



DFW/LAX – HKG Temporary Suspension of Service Update- Schedule Change

Issued: February 6, 2020

Update: March 11, 2020

- Extend Ticketed On/Before
- Extend suspension dates
- Updated rebooking options

American Airlines is offering protection for our ticketed customers who may be impacted by the suspension of service to Hong Kong (HKG) from Dallas/Ft. Worth (DFW) and Los Angeles (LAX). The suspension of travel to the Asia region is the result of recent CDC reports from the effect of the Novel Coronavirus.

All affected reservations will be automatically updated effective March 15, 2020

Please be guided by the following information:

Special Travel Exception for Service between LAX or DFW and HKG	
Flights Affected:	DFW or LAX to/from HKG
Ticketed On/Before:	March 10, 2020 (was February 11, 2020)
Effective for Ticketed Travel Dates:	LAX – HKG: Now through October 23, 2020 (was April 24, 2020) DFW – HKG: Now through July 1, 2020 (was April 23, 2020)
Reissue Ticket On/Before:	Same day as flight rebooking
Rebooking Options:	Rebook same inventory as originally ticketed in the same cabin or next lowest available inventory up to and including H in the main cabin: <ul style="list-style-type: none"> · AA Flights · AA* operated by a JB partner (JL) · JB Prime (JL)
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:

[Latest Communication Updates](#)