



Special Travel Exception Policy	
Affected Airport Codes:	HKG
Tickets Issued On/Before:	February 11, 2020
Impacted Travel Dates:	January 28, 2020 - July 1, 2020 (was January 28, 2020 - April 24, 2020)
New Travel Dates:	January 28, 2020 - August 31, 2020 (was January 28, 2020 - June 30, 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:	Allowed* *HND/NRT only Refer to Changes to Origin/Destination
Changes to Stopover City:	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:	Refund Allowed 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

Issued: January 28. 2020

Update 3: March 10, 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 Novel Coronavirus in the region.

Affected Airports - City and Country Association:

- ***Hong Kong (HKG)***

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

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