



Issued: February 27, 2020

Update 3: March 10, 2020

- Update Refund Eligibility to Allowed

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:	BGY, BLQ, FCO, FLR, LIN, MXP, NAP, PSA, TRN, VCE, VRN
Tickets Issued On/Before:	February 27, 2020
Impacted Travel Dates:	February 27, 2020 - April 24, 2020 (was February 27, 2020 - March 15, 2020)
New Travel Dates:	February 27, 2020 - June 30, 2020 (was February 27, 2020 - April 3, 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/COVID19 IT
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/COVID19 IT in the Endorsement Box or will be subject to a debit memo
Refund Eligibility:	Refund Allowed
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:**

- Bologna, Italy (BGY)
- Florence, Italy (FLR)
- Milan Linate, Italy (LIN)
- Milan Malpensa, Italy (MXP)
- Milan Orio Al Ser, Italy (BLQ)
- Naples, Italy (NAP)
- Pisa, Italy (PSA)
- Rome Fiumicino, Italy (FCO)
- Turin, Italy (TRN)
- Venice, Italy (VCE)
- Verona, Italy (VRN)

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