

[LAX - MFR/RDM - Suspension of Service - Schedule Change](#)

Update: 08/06/2020

Issued: August 6, 2020

[Travel Agency Guidelines](#)

American Airlines is offering protection for our ticketed customers who may be impacted by the cancellation of AA flights between Los Angeles, California (LAX) and Medford, Oregon (MFR) or Redmond, Oregon (RDM). Please be guided by the following information:

Affected Airports	AA (001) Tickets Agency Procedures for tickets issued on 001 All Fares Published/Private/Leisure																									
Travel to/from/through: <ul style="list-style-type: none"> • LAX – MFR – LAX • LAX – RDM – LAX 	The following guidelines apply: <p>Protection Options:</p> <ul style="list-style-type: none"> • AA Prime to/from LAX and • AS Prime between LAX and MFR or RDM OR <ul style="list-style-type: none"> • AA Prime connecting service via PHX 																									
	Special Travel Exceptions Considerations																									
	Ticketed On/Before:	July 27, 2020																								
	Effective for Ticketed Travel Dates On/After:	<ul style="list-style-type: none"> • RDM on/after September 9, 2020 • MFR on/after October 1, 2020 																								
	Reissue Ticket On/Before:	Same day as flight rebooking																								
	Inventory Requirements for AS Flights: <p>Must be booked as AS Prime direct non-stop to/from:</p> <ul style="list-style-type: none"> • LAX-RDM • LAX-MFR 	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;">If booked on AA in:</th> <th style="width: 50%;">Then rebook on AS in:</th> </tr> </thead> <tbody> <tr><td style="text-align: center;">J</td><td style="text-align: center;">F</td></tr> <tr><td style="text-align: center;">R / D / I</td><td style="text-align: center;">P</td></tr> <tr><td style="text-align: center;">Y / H</td><td style="text-align: center;">B</td></tr> <tr><td style="text-align: center;">K</td><td style="text-align: center;">H</td></tr> <tr><td style="text-align: center;">M</td><td style="text-align: center;">Q</td></tr> <tr><td style="text-align: center;">L</td><td style="text-align: center;">L</td></tr> <tr><td style="text-align: center;">V / G</td><td style="text-align: center;">K</td></tr> <tr><td style="text-align: center;">S / N</td><td style="text-align: center;">G</td></tr> <tr><td style="text-align: center;">Q</td><td style="text-align: center;">T</td></tr> <tr><td style="text-align: center;">O</td><td style="text-align: center;">R</td></tr> <tr><td style="text-align: center;">B</td><td style="text-align: center;">X</td></tr> </tbody> </table>	If booked on AA in:	Then rebook on AS in:	J	F	R / D / I	P	Y / H	B	K	H	M	Q	L	L	V / G	K	S / N	G	Q	T	O	R	B	X
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	Change to Origin/Destination:	Not allowed
	Refund:	Allowed Refer to Refund Policy
	Customer Contact Information:	Ensure the customer's telephone contact number and/or email address are updated in the reservation

Endorsement Box Requirement

Endorsement Box Policy	
Annotate new ticket with:	SKCHG/ASPROTECT
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 – Cancelled AA flights – LAX to/from MFR or RDM Refund Request	
Type of Fare	Agency Procedures for Suspension of Service – Cancelled Flights for the above local service
Travel agencies may refund to original form of payment: <ul style="list-style-type: none"> • Non-Refundable Fare • Refundable Fare with cancellation Fee • Basic Economy Fare • Bulk/Opaque Fare Note: Tickets issued as Bulk (BT) must be referred back to the wholesaler/consolidator	<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 Note: If the ticketed flight falls within the Effective Travel Dates, the ticket is eligible for refund <ul style="list-style-type: none"> • If not already cancelled, be sure to cancel the 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/ASPROT](#)

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/ASPROT](#)

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. Refer to [American Airlines Refunds](#).