

s - China - Update 4 - Travel Notice Exception Policy



Issued: January 24, 2020

Update 4: January 30, 2020

- Extend Impacted Travel Dates
- Extend New Travel Dates

American Airlines has implemented a special exception policy to our travel partners that is now available for our mutual customers due to the possible affect from the Coronavirus.

Our Travel Notice exception policies on American are also available when ticketed to/from/through on our Joint Business partners: This applies to both prime and codeshare flights as shown below:

Special Travel Exception Policy	
Affected Airport Codes:	CTU, PEK, PVG, SHA, TSN

Tickets Issued On/Before:	January 24, 2020
Impacted Travel Dates:	January 24, 2020 - March 27, 2020 (was January 24, 2020 - February 29, 2020)
New Travel Dates:	January 24, 2020 - April 17, 2020 (was January 24, 2020 - March 31, 2020)
Reissuance of Tickets On/Before:	Same day as flight rebooking
Inventory Requirements:	Lowest Inventory Available – Same Cabin Basic Economy - Refer to Inventory Requirements
Endorsement Box Requirements: Ticket Reissue Required	TNADV2/CRNA VRS CHINA
Changes to Origin/Destination:	Not Allowed 300-mile radius allowed Refer to Changes to Origin/Destination
Changes to Stopover City:	Not Allowed
Changes to Connection City:	Allowed
Changes to Co-Terminal:	Allowed
Extended Travel Rebooking:	Allowed Note: The new ticket must include: TNADVE/CRNA VRS CHINA in the Endorsement Box or will be subject to a debit memo
Refund Eligibility:	No Refund Allowed Canceled flight / 60+ minute delay may be processed for a refund via GDS/ARC/BSP
Travel to/from/through on American, and JB Operated and Marketed Flights:	British Airways (BA) / AA*BA Iberia (IB) / AA*IB Finnair (AY) / AA*AY Japan Airlines (JL) / AA*JL Qantas Airways (QF) / AA*QF
Sales Support Authorization	Process as SalesLink Service Request

Affected Airports - City and Country Association:

- Beijing, China (PEK)
- Chengdu, China (CTU)
- Shanghai Hongqiao, China (SHA)
- Shanghai Pudong, China (PVG)
- Tianjin, China (TSN)

This information can also be found on SalesLink by viewing:

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As always, we appreciate your continued business!

Sincerely,

Agency Relations

American Airlines Global Sales

LAX – PEK/PVG – Temporary Suspension of Service – Schedule Change



Update: January 29, 2019

American Airlines is offering protection for our ticketed customers who may be impacted by the temporary suspension of service between Los Angeles, California (LAX) and Beijing, China (PEK) as well as Los Angeles, California (LAX) and Shanghai Pudong, China (PVG) from February 9 through March 27, 2020. The reduction of travel in the Asia region is the result of the Novel Coronavirus.

All affected reservations will be automatically updated effective February 2, 2020

Please be guided by the following information:

Special Travel Exception for Service between LAX and PEK / PVG	
Flights Affected:	Flights LAX to/from PEK or PVG
Ticketed On/Before:	January 29, 2020
Effective for Ticketed Travel Dates:	February 9 – March 27, 2020
Reissue Ticket On/Before:	Same day as flight rebooking

Rebooking Options:	May rebook travel on AA Prime via DFW to/from PEK/PVG May rebook up to 7 days before / 7 days after original ticketed travel date
Inventory Requirements for AA flights:	Book same inventory as originally ticketed in the same cabin or next lowest available inventory up to and including H in the main cabin
Change to Origin/Destination:	Not allowed
Refund Eligibility:	Allowed Refer to Refund Policy on policy document
Endorsement Box:	SKCHG/CORONAVIRUS
Phone Field:	Ensure the customer's telephone contact number is updated

This information can also be found on SalesLink by viewing:

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As always, we appreciate your continued business!

Sincerely,

Agency Relations

American Airlines Global Sales

Novel Coronavirus - HKG - Travel Notice Exception Policy



Issued: January 28, 2020

American Airlines has implemented a special exception policy to our travel partners that is now available for our mutual customers due to the possible affect from the Novel Coronavirus in the region.

Our Travel Notice exception policies on American are also available when ticketed to/from/through on our Joint Business partners: This applies to both prime and codeshare flights as shown below:

Special Travel Exception Policy	
Affected Airport Codes:	HKG
Tickets Issued On/Before:	January 28, 2020
Impacted Travel Dates:	January 28, 2020 - February 29, 2020
New Travel Dates:	January 28, 2020 - March 31, 2020

Reissuance of Tickets On/Before:	Same day as flight rebooking
Inventory Requirements:	Lowest Inventory Available – Same Cabin Basic Economy - Refer to Inventory Requirements
Endorsement Box Requirements: Ticket Reissue Required	TNADV2/NVL CORONA HKG
Changes to Origin/Destination:	Not Allowed 300-mile radius allowed Refer to Changes to Origin/Destination
Changes to Stopover City:	Not Allowed
Changes to Connection City:	Allowed
Changes to Co-Terminal:	Allowed
Extended Travel Rebooking:	Allowed Note: The new ticket must include: TNADVE/NVL CORONA HKG in the Endorsement Box or will be subject to a debit memo
Refund Eligibility:	No Refund Allowed Canceled flight / 60+ minute delay may be processed for a refund via GDS/ARC/BSP
Travel to/from/through on American, and JB Operated and Marketed Flights:	British Airways (BA) / AA*BA Iberia (IB) / AA*IB Finnair (AY) / AA*AY Japan Airlines (JL) / AA*JL Qantas Airways (QF) / AA*QF
Sales Support Authorization	Process as SalesLink Service Request

Affected Airports - City and Country Association:

- Hong Kong, SAR (HKG)

This information can also be found on SalesLink by viewing:

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As always, we appreciate your continued business!

Sincerely,

Agency Relations

American Airlines Global Sales