



Coronavirus Global Flexibility Waiver - Update 5 - Travel Notice Exception Policy

Issued: March 10, 2020
 Update 5: May 27, 2020

- Extend Tickets Issued On/Before date

This policy aligns with our most recent [update on American's current travel policies](#) located on Agency News

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:	June 30, 2020
Impacted Travel Dates:	March 1, 2020 - September 30, 2020 Or Unused Tickets expiring March 1, 2020 – September 30, 2020
New Travel Dates:	Now through December 31, 2021 <ul style="list-style-type: none"> Ticket Validity extended to December 31, 2021 Travel on the new ticket must be completed by December 31, 2021 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: Ticket Reissue Required	TNADV2/CORONAFLEX
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 tickets whose dates are in accordance with the Travel Notice impact dates and/or 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:	<p>Valid on 001 Ticket Stock only for travel on</p> <ul style="list-style-type: none"> • AA Prime • AA*/BA • AA*/IB • AA*/AY • AA*/JL • AA*/QF • Note: Not Applicable on JB Prime flights
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