American Airlines Q&A

Which countries are in scope?
Mexico and all Europe including the UK.

Which fares are in scope?
Only public fares are in scope at this time. Private fare changes will follow at a later date.

Which routes does this apply to?
The change applies to itineraries between MX and EU/UK served either direct or via London or via any transfer points in the USA or MAD (i.e. MEXLONBCN or MEXMADFRA).

Does Frequent Flyer accrual change?
Mileage accrual rates for each booking class will not change. Any future change will be in accordance with the terms and conditions of the relevant airline frequent flyer scheme.

What about existing bookings?
Each Carrier in the Atlantic Joint Business will have their own process for handling existing bookings.

- **American Airlines**
  Existing un-ticketed bookings in N class with a Ticketing Time Limit (TTL) allowing ticketing after October 27, 2016, can be booked into the new class at the same fare. Where the new class is closed, please do not cancel the original class – waitlist it and contact your local AA Sales Support team.

  - N class should be booked into S class
  - S class should be booked into V class
  - V class should be booked into L class
  - L class should be booked into M class
  - M class should be booked into K class

- **British Airways**
  Existing bookings for published fares will remain in the class originally booked, as they will be able to be ticketed within 3 days.

  IT fares are not affected as they have the fare guaranteed at Time of booking.

  A re-accommodation process has been agreed as follows:

  Bookings will only be affected if they meet all the following conditions:
  - are un-ticketed Seat Only or Student PNRs from MX made before October 27
- from MX to EU/UK
- booked in N,S,V,L,M only

If these conditions are met they should take the following action:
- rebook N into S – these fare levels should be equivalent to their old fares
  - where S is closed, leave the flight booked in N class
  - Request the segment you wish to have changed with GN code
  - Add a remark saying ‘MX FCR for Seat Only bookings’
  - Add a remark at the end of the comments what date the booking was made
  - Queue it to QE/LONBA07HD/32
  - When queued back, ticket using the current fares within the TTL for the original fare

- rebook S into V – these fare levels should be equivalent to their old fares
  - where V is closed, leave the flight booked in L class
  - Request the segment you wish to have changed with GN code
  - Add a remark saying ‘MX FCR for Seat Only bookings’
  - Add a remark at the end of the comments what date the booking was made
  - Queue it to QE/LONBA07HD/32
  - When queued back, ticket using the current fares within the TTL for the original fare

- rebook V into L – these fare levels should be equivalent to their old fares
  - where L is closed, leave the flight booked in M class
  - Request the segment you wish to have changed with GN code
  - Add a remark saying ‘MX FCR for Seat Only bookings’
  - Add a remark at the end of the comments what date the booking was made
  - Queue it to QE/LONBA07HD/32
  - When queued back, ticket using the current fares within the TTL for the original fare

- rebook L into M – these fare levels should be equivalent to their old fares
  - where M is closed, leave the flight booked in M class
  - Request the segment you wish to have changed with GN code
  - Add a remark saying ‘MX FCR for Seat Only bookings’
  - Add a remark at the end of the comments what date the booking was made
  - Queue it to QE/LONBA07HD/32
  - When queued back, ticket using the current fares within the TTL for the original fare
- rebook M into K – these fare levels should be equivalent to their old fares
- where K is closed, leave the flight booked in M class
- Request the segment you wish to have changed with GN code
- Add a remark saying ‘MX FCR for Seat Only bookings’
- Add a remark at the end of the comments what date the booking was made
- Queue it to QE/LONBA07HD/32
- When queued back, ticket using the current fares within the TTL for the original fare

- **Iberia**
  Please contact your Iberia Sales team.

- **Finnair**
  Please contact your Finnair Sales team.

**Changes to ticketed bookings from Mexico point of sale**
For any changes to ticketed N class bookings after October 27, 2016, please rebook into S class if available, change fee still applies. If S class is not available same applies as existing bookings. For any changes to ticketed V class bookings after October 27, 2016, please rebook into L class if available, change fee still applies. If L class is not available same applies as existing bookings. For any changes to ticketed L class bookings after October 27, 2016, please rebook into M class if available, change fee still applies. If M class is not available same applies as existing bookings. For any changes to ticketed M class bookings after October 27, 2016, please rebook into K class if available, change fee still applies. If K class is not available same applies as existing bookings.