

American Airlines



- ✓ Industry-wide solution for seamless processing of ticket validity extensions
- ✓ American's COVID-19 Ticket Flexibility Policy

For more information, please visit: SalesLink.aa.com



Supporting Ticket Validity Extensions

June 7, 2022

American's COVID-19 Policy

Special Extended Waiver:

Covers tickets originally issued 01MAR20 to 31JAN22 with travel to/from European Union, Schengen countries, UK, Hong Kong, Australia, New Zealand, Israel, Japan or South Africa – new validity is 31DEC22. Check policy for full details and waiver code.

[Read more >>](#)

Ticket Extension Policy For AAdvantage® members:

Covers AAdvantage member's tickets (regardless of sign-up date) originally issued between 01JAN20 to 31DEC21 – new validity is 31DEC22; Free Name Change policy applies to any tickets exchanged by 31MAR22. Check policy for full details and waiver code.

[Read more >>](#)

Corporate Extension Waiver:

Contracted corporate (does not include Business Extra or On Business) tickets issued between 01JAN20 to 31DEC21 are extended to 31DEC22 with free name changes. Check policy for full details.

[Read more >>](#)

American's Reservation System

- American will keep tickets originally issued between January 01, 2020, and December 31, 2021, active through the December 31, 2022
- As long as a ticket is active in the airline reservation system a travel agency can view and action in their GDS

ARC and BSP

- **ARC:** Updated system to allow up to 39 months validity for tickets
- **BSP:** IATA can process and accept transactions on tickets with extended validity through the BSP



ATPCO

- Implemented the 'Emergency Flexibility for Voluntary Changes and Refunds' which gives airlines the ability to override existing fare rules and waive change fees
- Our free change fee for impacted tickets can be automatically priced in the GDS using Sabre Automated Exchanges

[Read more >>](#)

Sabre GDS

- As long as a ticket is active in the airline reservation system, Sabre will allow agents to display and action tickets
- Automated process eliminates any manual review of change policies against each ticket
- See a list of all carriers using the automated process [here](#) and check out the [Sabre San](#)

[Read more >>](#)

Amadeus GDS

- As long as a ticket is active in the airline reservation system, Amadeus will allow agents to display and action tickets
- Amadeus Ticket Changer (ATC) will now process general rule index 0 for ticket reissues
- Extending storage of pricing data by 1 additional year to allow automated exchanges for Amadeus GDS PNRs that were extended

[Read more >>](#)



Travelport GDS

- As long as a ticket is active in the airline reservation system, Travelport will allow agents to display and action tickets
- Extending storage of pricing data to 2 years to allow automated exchanges starting with tickets purchased March 26, 2020

[Read more >>](#)



Ticket Flexibility Policy

For full details and additional policies, please visit: SalesLink.aa.com

Were flights to the destination suspended?



- Follow the [Reduction/Suspension of Service Policy](#) on SalesLink
- Current suspensions: South Pacific, Asia, Europe/Middle East, and Americas / Caribbean
- Only applies within ticket validity

Was there a schedule change?



- Follow the [Schedule Change Policy](#) on SalesLink
- Reservation (PNR) must be in UN, WK, UC or NO status to qualify for schedule change policy, otherwise ticket fare rules or waiver policy applies (depending on purchase and travel dates)

Is this a corporate ticket?



- Business Extra or On Business will get multiple name changes on tickets qualifying under the Special Extension or AADV Extension waivers (applicable waiver codes required on new tickets)
- **New tickets must contain a valid Business Extra number or On Business number in the tour code**
- 'Contracted corporate' (not Business Extra or On Business) tickets issued between 01JAN20 to 31DEC21 are extended to 31DEC22 with free name changes. Follow the [Corporate Extension Waiver](#) on SalesLink.
- **New tickets must contain a valid CART or JBID(IN #) in the tour code**

Is there international travel?
Specific destinations*



- Follow the [Special Extension](#) on SalesLink
- Covers tickets originally issued 01MAR20 to 31JAN22 with travel to/from European Union, Schengen countries, UK, Hong Kong, Australia, New Zealand, Israel, Japan or South Africa – new validity is 31DEC22

Is the customer an AAdvantage® member?



- Follow the [Ticket Extension for AAdvantage Members Policy](#) on SalesLink
- Covers AAdvantage member's tickets (regardless of sign-up date) originally issued between 01JAN20 to 31DEC21 – new validity is 31DEC22

**Applies to AA and AA*/OA flights that are ticketed on 001 stock. For un-ticketed bookings, policies will apply effective the date the ticket is issued; for OA ticket stock, follow the OA policies.*

Does another waiver or Travel Notice Apply?



- Check the [Agency Reference homepage](#) on SalesLink for the latest news and policy updates

COVID Ticket Flexibility

Policy	Terms	Refund	Change Fee Waived	Ad Collect	Corporate Name Change
Suspension of Service	<ul style="list-style-type: none"> Follow the Reduction/Suspension of Service Policy on SalesLink Current suspensions: South Pacific, Asia, Europe / Middle East, and Americas / Caribbean Only applies within ticket validity 	Yes	Yes	Based on policy	No
Schedule Change	<ul style="list-style-type: none"> Follow the Schedule Change Policy on SalesLink Reservation (PNR) must be in UN, WK, UC or NO status to qualify for schedule change policy, otherwise ticket fare rules or waiver policy applies (depending on purchase and travel dates) 	Yes within policy parameters	Yes	Based on policy	No
Special Extension	<ul style="list-style-type: none"> Follow the Special Extension on SalesLink Covers tickets originally issued 01MAR20 to 31JAN22 with travel to/from European Union, Schengen countries, UK, Hong Kong, Australia, New Zealand, Israel, Japan or South Africa – new validity is 31DEC22 	No	Yes	Yes	Yes
Corporate Extension	<ul style="list-style-type: none"> 'Contracted corporate' (does not include Business Extra or On Business) tickets issued between 01JAN20 to 31DEC21 are extended to 31DEC22 with free name changes New ticket must contain a valid CART number or JBID (IN #) in the tour code 	No	Yes	Yes	Yes
AAdvantage® Extension	<ul style="list-style-type: none"> Follow the Ticket Extension for AAdvantage Members Policy on SalesLink Covers AAdvantage members tickets (regardless of sign-up date) originally issued between 01JAN20 to 31DEC21 – new validity is 31DEC22 	No	No* JAN20/ FEB20 waived	Yes	Yes
Global Flexibility	<ul style="list-style-type: none"> Follow the Coronavirus Global Flexibility Policy on SalesLink Covers tickets originally issued between 01MAR19 to 30SEP20 with original travel or expiration between 01MAR20 to 31MAR21 – new validity is 31MAR22 	No	Yes	Based on policy	Yes