>• <b>If ticketed to travel February 7 - March 8, 2021</b> - process refund 7 days prior to ticketed flight departure</li> <li>•</li> </ul> <p><b>Refund Not Allowed for tickets issued outside of China</b> See Refund Policy Information</p>
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.

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/CNFESTVL
  - 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 - Allowed

- Change must be made by the date noted for the Travel Notice
- Fare difference must be collected and any add collect applies at the time of ticketing
- All fare rules apply except use customer's original advance purchase time frame and waive advance purchase
  - Example: Customer's original fare ticketed is a 7-day advance purchase; the customer would qualify for the fare requiring 7-days or less advanced purchase using the current fare quote display based on current inventory availability.
- Inventory must match new fare quote for change
  - Example: Current fare quote has a V7ALZNN1; V inventory must be available to book. If V inventory is not available locate another appropriate fare quote, 7-days or less that has availability.
- Ticket Change restrictions are waived.
- Must be re-ticketed on the same day the changes are made.

If new ticket price is lower than original ticket, you must refund the difference to a MCO

### 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
- 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

Not available in SalesLink

Reissue ticket: Endorsement Box requirement: TNADV2/CNFESTVL or the exchange will be subject to a debit memo

### Extend Travel Rebooking Guidelines

- If customers are unable to rebook within the New Travel Dates, may reschedule their reservation to/from the same city or alternate cities and reissue their ticket with the below guidelines:
  - Cancel their itinerary and apply the value of the original ticket towards the purchase of a new ticket for travel commencing within 1 year from the date of original issuance
  - Change fee only is waived as long as the original ticket is reissued within ticket validity and the impact dates are in accordance with those identified in the Travel Notice
  - Customer's new itinerary is rebooked/ticketed at current applicable fare and rules, additional monies may apply
  - If new ticket **price is lower** than original ticket the residual is forfeited.
    - **Residual MCO's are not allowed when using the TNADVE waiver code for reissue.**

### Refund Policy Information

Travel agents may refund ticket(s) **for tickets issued in China ONLY** through normal GDS/BSP processing using the following guidelines:

- **If ticketed to travel January 28 - February 6, 2021** - process refund prior to ticketed flight departure
  - **If ticketed to travel February 7 - March 8, 2021** - process refund 7 days prior to ticketed flight departure

Process as follows:

- 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> Not applicable	<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="#">TNADVR</a>

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

**For tickets issued outside of China, follow Reissue Policy Information for rebooking.**

### 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](#).

## 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.