

Americas and the Caribbean - Update 14 - Suspension of Service - Schedule Change

Issued: March 16, 2020

Update 14: May 4, 2020

- Extend market detail for certain markets

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:

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

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