

Coronavirus Global Flexibility Waiver - Travel Notice Exception Policy

American Airlines



Issued: March 10, 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 impact 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:	All cities
Tickets Issued On/Before:	March 1, 2020
Impacted Travel Dates:	March 10, 2020 - April 30, 2020
New Travel Dates:	March 10, 2020 - December 31, 2020 <ul style="list-style-type: none">The new ticket must be reissued on or before December 31, 2020 or 12 months from the original ticket date (whichever comes first)
Reissuance of Tickets On/Before:	Same day as flight rebooking
Inventory Requirements:	Same Itinerary/Same Booking class/Same Inventory <ul style="list-style-type: none">If rebooked to a higher booking class or cabin, fare difference is applicable
Endorsement Box Requirements: <small>Ticket Reissue Required</small>	TNADV2/CORONAFLEX
Changes to Origin/Destination:	Allowed <ul style="list-style-type: none">Fare Difference applies 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/CORONAFLX 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	SalesLink Service Request does not apply

Affected Airports - City and Country Association:

- All Cities

This information can also be found on SalesLink by viewing:

[Latest Communication Updates](#)

As always, we appreciate your continued business!

Sincerely,

Agency Relations

American Airlines Global Sales