

Coronavirus Global Flexibility Waiver

- Update 15 - Travel Notice

Exception Policy

Issued: March 10, 2020

Update 15: July 14, 2021

- [Update Reissue Policy Information](#)

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:	March 1, 2020 – March 31, 2021 Or Unused Tickets expiring March 1, 2020 – March 31, 2021 (includes partial)
New Travel Dates:	Now through March 31, 2022 <ul style="list-style-type: none"> • All tickets in accordance with this Travel Notice will be valid through March 31, 2022 • Travel on the new ticket must be completed by March 31, 2022 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 tickets with an expiration date that is between March 1, 2020 and March 31, 2021
Refund Eligibility:	No Refund Allowed
Travel to/from/through on American, and JB Operated and Marketed Flights:	Refer to Reissue Policy Information within the Travel Notice

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.

- o If the fare remains the same, yet the taxes increase or a new tax is introduced, 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**

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 and Contract Bulk Fare Types. Travel **must be completed by March 31, 2022**

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- *Refer to [Exceptions to Fare Rules](#).
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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)
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 - The voucher will be issued in the name of the person on the ticket and mailed to the agency
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*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
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- 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

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:

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- Ticket issued on the following ticket stock: AA 001 only
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- New travel must be completed no later than **March 31, 2022**
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- The first departure flight is more than 3 hours away
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- Affected coupons are in OK status, this may include partially used tickets
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- Ticket reissuance must be in accordance to dates identified* in this Travel Notice Advisory
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- 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
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- This Change fee exception can be utilized multiple times and validity will remain through March 31, 2022
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- **If the itinerary contains OA Prime flights, we are unable to guarantee the fare**
 - **Reprice the new itinerary, any fare difference applies. If the new fare is higher, collect the fare difference, if the new fare is lower, a residual applies**
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 - Original issuing agency responsible for ticket reissue
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 - Original issuing agency responsible for collecting any increase in taxes or any new taxes which have been introduced
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 - Ticket Revalidation not permitted
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 - Basic Economy tickets may be upgraded to a main cabin or higher cabin fare
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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

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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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- **BRANAC/Law 14.034/20**
 - Applies to Tickets originating from or within Brazil, in BR Currency(BRL), and identified with travel dates between March 19, 2020 - December 31, 2021
 - Date of issue is not a factor
 - Eligible tickets are valid through **October 31, 2022** and all travel must be completed by this date
 - For exchanges within this period, please use waiver code: BRANAC
 - This waiver is for Change fee only – fare difference may apply and residual allowed
 - Refund requests should be submitted via your GDS and include waiver code: **BRANAC/Law 14.034/20**
 - Refund to original FOP, penalty may apply based on fare rule
 - Refund to paper voucher, valid for 18 months from date of issue
 - Requests for paper voucher in lieu of refund must be submitted via BSPLink RA and include:
 - Reason for refund: **BRANAC/Law 14.034/20**
 - Customer prefers paper voucher in lieu of refund

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 (residual) as a MCO (domestic) or through BSP RA (international)
- 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
- If no changes are made to the reservation, yet the fare drops for the existing itinerary, a **rollover** is permitted - this policy change applies to exchanges on/after December 2, 2020 and is not retroactive

SalesLink Request

- Travel Notice waiver is not available via SalesLink
Endorsement Box requirement: TNADV2/CORONAFLX 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** March 31, 2022

- Customer's new itinerary is rebooked/ticketed at current applicable fare and rules, additional monies may apply
- Basic Economy 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](https://www.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](https://www.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.