

Affected Airport Codes:ICNTickets Issued On/Before:February 24, 2020Impacted Travel Dates:February 24, 2020 - May 1, 2020New Travel Dates:February 24, 2020 - June 30, 2020Reissuance of Tickets On/Before:Same day as flight rebookingInventory Requirements:Lowest Inventory Available – Same Cabin Basic Economy - Refer to Inventory RequirementsEndorsement Box Requirements:TNADV2/COVID19 ICNToket Reissue RequiredAllowed 300-mile radius allowed Refer to Changes to Origin/Destination:Changes to Stopover City:Not Allowed AllowedChanges to Connection City:Not Allowed AllowedChanges to Connection City:Allowed Note: The new ticket must include: TNADVE/COVID19 ICN in the Endorsement Box conville radius allowed Refer to Changes to Connection City:Refund Eligibility:Refund Allowed AllowedExtended Travel Rebooking:Sallowed AllowedFeture Ligibility:Refund AllowedRefund Eligibility:Refund Allowed British Airways (BA) / AA*BA Iberia (IB) / AA*IB Finnair (AY) / AA*AY Japan Airlines (JL) / AA*JL Qantas Airways (QF) / AA*QFSales Support AuthorizationProcess as SalesLink Service Request	Special	Travel Exception Policy
Impacted Travel Dates:February 24, 2020 - May 1, 2020 (Was February 24, 2020 - April 24, 2020)New Travel Dates:February 24, 2020 - June 30, 2020Reissuance of Tickets On/Before:Same day as flight rebookingInventory Requirements:Lowest Inventory Available – Same Cabin Basic Economy - Refer to Inventory RequirementsEndorsement Box Requirements:TNADV2/COVID19 ICNTicket Reissue RequiredAllowed 300-mile radius allowed Refer to Changes to Origin/Destination:Changes to Origin/Destination:300-mile radius allowed Refer to Changes to Origin/DestinationChanges to Connection City:Not Allowed • NRT/HND OnlyChanges to Co-Terminal:Allowed • NRT/HND OnlyChanges to Co-Terminal:Allowed • NRT/HND OnlyExtended Travel Rebooking:Note: The new ticket must include: TNADVE/COVID19 ICN in the Endorsement Box or will be subject to a debit memoRefund Eligibility:Refund AllowedTravel to/from/through on American, and JB Operated and Marketed Flights:British Airways (BA) / AA*BA Iberia (IB) / AA*JL Qantas Airways (QF) / AA*QF	Affected Airport Codes:	ICN
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Sales Support Authorization Process as SalesLink Service Request	American, and JB Operated and	Iberia (IB) / AA*IB Finnair (AY) / AA*AY Japan Airlines (JL) / AA*JL
	Sales Support Authorization	Process as SalesLink Service Request



Issued: February 24, 2020

Update 2: March 10, 2020

• Extend Impacted 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:

Affected Airports - City and Country Association:

• Seoul Incheon, Korea (ICN)

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

