

Coronavirus Global Flexibility Waiver - Update 2 - Travel Notice Exception Policy



Issued: March 10, 2020

Update 2: April 9, 2020

- Extend Impacted Travel Dates
- Extend Tickets Issued On/Before Date
- Extend New Travel Dates
- Added reference for expired or purged tickets

American Airlines has implemented a special exception policy to our travel partners that is now available for our mutual customers due to the impact from the Coronavirus.

Our Travel Notice exception policies on American are also available when ticketed on 001 ticket stock for travel on AA Prime, AA*/AY, AA*/BA, AA*/IB, AA*/JL and AA*/QF.

Special Travel Exception Policy	
Affected Airport Codes:	All cities
Tickets Issued On/Before:	April 7, 2020
Impacted Travel Dates:	March 1, 2020 - September 30, 2020 (was March 1, 2020 - May 31, 2020)
New Travel Dates:	March 1, 2020 - December 31, 2021 (was March 1, 2020 - December 31, 2020) <ul style="list-style-type: none">• Travel on the new ticket must be completed by December 31, 2021• For tickets that expire between March 1, 2020 and September 30, 2020 See Extend Travel Rebooking Guidelines
Reissuance of Tickets On/Before:	Same day as flight rebooking
Inventory Requirements:	Same Itinerary/Same Cabin/Same Inventory <ul style="list-style-type: none">○ If rebooked to a different inventory and/or routing, fare difference is applicable
Endorsement Box Requirements:	TNADV2/CORONAFLEX
Ticket Reissue Required	
Changes to Origin/Destination:	Allowed* *fare difference applies Refer to Changes to Origin/Destination
Changes to Stopover City:	Not Allowed

Changes to Connection City:	Allowed* *fare difference applies
Changes to Co-Terminal:	Allowed* *fare difference applies
Extended Travel Rebooking:	Applicable to unused tickets with an expiration date that is between March 1, 2020 and September 30, 2020
Refund Eligibility:	No Refund Allowed
Travel to/from/through on American, and JB Operated and Marketed Flights:	Valid on 001 Ticket Stock only for travel on <ul style="list-style-type: none"> ○ AA Prime ○ AA*/BA ○ AA*/IB ○ AA*/AY ○ AA*/JL ○ AA*/QF <p>Note: Not Applicable on JB Prime flights</p>
Sales Support Authorization	SalesLink Service Request does not apply

Affected Airports - City and Country Association:

- All Cities

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