

Americas and the Caribbean - Update 28 - Suspension of Service

Issued: March 16, 2020

Update 28: July 27, 2020

- **Update Market Detail**

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:

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

Antigua	Cayman Is.	Guadeloupe	Peru
Argentina	Chile	Guatemala	Puerto Rico
Aruba	Colombia	Guyana	St. Croix
Bahamas	Costa Rica	Haiti	St. Kitts
Barbados	Cuba	Honduras	St. Lucia
Belize	Curacao	Jamaica	St. Maarten
Bermuda	Dominican Republic	Martinique	St. Thomas
Bonaire	Ecuador	Mexico	St. Vincent and the Grenadines
Brazil	El Salvador	Nicaragua	Trinidad and Tobago
Canada	Grenada	Panama	Turks and Caicos
			Uruguay

Please be guided by the following information:

AA (001) Tickets Agency Procedures for Service Between the Americas, the Caribbean, and the United States	
All Fares Published/Private/Leisure	
Customers Ticketed On/Before:	September 30, 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
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
Endorsement Box Requirements (ticket must be exchanged)	SKCHG/SASUSP
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

Inventory Requirements

Same Itinerary, Same Cabin, Same Inventory

- Date/Time changes on itineraries maintaining the same origin, destination and inventory qualify for an even exchange*
- If **original ticket inventory** is not available, may rebook in an alternate inventory, however, fare difference will apply. This includes all Basic Economy Fare types.
 - Basic Economy may be upgraded to a main cabin fare or higher cabin fare type if no BE fare is available

*Refer to [Exceptions to Fare Rules](#)

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 may apply
- 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:

- American Airlines will waive change fees and travel agents may rebook and reissue, provided the below guidelines are met and applied:
- Affected itinerary includes flights on: AA*/AY, AA*/BA, AA*/IB, AA*/JL, AA*/QF
- Ticket issued on the following ticket stock: AA 001 only
- Applies to AA*/**oneworld** flights
- The first departure flight is more than 3 hours away
- Affected coupons are in OK status
- Ticket reissuance must be in accordance to dates identified in the Suspension of Service policy
- 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
- Any change made to the origin or destination, a difference in fare will apply
- More than one exchange is allowed within the suspension dates for the applicable ticketed market
- Original issuing agency responsible for ticket reissue
- Ticket Revalidation not permitted
- Changes outside of these guidelines are subject to the reissue rules of the ticketed fare. This includes any applicable additional collection for fare difference
 - Brazil Point of Sale tickets are exempt from penalty for 12months from the original departure date for tickets issued through December 31, 2020
- Basic Economy Short-haul or Long-haul may be upgraded to main cabin or higher cabin fare if another BE fare is not available
- Please ensure the above procedures are accurately followed to prevent debit memo issuance

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
- Minimum/Maximum Stay requirement waived

- Seasonality waived
- Day / Time restrictions waived
- If ticketed inventory or equivalent RBD is maintained, even exchange applies, agency may reissue ticket at original ticketed fare
- 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.

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

Extend Travel Rebooking

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/CORONAFLEX 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** December 31, 2021

- Customer's new itinerary is rebooked/ticketed at current applicable fare and rules, additional monies may apply
- Basic Economy Short-haul and Long-haul 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
 - 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

Endorsement Box Requirement

Endorsement Box Policy	
Annotate new ticket with:	SKCHG/SASUSP
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 the Americas, Caribbean and the U.S.
Travel agencies may refund to original form of payment: Non-Refundable Fare Refundable Fare with cancellation Fee Basic Economy Fare Bulk/Opaque Fare Note: Tickets issued as Bulk (BT zero)	<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>

dollar ticket) must be referred back to the wholesaler/consolidator for refund

- Please cancel any space prior to submitting for refund

**Refund in GDS
ARC/IAR – Refund Exchange Notice (REN) and/or
BSPLink – Refund Application (RA) Request must reflect:**

U.S. agencies processing through ARC:

- 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/SASUSP](#)

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/SASUSP](#)

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.

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
ACA	Suspension	December 19, 2020
ANU	Suspension	June 4, 2020
AUA	Suspension	July 10, 2020
BAQ	Suspension	September 9, 2020
BDA	Suspension	September 9, 2020
BGI	Suspension	September 9, 2020
BOG	Suspension	September 9, 2020
BON	Suspension	September 12, 2020
BSB	Suspension	No longer offering service
BZE	Suspension	August 18, 2020
CAP	Suspension	Service currently unavailable
CLO	Suspension	September 9, 2020
CTG	Suspension	September 9, 2020

CUR	Suspension	September 9, 2020
ELH	Suspension	September 9, 2020
EZE	Suspension	September 7, 2020
FDF	Suspension	December 17, 2020
FPO	Suspension	September 9, 2020
GCM	Suspension	September 9, 2020
GEO	Suspension	September 9, 2020
GGT	Suspension	September 9, 2020
GIG	Suspension	October 24, 2020
GND	Suspension	September 9, 2020
GRU	Suspension	August 6, 2020
GUA	Suspension	August 18, 2020
GYE	Suspension	June 4, 2020
HAV	Suspension	August 5, 2020
KIN	Suspension	June 15, 2020
LIM	Suspension	August 20, 2020
LIR	Suspension	September 9, 2020
MAO	Suspension	October 25, 2020
MBJ	Suspension	June 15, 2020
MDE	Suspension	September 9, 2020
MGA	Suspension	August 5, 2020
MHH	Suspension	September 12, 2020
MVD	Suspension	December 18, 2020
NAS	Suspension	September 9, 2020
OAX	Suspension	August 18, 2020
PAP	Suspension	July 7, 2020
PEI	Suspension	October 8, 2020
PLS	Suspension	July 22, 2020
POP	Suspension	July 7, 2020
POS	Suspension	October 7, 2020
PTP	Suspension	December 19, 2020
PTY	Suspension	September 9, 2020
PUJ	Suspension	July 7, 2020
RTB	Suspension	November 21, 2020
SAL	Suspension	August 18, 2020
SAP	Suspension	August 18, 2020
SCL	Suspension	August 5, 2020
SDQ	Suspension	July 7, 2020

SJO	Suspension	August 20, 2020
SKB	Suspension	September 12, 2020
STI	Suspension	July 7, 2020
SVD	Suspension	July 11, 2020
SXM	Suspension	August 1, 2020
TGU	Suspension	August 18, 2020
UIO	Suspension	June 4, 2020
UVF	Suspension	July 9, 2020
ZIH	Suspension	September 12, 2020