



Issued: January 24, 2020

Update 9: March 10, 2020

- Extend Ticket 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:	PEK, PVG
Tickets Issued On/Before:	February 11, 2020 (was January 24, 2020)
Impacted Travel Dates:	January 24, 2020 - October 23, 2020 (was January 24, 2020 - April 24, 2020)
New Travel Dates:	January 24, 2020 - December 31, 2020 (was January 24, 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/CRNA VRS CHINA
Changes to Origin/Destination:	Allowed  Restricted to the following cities: <b>HND, NRT*</b>  *If Customer is Mid-Trip: this restriction does not apply

	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:	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:**

- Beijing, China (PEK)
- Shanghai Pudong, China (PVG)

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