



Hurricane Irma Update 6 - Florida – Travel Notice Exception Policy

Hurricane Irma Update 6 – Florida – Travel Notice Exception Policy

Issued: September 5, 2017

Update 1: September 6, 2017 - add Affected Airport Codes MCO, DAB, MLB, TPA

Update 2: September 6, 2017 – add Affected Airport Codes VPS, PNS, TLH, GNV, JAX; extended Impacted Travel & New Travel Dates

Update 3: September 7, 2017 – update Changes to Origin/Destination; 600-mile radius allowed

Update 4: September 7, 2017 – update Refund Eligibility; Refund allowed (when flight not canceled)

Update 5: September 10, 2017 - update Refund Eligibility; See Refund Policy – No Refund allowed (when flight not canceled)

Update 6: September 12, 2017 – extend Tickets Issued On/Before and Impacted Travel Dates

Our Travel Notice exception policies on American are also available when ticketed to/from/through on our Joint Business partners: This applies to both prime and codeshare flights as shown below:

Special Travel Exceptions Considerations	
Affected Airport Codes:	DAB, EYW, FLL, GNV, JAX, MCO, MIA, MLB, PBI, PNS, RSW, SRQ, TLH, TPA, VPS
Tickets Issued On/Before:	September 10, 2017 (was September 5, 2017)
Impacted Travel Dates:	September 5 – 20, 2017 (was September 5 – 17, 2017) (was September 5 – 12, 2017)
New Travel Dates:	September 5 – 30, 2017 (was September 5 – 15, 2017)
Reissuance of Tickets On/Before:	Same day as flight rebooking
Inventory Requirements:	Lowest Inventory Available– Same Cabin Exception – tickets issued as Basic Economy fares must be booked in “B” inventory only
Endorsement Box Requirements:	Waiver Code - TNADV2 Event Name: IRMA FL TNADV2/IRMA FL is the only Endorsement Box documentation required and supersedes all previous information
Cuba SSR Requirements:	Applicable when booking includes travel to/from Cuba Reenter RFTV SSR in the PNR for the new itinerary Refer to RFTV Information
Changes to Origin/Destination:	600-mile radius allowed (was 300-mile radius allowed) Refer to Changes to Origin/Destination

Changes to Stopover City:	Not Allowed
Changes to Connection City:	Allowed
Changes to Co-Terminal:	Allowed Refer to: Changes to Co-Terminal
Extend Travel Rebooking:	Allowed Reissue ticket by 9/30/17 (was 9/15/2017) Note: Refer to: Extend Travel Rebooking after the Travel Event
Refund Eligibility:	No Refund Allowed Canceled flights may be processed via GDS/ARC/BSP Note: prior to September 10th this Travel Notice allowed refunds for flights not cancelled Refer to Refund Policy
Travel to/from/through on American, and JB Operated and Marketed Flights:	British Airways (BA) / AA*BA Iberia (IB) / AA*IB Finnair (AY) / AA*AY Japan Airlines (JL) / AA*JL
Sales Support Authorization – SalesLink Request	<ul style="list-style-type: none"> • Rebook flights in compliance with Travel Notice Exception Policy • Log-in to SalesLink at www.aasaleslink.com • Request Type: select 'Service' • Input AA PNR • Waiver Type: select 'Travel Notice – Double Check' • Travel Notice: select applicable Travel Notice event name • Select 'Next' – and complete request • Verify: SalesLink approval remarks in PNR • Endorsement Box: Enter event name only, no waiver code required

Did your ticketed flight cancel?	
Need to rebook to an alternate flight when the flight is canceled?	Follow Schedule Irregularity/IROPS guidelines by clicking on: Schedule Irregularity - IROPS

Affected Airports – City & State Association:

- Daytona Beach, FL (DAB)
- Fort Lauderdale, FL (FLL)
- Fort Myers, FL (RSW)
- Fort Walton Beach, FL (VPS)
- Gainesville, FL (GNV)
- Jacksonville, FL (JAX)
- Key West, FL (EYW)
- Melbourne, FL (MLB)

- Miami, FL (MIA)
- Orlando, FL (MCO)
- Pensacola, FL (PNS)
- Sarasota, FL (SRQ)
- Tallahassee, FL (TLH)
- Tampa, FL (TPA)
- West Palm Beach, FL (PBI)

Reissue Policy Information

American Airlines will waive change fees and travel agents may rebook and reissue tickets provided the below guidelines are met and applied:

- Affected itinerary includes flights on: AA, AA*/AY, AY, AA*/BA, BA, AA*/IB, IB, AA*/JL, JL
 - Note: Only applies to the carriers listed
- Ticket issued on the following ticket stock: AA 001, IB 075, AY 105, BA 125, JL 131
- Travel has not commenced on the affected flight segment and the ticket has not been reissued by American Airlines
- The first departure flight is more than 3 hours away
- Affected coupons are in OK status
- Travel reissuance only in accordance to dates identified in the applicable Travel Notice Exception Advisory
- One change allowed without an additional collection, including penalty or change fee
- Original issuing agency responsible for reissue
- When changes to the outbound travel occur, the unaffected return date may be changed to protect the original length of the trip
 - The return travel must be booked in the original class of service (inventory)
- Changes outside of these guidelines are subject to the reissue rules of the ticketed fare. This includes any applicable additional collection or Change Fee
 - Refer to Extend Travel Rebooking after the Travel Event
- Please ensure the above procedures are accurately followed to prevent debit memo issuance

Change to Co-Terminal

Changes to Domestic co-terminals are allowed.

- BWI - WAS (DCA, IAD)
- FLL – PBI - MIA
- SFO – SJC - OAK
- LAX - ONT - BUR – SNA - LGB
- EWR - NYC (JFK, LGA) – HPN
- HOU - IAH

Change to Origin/Destination – Not Allowed

Changes to origin/destination are **not** permitted for the travel notice with the “exception of 600-Mile Radius”. Any changes made to origin/destination all fare rules apply. If the new price is lower than original ticket, you must refund the difference to a MCO

600 – Mile Radius (was 300 - Mile Radius)

- Within same country
- For booking inventory, view [Inventory Requirements](#)
- Waive Add Collect and Change Fee

Rebooking – Exception to Fare Rules

Exception to Fare Rules: All fare rules apply with the exception of the following:

- Advance Purchase requirement waived
- Minimum/Maximum Stay requirement waived
- Change Fee waived
- When changes to the outbound travel occur, the unaffected return date may be changed to protect the original length of the trip. The return travel must be booked in the original class of service (inventory).

Rebook permitted as indicated below:

Inventory Requirements

Lowest Inventory, Same Cabin

If new travel originates September 5 – 30, 2017, (was September 5 – 15, 2017), rebook same inventory as originally ticketed. If original inventory is not available rebook lowest inventory available in the same ticketed cabin. **Exception** – tickets issued as **Basic Economy fares** must be booked in “B” inventory only. If “B” inventory is not available, then an alternate flight must be selected. Advance Purchase and Ticket Change restrictions are waived.

Refer to [Exceptions to Fare Rules](#).

Note: If customers are unable to rebook or reissue their ticket within the given timeline, they can cancel their reservation and use the value of the ticket toward the purchase of a new ticket; all rules and restrictions apply. Travel must commence no later than one year from the date of original issuance.

Required Documentation for Reissue

Cuba RFTV Information

RFTV SSR Requirement	SSR Example:
<p>When a change is made to the customer’s flight(s), Travel Agencies are required to update each customer’s reason for travel to/from Cuba in the PNR by using SSRs to document specific 5-character “Reason Codes” as approved by IATA:</p> <p>Refer to Instructions to Document Cuba Passengers’ Reason for Travel</p>	<p>SSR RFTV AA HK1 MIACFG0123C01OCT-1EDWARDS/PATRICIAMS.FAMILY</p>

Endorsement Information

Endorsement Box Policy
<p>TNADV2/IRMA FL</p> <p>This is the only required verbiage and supersedes all other information.</p>

Extend Travel Rebooking *after* the Travel Event

Extend Travel Rebooking	Endorsement Box Waiver Code/Event Name
<p>Travel after: September 30, 2017 (was September 15, 2017)</p> <p>Reissued no later than September 30, 2017 (was September 15, 2017)</p> <p>See Extend Travel Rebooking Guidelines below:</p>	<p>TNADVE/IRMA FL</p> <p>This is the only required verbiage and supersedes all other information.</p> <p>Note: Tour Code/IT Box- if unable to alter due to the ticketed fare auto populates specific information; indicate the waiver code in the Endorsement Box along with Event Name</p>
<p>Extend Travel Rebooking Guidelines:</p> <p>If customers are unable to rebook within the new travel dates, may reschedule their reservation and reissue their ticket within the given reissuance timeline of the notice, following the below guidelines:</p> <ul style="list-style-type: none"> • Cancel their itinerary and apply the value of the ticket towards the purchase of a new ticket with travel commencing within 1 year from the date of original issuance • Change fee is waived as long as the ticket is reissued on/before the “Reissued no later than” date indicated above • Customer’s new itinerary is rebooked/ticketed at current applicable fare and rules, additional monies may apply • If new ticket price is lower than original ticket, you may refund the difference to a MCO 	
<p>Tickets reissued after: September 30, 2017 (was September 15, 2017)</p> <ul style="list-style-type: none"> • Tickets reissued after the date indicated above; all fare rules and restrictions apply to the new ticket • Change fee applies 	

Refund Policy Information

Flight is cancelled:

- Travel agents may refund ticket(s) through normal GDS/ARC/BSP processing.

Refund Flight is Cancelled	
<p>Refund To Original Form Of Payment:</p> <ul style="list-style-type: none"> • Non-Refundable Fare • Refundable Fare with cancellation Fee • Basic Economy Fare • Bulk/Opaque Fare <p>Note: Tickets issued as Bulk (BT zero dollar</p>	<p>YES</p> <p>All penalties/fees waived</p>

<p>ticket) must be referred back to the wholesaler/consolidator for refund, or may request refund from www.refunds.aa.com</p>	
<p>Travel Agent to Process Ticket Refund To Original Form Of Payment (FOP)</p>	<p>U.S. agencies processing through ARC:</p> <ul style="list-style-type: none"> • Preferred Method: process through your GDS • If unable to process through your GDS: may submit through ARC/IAR Refund Exchange Notification (REN) using the waiver code: TNADVR <p>International agencies processing through BSPLink:</p> <ul style="list-style-type: none"> • Preferred Method: process through your GDS • If unable to process through your GDS: may submit through BSPLink Refund Application (RA) using the waiver code: TNADVR

Note: If the ticket has been exchanged by American as an INVOL submit the refund request directly with American. Refer to [American Airlines Refunds](#).

Refund Information:

Flight is not cancelled:

For Revenue/Published Fares – Basic Economy – Bulk/Opaque Fares follow the guidelines below

Depending on the length of delay for the affected flight follow the guideline below:

Length Of Delay	American to Refund To Voucher	Ticket Refund To Original Form Of Payment (FOP)
0 - 59 minutes	No	No
60 minutes or greater	Yes	<p>U.S. agencies processing through ARC:</p> <ul style="list-style-type: none"> • Preferred Method: process through your GDS • If unable to process through your GDS: may submit through ARC/IAR Refund Exchange Notification (REN) using the waiver code: TNADVR <p>International agencies processing through BSPLink:</p> <ul style="list-style-type: none"> • Preferred Method: process through your GDS • If unable to process through your GDS: may submit through BSPLink Refund Application (RA) using the waiver code: TNADVR

As a reminder, if customer elects to cancel their reservation and use the value of the ticket toward the purchase of a new ticket outside the Travel Notice dates; may use [Extend Travel Rebooking](#) or may hold ticket for future travel; all rules and restrictions apply. Travel must commence no later than one year from the date of original issuance.

En route/Diversion

Connecting customers' en route to one of the above-listed destinations or whose flights are diverted will have the option to return to their original departure city and rebook travel to alternate future dates.

Customers should work directly with the airport to obtain a boarding pass for return travel to their original departure city. If the customer wishes to rebook travel to alternate future dates, please contact American Airlines Reservations for assistance. Alternatively, they may receive a refund if re-accommodation options are unacceptable.

If a ticket has already been reissued by American Airlines or the ticket is partially used, travel agents must submit the refund request online at [Travel Notice Exception Policy - Travel Agency Guidelines](#)

Resources

American Airlines will continue to monitor this Travel Notice Exception Advisory and adjust this policy if needed. Changes will be posted on [AA.com](#) and [www.aasaleslink.com](#) reference. Please check these sources frequently for the most up to date information.

- [www.aasaleslink.com](#) Reference: Select [Travel Notice Exception Policy - Travel Agency Guidelines](#)
- Visit [www.aasaleslink.com](#) and navigate to AA News and Offers to view current travel notices.
- Contact your Sales Support Center 800-621-8489 or American Airlines Reservations 800-433-7300 (U.S. and Canada) or for Reservations outside the U.S. and Canada, please see our [Worldwide Reservations Numbers](#) page. American Airlines encourages all customers to check flight and gate status prior to leaving for the airport. For complete travel information, visit [AA.com](#).

Groups

Group reservations must be changed by [AA Group & Meeting Travel](#)

Information contained on this web site is subject to change at any time without notice. American Airlines shall not be liable for any consequences resulting from your reliance on the information.

Issued: September 5, 2017

Updated: September 6, 2017

Updated: September 7, 2017

Updated: September 12, 2017