

Schedule Change – 300-Mile Radius

Original date of issue prior to April 8, 2020

If original ticket was issued on/after April 8, 2020 – see [Schedule Change 300 Miles Radius on/after 08APR2020](#)

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Schedule Change – 001 Ticket Stock

AA Flights - 300-Mile Radius

Travel Agent's Guidelines
Original ticket date of issue prior to April 8, 2020
Note: If original ticket was issued on/after April 8, 2020 – see Schedule Change 300 Miles Radius on/after 08APR2020
Discontinued Service Without an Alternate Protection Agreement – or –
Extended Connection Time Equal to/Greater than 4 hours – or –

Invalid Connection – or –

Involuntary Connection Requiring Overnight on Outbound or Return Segment – or –

Non-Stop to Connecting Flight – New Routing Within 300-mile Radius Offers Non-Stop Flight

General Guidelines

- Basic Economy fares refer to [Basic Economy Short-haul/Long-haul – 300-Mile Radius](#)
- Itinerary must contain AA Prime space only
- If there are no acceptable options to the customer's original ticketed origin/destination, may book AA Prime space only to an alternate AA airport, within 300-mile radius of the originally ticketed city within the same country
 - If the customer has chosen an alternate AA airport, they may use that airport for their continuing or return journey or they may keep the return airport as originally ticketed.
 - Changes must be made at the time of original ticket reissue
- The new flight must be rescheduled for the same ticketed date of travel, but may be earlier or later than the original scheduled departure time
- Book the same or lowest available inventory, same cabin, up to and including H inventory for the main cabin
 - If unable to book in the same cabin as originally ticketed, an alternate flight must be selected

Detailed Guidelines

Basic Economy Short-haul/Long-haul – 300-Mile Radius

- AA Prime flights must be booked in **B** inventory only, including any change to the length of flight time
- If unable to book **B** as originally ticketed, an alternate flight must be selected

Discontinued Service Without an Alternate Protection Agreement

- Refer to [General Guidelines](#)

Extended Connection Time Equal to/Greater than 4 hours

4 Hours or Greater

Example itinerary: ACT - DFW - SMF - DFW – ACT

3402 18JUL ACT DFW 600A 645A

(schedule change created a 4hr or greater connection)

491 18JUL DFW SMF 1230P 200P

- Agency may "cancel the outbound flight segment" from the itinerary
 - If assistance is required contact Sales Support
- Refer to [General Guidelines](#)

Invalid Connection

If a schedule change results in an invalid connection the following options are allowed:

Note: If there is a valid connection within the same origin/destination with an arrival time within 2 hours of original ticketed schedule, 300-Mile Radius does not apply

Example itinerary: BUR – PHX – MIA – PHX – BUR
5591 26SEP BURPHX 650A 819A
370 26SEP PHXMIA 840A 402P

- Refer to [General Guidelines](#)

Involuntary Connection Requiring Overnight on Outbound or Return Segment

Involuntary Overnight Connection

Example itinerary: OKC - DFW - MIA - GGT - MIA - DFW - OKC

1227 02JUL OKC DFW 615P 715P
(schedule change created an overnight connection)
919 03JUL DFW MIA 545A 930A
3589 03JUL MIA GGT 1045A 1200N

If a schedule change results in an involuntary overnight connection the following options are allowed:

- Customer may change to an alternate airport within a 300-mile radius as long as the new schedule does not also require an overnight connection

Customer may cancel segment(s) as required to eliminate the involuntary overnight connection.

- If customer cancels the outbound origination flight that required the involuntary overnight stay they may also cancel the return segment into their origination airport - or - they may keep the return schedule as ticketed
 - If assistance is required contact Sales Support.
- Refer to [General Guidelines](#)

Non-Stop to Connecting Flight – New Routing Within 300-mile Radius Offers Non-Stop Flight

- If a schedule change results in the non-stop flight changing to a connecting flight and no other non-stop is available on the same day, 300-mile radius may be offered **only** if the new origin/destination results in rebooking back to a non-stop flight.
- Refer to [General Guidelines](#)

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[Additional Categories](#)

Additional Ticketing/Itinerary Information:

Additional Ticketing/Itinerary Information

Ticket issued prior to April 8, 2020

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Rebooking:

Once the agency has accepted the schedule change and either Reissued the ticket for the schedule change annotating **SKCHG** in the Endorsement Box, or Revalidated the ticket for schedule change using SalesLink - Schedule Change - Double-Time – Revalidate AA Flights or AA Auto-Revalidated the ticket, the agency may exchange the ticket by annotating **SKCHG** in the Endorsement Box under the following conditions:

- The original exchange is unacceptable to the customer
- If a customer was protected beyond their original travel time or date and an earlier flight becomes available
- A subsequent schedule change occurs

Ticket issued prior to April 8, 2020

Note: If original ticket was issued on/after April 8, 2020 – see [Schedule Change 300 Miles Radius on/after 08APR2020](#)

Refunds:

Once the agency has accepted the schedule change and either:

- Reissued the ticket for the schedule change annotating **SKCHG** in the Endorsement Box
- Revalidated the ticket for schedule change using SalesLink - Schedule Change - Double-Time – Revalidate AA Flights
- AA Auto-Revalidated the ticket

and the customer decides not to travel; A refund is permitted as long as the original schedule change was 60 minutes or greater

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Updated: April 2020