



South Pacific – Temporary Suspension of Service - Update 13

Issued: March 16, 2020

Update 13: September 8, 2020

- **Update Market Details - SYD**

Travel Agency Guidelines

American Airlines is offering protection for our ticketed customers who may be impacted by the temporary suspension of service as indicated in the grid provided in the notice as the result of the Novel Coronavirus.

Affected Airports:

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

- Australia
- New Zealand

Please be guided by the following information:

AA (001) Tickets Agency Procedures for Service Between the United States and Australia / New Zealand	
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
Itinerary Changes Maintaining the Same Origin and Destination:	Allowed May protect on the following OA Partners: <ul style="list-style-type: none"> · AA*/QF · QF Prime Must confirm that you received a record locator or OSI acknowledgement from the other carrier See Rebooking - Exception to Fare Rules
Endorsement Box Requirements (ticket must be exchanged)	SKCHG/SPSUSP
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

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 applies
- 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, 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
- 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
Houston	HOU / IAH	Dallas	DFW / DAL
Los Angeles	LAX / BUR / LGB / ONT / SNA	Houston	HOU / IAH
Miami	MIA / FLL	London	LCY / LGW / LHR / STN
New York City	JFK, EWR, LGA	Milan	LIN / MXP
San Francisco	SFO / OAK / SJC	New York City	JFK / LGA
Washington D.C.	DCA, BWI, IAD	Paris	CDG / ORY
		St. Lucia	SLU / UVF
		Tokyo	HND / NRT

Endorsement Box Requirement

Endorsement Box Policy	
Annotate new ticket with:	SKCHG/SPSUSP
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 U.S. and Australia / New Zealand
<p>Travel agencies may refund to original form of payment:</p> <ul style="list-style-type: none"> Non-Refundable Fare Refundable Fare with cancel fee Basic Economy Fare Bulk/Opaque Fare <p>Note: Tickets issued as Bulk (BT zero dollar ticket) must be referred back to the wholesaler/consolidator for refund</p>	<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> <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:	
<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/SPSUSP <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/SPSUSP <p>Penalty: Change fee does not apply</p>	

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

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
AKL	Suspension	Winter 2021
SYD	Suspension	November 10, 2020
CHC	Delayed Inaugural	Winter 2021