

# Special Extended Waiver 2022 - Update - Travel Notice Exception Policy

Update: January 26, 2022

- **Update to BRANAC Law 14.034**

American Airlines has implemented a special extended waiver for our travel partners that is now available for our mutual customers due to the ongoing impact from the Coronavirus. This Travel Notice exception policy is valid for itineraries which include ticketed travel to or from the European Union, Schengen countries, United Kingdom, Hong Kong, Australia, New Zealand, Israel, Japan or South Africa.

**The European Union (EU) includes:** Austria, Belgium, Bulgaria, Croatia, Republic of Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain and Sweden

**Schengen Countries include:** Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Slovakia, Slovenia, Spain, Sweden, Switzerland

**United Kingdom Includes:** England, Scotland, Wales, and Northern Ireland

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  Note: this waiver valid for itineraries which include ticketed travel to or from the European Union, Schengen countries, United Kingdom, Hong Kong, Australia, New Zealand,

	Israel, Japan or South Africa
Tickets Issued On/Before:	<p>Original Ticket Issue date:*</p> <p>March 1, 2020 – January 31, 2022</p> <p>Basic Economy tickets with Point of Commencement of North/South America and Asia issued on/after 01APR21 are non-changeable and are excluded from this extension</p> <p>For original tickets issued March 1, 2019 – February 28, 2020, refer to the policy:  <a href="#">Coronavirus Global Flexibility Waiver</a></p>
Impacted Travel Dates:	March 1, 2020 – January 31, 2022
New Travel Dates:	<p>Now through December 31, 2022</p> <p>All tickets in accordance with this Travel Notice will be valid through December 31, 2022</p> <p>Travel on the new ticket must be completed by December 31, 2022</p> <p>Refer to Extend Travel Rebooking Guidelines</p>
Reissuance of Tickets On/Before:	Same day as flight rebooking
Inventory Requirements:	<p>None required</p> <p>Applicable change fee is waived, any fare difference, higher or lower applies</p>
Endorsement Box Requirements: Ticket Reissue Required	TNADV2/CVDEXTND
Changes to Origin/Destination:	<p>Allowed*</p> <p>*fare difference applies</p> <p>Refer to Changes to Origin/Destination</p>
Changes to Connection City:	Allowed
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 this Travel Notice ticket issue dates and impacted dates
Refund Eligibility:	No Refund Allowed
Travel to/from/through on American, and JB	Refer to Reissue Policy Information within the

Operated and Marketed Flights:	Travel Notice
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## Inventory Requirements

This is a change fee waiver. Rebook travel and reprice fare, **fare difference will apply**.

- Basic Economy tickets with Point of Commencement North/South America and Asia issued on/after 01APR21 are non-changeable and are excluded from this extension
- All non-changeable fares are excluded from this extension
- **Travel must be completed by December 31, 2022**
- Refer to Exceptions to Fare Rules

## Endorsement Box Requirements

- Endorsement Box must include: **TNADV2/CVDEXTND** 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 - Not Allowed

Changes to the origin or destination are allowed\*

**Basic Economy tickets with Point of Commencement North/South America and Asia issued on/after 01APR21 are non-changeable and are excluded from this extension**

**All non-changeable fares are excluded from this extension**

- Fare difference applies
    - If new fare is higher, process as add/collect
    - If new fare is lower, a 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
  - Waive applicable Change Fee
  - This includes Leisure contracted/bulk fares and all other program guidelines must be followed. Changes to Stopover city are permitted, fare difference applies
- \*Note: Change of Country allowed only when the fare on the new itinerary is published in the same currency as the ticketed fare.

## Changes to Connection City

Allowed

- Applicable Change fee is waived
- Fare difference applies

### 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
- Applicable change fee is waived
- Fare difference applies

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:

**NOTE: This exception can be utilized one time and validity will remain through December 31, 2022**

- Basic Economy tickets with Point of Commencement North/South America and Asia issued on/after 01APR21 are non-changeable and are excluded from this extension
- **Non-changeable fares do not qualify for this waiver**
- Ticket issued on the following ticket stock: AA 001 only

- Original ticket must be issued March 1, 2020 – **January 31, 2022**
- New travel must be completed no later than **December 31, 2022**
- 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
- Applies to original or exchanged tickets when travel was/is in accordance with the impacted travel dates of the Special Extended Waiver and issued within the original ticket issue dates listed above
- This exception can be utilized one time and validity will remain through December 31, 2022
- 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
- Original issuing agency responsible for ticket reissue
- Ticket Revalidation not permitted
- All Basic Economy tickets issued March 1, 2020 – March 31, 2021 and Basic Economy tickets with Point of Commencement Europe, Indian Sub-continent, Australia, and New Zealand issued on/after 01APR21 may be upgraded to a main cabin or higher cabin fare
  - Note: The new fare takes on the original Basic Economy fare rules
- 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
- **BRANAC/Law 14.034/20**
  - Applies to Tickets originating from 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
  - **Please note, this exception only applies to tickets with original travel dates of March 19, 2020 - December 31, 2021**
  - **For tickets with travel dates outside of these dates, standard ANAC guidelines will apply**
  - 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

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

The Fare Rule exceptions below apply to:

- Applicable Change Fee waived
  - If new itinerary results in a higher fare, use fare on original ticket and process as even exchange
  - If new itinerary results in a lower fare, may reissue with partial refund (residual) as a MCO (domestic) or through BSP RA (international)

## SalesLink Request

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

## Extend Travel Rebooking Guidelines

- **Basic Economy tickets with Point of Commencement North/South America and Asia issued on/after 01APR21 are non-changeable and are excluded from this extension**
- If your ticket is still active in the GDS, and was originally issued March 1, 2020 – August 31, 2021 you may reissue the ticket following the Reissue Policy guidelines noted above and using the waiver code TNADV2/ CVDEXTND in the Endorsement Box
- If your ticket 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, 2022
- Customer's new itinerary is rebooked/ticketed at current applicable fare and rules, additional monies may apply
- Basic Economy fares which qualify for this extension may be used towards the purchase of main cabin or higher cabin fares if another BE fare is not available
- Fare difference applies
  - If new fare is higher, process as add/collect
  - If new fare is lower, a 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: 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

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

- 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](#) and [www.saleslink.aa.com](#) reference. Please check these sources frequently for the most up to date information.

- [www.saleslink.aa.com](#) Reference: Select [Travel Notice Exception Policy - Travel Agency Guidelines](#)
- Visit [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.