

DFW – YVR Suspension of Service – Schedule Change

Issued: August 25, 2020

[Travel Agency Guidelines](#)

American Airlines is offering protection for our ticketed customers who may be impacted by the discontinuation of service between Dallas/Fort Worth, TX (DFW) and Vancouver, British Columbia, Canada (YVR). Please be guided by the following information:

Affected Airports	AA (001) Tickets Agency Procedures for Service Between DFW and YVR All Fares Published/Private/Leisure																						
Travel to/from/through Discontinuation of Service: <ul style="list-style-type: none"> DFW – YVR – DFW 	The following guidelines apply: Protection Options: <ul style="list-style-type: none"> AA Prime to/from LAX/SEA then AS Prime to/from YVR <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> AA Prime to/from SFO then UA Prime to/from YVR <table border="1" data-bbox="597 1066 1393 1883"> <thead> <tr> <th colspan="2" data-bbox="597 1066 1393 1098">Special Travel Exceptions Considerations</th> </tr> </thead> <tbody> <tr> <td data-bbox="597 1098 922 1129">Ticketed On/Before:</td> <td data-bbox="922 1098 1393 1129">August 20, 2020</td> </tr> <tr> <td data-bbox="597 1129 922 1192">Effective for Ticketed Travel Dates On/After:</td> <td data-bbox="922 1129 1393 1192">August 26, 2020 – January 5, 2021</td> </tr> <tr> <td data-bbox="597 1192 922 1255">Reissue Ticket On/Before:</td> <td data-bbox="922 1192 1393 1255">Same day as flight rebooking</td> </tr> <tr> <td data-bbox="597 1255 922 1476">Inventory Requirements for AA Flights:</td> <td data-bbox="922 1255 1393 1476"> Book same inventory as originally ticketed or next lowest available inventory, same cabin up to and including H inventory for main cabin Basic Economy ticketed fares: B inventory only </td> </tr> <tr> <td data-bbox="597 1476 922 1570">Inventory Requirements for AS Flights:</td> <td data-bbox="922 1476 1393 1570"> New travel valid between August 26, 2020 – January 5, 2021 See AS Inventory Rebooking </td> </tr> <tr> <td data-bbox="597 1570 922 1665">Inventory Requirements for UA Flights:</td> <td data-bbox="922 1570 1393 1665"> New travel valid between August 26 – September 30, 2020 See UA Inventory Rebooking </td> </tr> <tr> <td data-bbox="597 1665 922 1728">Change to Origin/Destination:</td> <td data-bbox="922 1665 1393 1728">Not allowed</td> </tr> <tr> <td data-bbox="597 1728 922 1759">Co-terminal/MAC Airport</td> <td data-bbox="922 1728 1393 1759">Allowed</td> </tr> <tr> <td data-bbox="597 1759 922 1822">Refund:</td> <td data-bbox="922 1759 1393 1822">Allowed Refer to Refund</td> </tr> <tr> <td data-bbox="597 1822 922 1883">Phone Field:</td> <td data-bbox="922 1822 1393 1883">Ensure the customer's telephone contact number is updated</td> </tr> </tbody> </table>	Special Travel Exceptions Considerations		Ticketed On/Before:	August 20, 2020	Effective for Ticketed Travel Dates On/After:	August 26, 2020 – January 5, 2021	Reissue Ticket On/Before:	Same day as flight rebooking	Inventory Requirements for AA Flights:	Book same inventory as originally ticketed or next lowest available inventory, same cabin up to and including H inventory for main cabin Basic Economy ticketed fares: B inventory only	Inventory Requirements for AS Flights:	New travel valid between August 26, 2020 – January 5, 2021 See AS Inventory Rebooking	Inventory Requirements for UA Flights:	New travel valid between August 26 – September 30, 2020 See UA Inventory Rebooking	Change to Origin/Destination:	Not allowed	Co-terminal/MAC Airport	Allowed	Refund:	Allowed Refer to Refund	Phone Field:	Ensure the customer's telephone contact number is updated
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AS Inventory Rebooking

If ticketed on AA in:	Rebook on AS Prime 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

UA Inventory Rebooking

If ticketed on AA in:	Rebook on AS Prime in:
J,R,D	P, Z
I	P
Y, H, K, M, L, V, G	G, K, L
S, N	G,K
Q, O	G
All Other	G

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

Endorsement Box Requirement

Endorsement Box Policy	
Annotate new ticket with:	SKCHG/YVRSUSP
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 – Unacceptable to Customer Refund Request	
Type of Fare	Agency Procedures for Suspension of Service between DFW to YVR
<p>Travel agencies may refund to original form of payment:</p> <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 zero dollar ticket) must be referred back to the wholesaler/consolidator for refund 	<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 Effective Travel Dates, the ticket is eligible for refund</p> <ul style="list-style-type: none"> • If not already cancelled, be sure to cancel the space prior to submitting the refund
Refund in GDS ARC/IAR - Refund Exchange Notice (REN) and/or BSPLink - Refund Application (RA) Request must reflect:	
<p>U.S. agencies processing through ARC:</p> <ul style="list-style-type: none"> • 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/YVRSUSP <p>International agencies processing through BSPLink:</p> <ul style="list-style-type: none"> • 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/YVRSUSP 	
Penalty: Change fee does not apply	