

Extend Travel Rebooking Guidelines - Coronavirus

If customers are unable to rebook within the New Travel Dates due to ticket is expired agencies will need to follow the below guidelines:

- If your eTicket is still active, you may reissue the ticket, following the Reissue Policy guidelines noted above and using the TNADV2/CORONAFLEX waiver code in the Endorsement Box
- If your eTicket is expired, follow the steps below:
 - Book the new travel and make note of the AA record locator
 - Ensure you have the applicable ticket numbers for your customer(s)
 - Contact Sales Support domestically, internationally local sales support or reservations. who will –
 - Verify ticket qualifies for reactivation
 - If ticket qualifies, Sales Support will reactivate your expired ticket
- **Agency must reissue the ticket the same day of the reactivation after 1 day if not reissued, ticket is put back in expiration status.**
- Change fee only is waived
- Apply the value of the original ticket towards the purchase of a new ticket with travel **completed by** December 31, 2021
- Customer's new itinerary is rebooked/ticketed at current applicable fare and rules, additional monies may apply
- Basic Economy Short-haul and Long-haul fares qualify for Extended Travel Rebooking.
 - Basic Economy fares may only be used towards the purchase of other Basic Economy fares.
- If the new itinerary price is lower than the price on the original ticket, the residual amount may be refunded by:
 - ARC agencies may issue residual value as an MCO
 - BSP agencies may apply for the residual value vchr through their BSPLink Refund Application (RA)
 - The voucher will be issued in the name of the person on the ticket and mailed to the agency

Note: This policy supersedes any former coronavirus policies