

Novel Coronavirus - Europe/Middle East - Update 3 - Travel Notice Exception Policy



Issued: March 12, 2020

Update: March 23, 2020

Add Croatia to list of countries

American Airlines has implemented a special exception policy to our travel partners that is now available for our mutual customers due to the recent amendment to the Government-imposed Travel Restrictions related to the evolving Novel Coronavirus situation.

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 Airports within the following countries:

- Austria
- Belgium

	<ul style="list-style-type: none"> ○ Croatia ○ Czech Republic ○ Denmark ○ Estonia ○ Finland ○ France ○ Germany ○ Greece ○ Hungary ○ Iceland ○ Ireland ○ Italy ○ Latvia ○ Liechtenstein ○ Lithuania ○ Luxembourg ○ Malta ○ Netherlands ○ Norway ○ Poland ○ Portugal ○ Slovakia ○ Slovenia ○ Spain ○ Sweden ○ Switzerland ○ United Kingdom
Tickets Issued On/Before:	March 16, 2020 (was March 11, 2020)
Impacted Travel Dates:	March 11, 2020 - May 31, 2020
New Travel Dates:	March 11, 2020 - December 31, 2020
Reissuance of Tickets On/Before:	Same day as flight rebooking
Inventory Requirements:	<p>Same Inventory, Same Booking Class, Same Cabin</p> <ul style="list-style-type: none"> ○ If rebooked to a higher booking class or cabin, fare difference is applicable <p>Basic Economy - Refer to Inventory Requirements</p>
Endorsement Box Requirements:	TNADV2/TNVLCRNA EURME
Ticket Reissue Required	
Changes to Origin/Destination:	<p>Allowed*</p> <p>*Change Fee only is waived, Fare Difference Applies</p> <p>Refer to Changes to Origin/Destination</p>
Changes to Stopover City:	Not Allowed
Changes to Connection City:	<p>Allowed*</p> <p>*Change Fee only is waived, Fare Difference Applies</p>
Changes to Co-Terminal:	<p>Allowed*</p> <p>*Change Fee only is waived, Fare Difference Applies</p>
Extended Travel Rebooking:	<p>Allowed*</p> <p>*Change Fee only is waived, Fare Difference Applies</p>

	Note: The new ticket must include: TNADVE/TNVLCRNA EURME in the Endorsement Box or will be subject to a debit memo
Refund Eligibility:	No Refund Allowed* *Foreign Nationals refer to Refund Policy Information Canceled flight / 60+ minute delay may be processed for a refund via GDS/ARC/BSP
Travel to/from/through on American, and JB Operated and Marketed Flights:	001 ticket stock for travel on: <ul style="list-style-type: none"> • AA Prime • AA*/AY • AA*/BA • AA*/IB • AA*/JL • AA*/QF Note: No JB Prime flights are allowed
Sales Support Authorization	SalesLink Service Request is not applicable

Affected Airports - City and Country Association:

- All Airports to/from/thru affected Countries listed above

This information can also be found on SalesLink by viewing:
[Latest Communication Updates](#)

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Sincerely,

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