

Americas and the Caribbean Update 3 – 2022 – Suspension of Service

Update: 02/28/2022

Update 3: February 28, 2022

- Extend Ticketed On/Before
- Extend Ticketed Travel Dates

For service suspended in 2020 – 2021, refer to [Americas and the Caribbean – Update 66 - Suspension of Service](#) policy

Travel Agency Guidelines

American Airlines is offering protection for our ticketed customers who may be impacted by the temporary discontinuation of service between the Americas, the Caribbean, and the United States.

Affected Airports:	Customers Ticketed On/Before:	Effective for Ticketed Travel Dates:
GCM	October 3, 2021	on/before February 16, 2022
HAV	October 3, 2021	on/before January 3, 2022
MAO	July 25, 2021	November 2, 2021 and beyond
MGA	February 28, 2022	on/before August 15, 2022

AA (001) Tickets Agency Procedures for Service Between the Americas, the Caribbean, and the United States All Fares Published/Private/Leisure	
New Travel Dates:	Allowed through normal Ticket Validity
Rebooking Option Protection for MAO:	See Protection Guidelines for MAO on G3 within this policy
Reissue Ticket On/Before:	Same day as flight rebooking
Change Origin/Destination:	Allowed For more information refer to these sections within this policy: Reissue Policy Information Changes to Origin Destination

Co-terminal / MAC Airport:	Allowed
Endorsement Box Requirements: (ticket must be exchanged)	SKCHG/CRBSA22
Refund:	Refer to Refund Guidelines within this policy
Customer Contact Information:	Ensure the customer's telephone contact number and/or email address are updated in the reservation

Protection Guidelines for MAO on G3

G3 protection permitted for tickets issued on/before:	July 25, 2021																				
Effective for Ticketed Travel Dates:	November 21, 2021 and beyond																				
Protect Options:	Book on AA Prime to/from Brazil Then, book on AA*/G3 to/from MAO *Note: If AA*/G3 is not available, ok to book G3 Prime using the inventories listed below																				
Inventory Requirements for Protect on G3 Prime flights:	<table border="1"> <thead> <tr> <th>If booked on AA Prime in:</th> <th>Then rebook on G3 Prime in:</th> </tr> </thead> <tbody> <tr> <td>I, D, R, J</td> <td>L, C</td> </tr> <tr> <td>W, P</td> <td>D, F</td> </tr> <tr> <td>Y</td> <td>J, Y</td> </tr> <tr> <td>K, H</td> <td>A, E, P</td> </tr> <tr> <td>M</td> <td>U, A, E</td> </tr> <tr> <td>L</td> <td>N, U, A, E</td> </tr> <tr> <td>G, V, S</td> <td>N, U, A</td> </tr> <tr> <td>N, Q</td> <td>B, N, U</td> </tr> <tr> <td>O</td> <td>B, N</td> </tr> </tbody> </table>	If booked on AA Prime in:	Then rebook on G3 Prime in:	I, D, R, J	L, C	W, P	D, F	Y	J, Y	K, H	A, E, P	M	U, A, E	L	N, U, A, E	G, V, S	N, U, A	N, Q	B, N, U	O	B, N
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Inventory Requirements

Lowest Inventory, Same Cabin

If original inventory is not available rebook lowest inventory available in the same ticketed cabin up to and including H for the main cabin.

Note: Basic Economy fares must be booked in B inventory

Changes to Origin/Destination – Allowed*

- Waive applicable change fee
- For any changes made to the origin, destination or stopover city, applicable fare difference will apply
 - If the new fare is lower than the price of the original ticket, the residual amount may be refunded
 - ARC agencies may issue residual value in the form of a MCO
 - BSP agencies may apply for the residual value in the form of a travel voucher through BSPLink Refund Application (RA) once travel is complete
 - The voucher will be issued in the name of the ticketed customer and the travel voucher will be mailed directly to the travel 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

Travel agents may rebook and reissue tickets as an even exchange provided the below guidelines are met and applied:

- Ticket issued on AA 001 ticket stock
- 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 this reduction of service policy
- In order to qualify for 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
 - Note: any increase in taxes must be collected

- Any change made to the origin, destination, or booking class requires repricing and applicable fare difference applies
- More than one change allowed without an additional collection, including penalty within the suspension of service dates within ticket validity
- Original issuing agency responsible for ticket reissue
- Ticket Revalidation not permitted
- Basic Economy must be rebooked up B inventory in the main cabin
- Please ensure the above procedures are accurately followed to prevent debit memo issuance
- Changes outside of these guidelines are subject to the reissue rules of the ticketed fare

Endorsement Box Requirement

- Endorsement Box must include: [SKCHG/ CRBSA22](#)
- Ticket Reissue required. This is the only required verbiage and supersedes all other information

Co-terminal and MAC Airports

- Changes to co-terminal and MAC airports on AA Prime 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

Refund Guidelines

A refund applies to tickets issued on AA 001 ticket stock for service on American and travel to/from the cities indicated in this notice when AA updated the segment status to WK/UN/UC/NO/HX without rebooking on a new flight. This applies to all published, private, and leisure fares.

- Tickets will be refunded to the original form of payment (FOP)
- Penalty fee is waived
- If the itinerary is not already cancelled, be sure to cancel the space prior to submitting the refund

The refund must be processed using the waiver code [SCRFND/ CRBSA22](#), and can be processed using the waiver code as follows:

- Via the GDS (Preferred Method)
- ARC/IAR Refund Exchange Notice (REN)
- BSPLink Refund Application (RA)

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

Updated: 2022-02-28 14:42 | Created: 2022-01-01 11:08