

## Americas and the Caribbean - Update 19 - Suspension of Service

Issued: March 16, 2020

**Update 19: May 27, 2020**

- **Extend Customers Ticketed On/Before 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"> <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:	<b>June 30, 2020</b>
Effective for Ticketed Travel Dates:	Beginning March 1, 2020 through the Suspended Travel Date range for the applicable market  See <a href="#">Suspension of Service policy</a> <ul style="list-style-type: none"> <li>• Temporary Suspension of Service – Market Detail</li> </ul>
New Travel Dates:	Allowed now through December 31, 2021*  *For travel beyond ticket validity, see – <a href="#">Coronavirus Global Flexibility Waiver - Travel Notice Exception Policy</a>
Reissue Ticket On/Before:	Same day as flight rebooking  See <a href="#">Suspension of Service policy</a> <ul style="list-style-type: none"> <li>• Extend Travel Rebooking Guidelines</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>
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

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