

Americas and the Caribbean - Update 10 - Suspension of Service - Schedule Change

Issued: March 16, 2020

Update 10: April 9, 2020

- Extend Customers Ticketed On/Before Date
- Updated Reissue Tickets On/Before reference
- Updated Ticketed Travel Date section
- Extended New Travel Dates

American Airlines is offering protection for our ticketed customers who may be impacted by the temporary discontinuation of service between the Americas, the Caribbean, and the United States. Please be guided by the following information:

Special Travel Exception for Service between the Americas, the Caribbean, and the United States	
Affected Countries/Regions:	<ul style="list-style-type: none"> • Antigua • Argentina • Aruba • Bahamas • Barbados • Belize • Bermuda • Bonaire • Brazil • Canada • Cayman Islands • Chile • Colombia • Costa Rica • Cuba • Curacao • Dominican Republic • Ecuador • El Salvador • Grenada • Guadeloupe • Guatemala • Guyana • Haiti • Honduras • Jamaica • Martinique • Mexico • Nicaragua • Panama • Peru • Puerto Rico • St. Croix • St. Kitts • St. Lucia • St. Maarten • St. Thomas • St. Vincent and the Grenadines • Trinidad and Tobago • Turks and Caicos • Uruguay
Ticketed On/Before:	April 7, 2020
Effective for Ticketed Travel Dates:	Beginning March 1, 2020 through the

	<p>Suspended Travel Date range for the applicable market</p> <p>See Temporary Suspension of Service – Market Detail for suspended travel dates</p>
New Travel Dates:	<p>Now - December 31, 2021</p> <ul style="list-style-type: none"> Note: Travel on the new ticket must be completed by December 31, 2021
Reissue Ticket On/Before:	<p>Same day as flight rebooking</p> <ul style="list-style-type: none"> For possible exceptions on tickets that expire between March 1, 2020 and September 30, 2020 – See Extend Travel Rebooking Guidelines
Change to Origin/Destination:	<p>Allowed Change Fee only is waived Fare Difference Applies</p> <p>See Suspension of Service policy</p> <ul style="list-style-type: none"> Changes to Origin/Destination Reissue Policy Information
Itinerary Changes Maintaining the Same Origin and Destination:	<p>Allowed</p> <p>May protect on the following OA Partners:</p> <ul style="list-style-type: none"> BW Prime <p>Must confirm that you received a record locator or OSI acknowledgement from the other carrier</p> <p>See Suspension of Service policy</p> <ul style="list-style-type: none"> Rebooking – Exception to Fare Rules OA Suspension Protection Options
Endorsement Box Requirements: (ticket must be exchanged)	SKCHG/SASUSP
Temporary Suspension of Service - Market Detail	<p>See Suspension of Service policy</p> <ul style="list-style-type: none"> Temporary Suspension of Service – Market Detail
Refund Eligibility:	<p>See Suspension of Service policy</p> <ul style="list-style-type: none"> See Refund Policy for available options
Customer Contact Information:	Ensure the customer’s telephone contact number and/or email address are updated in the reservation