

Schedule Change - Refund Guidelines

Original date of issue prior to April 8, 2020

Note: if the original ticket was issued on/after April 8, 2020 – [See Schedule Change Refunds on/after 08APR2020](#)

Schedule Change – Refund Guidelines Guidelines below reference original ticket issued <u>prior to</u> April 8, 2020
0 - 59 minutes
60 + minutes Nonstop to Connecting Flight Change of Operating Carrier AA or AA*/Codeshare, Reduction in Frequency (Day of week)/Suspension of Service Discontinuation/ Withdrawal of Service
Nonstop to Connecting
AA or AA*/Codeshare, Reduction in Frequency (Day of Week)/Suspension of Service
Discontinuation/ Withdrawal of Service
Aircraft Cabin Change (Downgrade)
Invalid Connection (MCT) /No connection available

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Unacceptable Schedule Changes

Schedule Change Types
<p style="text-align: center;">Length of Flight Time Unacceptable – Flight not Canceled</p> <p>Any ticketed fare (wholly unused or partial) may be eligible for refund following the guidelines below.</p>
<p style="text-align: center;">Determining Flight Time Change</p> <p style="text-align: center;">For original ticket date of issue prior to April 8, 2020</p> <p>Note: If the original ticket was issued on/after April 8, 2020 – see Schedule Change Refunds on/after 08APR2020</p> <p>The flight time change is determined by the length of delay to the new connecting flight and its overall effect on the total travel time, which may be unacceptable to the customer, per the example:</p> <p style="margin-left: 40px;">1 AA3266L 27MAY Q CIDORD WK2 245P 400P HRS /DCAA*FISXZF /E 2 AA3661L 27MAY Q CIDORD*SC2 1115A 1230P HRS /DCAA*FISXZF /E 3 AA2610L 27MAY Q ORDTUS WK2 515P 657P HRS /DCAA*FISXZF /E 4 AA 712L 27MAY Q ORDTUS*SC2 713P 859P HRS /DCAA*FISXZF /E</p> <ul style="list-style-type: none">• Customer was leaving at 2:45pm and arriving at 6:57pm = total travel time of 4 hrs and 12 min• Now the customer is leaving at 11:15am and arriving at 8:59pm = Total travel time of 9hrs and 47 min <p>Even though neither of the flights changed by greater than 4 hours, the total directional travel time was affected by more than 4 hours, which qualifies the ticket for a refund.</p>

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<p style="text-align: center;">For original ticket date of issue prior to April 8, 2020</p> <p style="text-align: center;">0 – 59 Minutes</p> <p>Note: If the original ticket was issued on/after April 8, 2020 – see Schedule Change Refunds on/after 08APR2020</p> <ul style="list-style-type: none">• Refund to Original Form of Payment:<ul style="list-style-type: none">○ Non-refundable fares - Not allowed• Refundable fares with a cancellation fee - May refund to original form of payment (FOP) minus the cancellation fee
<p style="text-align: center;">For original ticket date of issue prior to April 8, 2020</p> <p>Note: If the original ticket was issued on/after April 8, 2020 – see Schedule Change Refunds on/after 08APR2020</p> <p style="text-align: center;">60 + Minutes – or –</p> <p style="text-align: center;">Nonstop to Connecting Flight (No length of delay required) – or –</p> <p style="text-align: center;">Change of Operating Carrier (Example: AA to American Eagle) – or –</p> <p style="text-align: center;">AA or AA*/Codeshare, Reduction in Frequency (Day of week)/Suspension of Service – or –</p> <p style="text-align: center;">Discontinuation/ Withdrawal of Service (wholly unused or partially used)</p>

- Refund to Original Form of Payment – Allowed, as long as customer was Holding Confirmed (HK) prior to the change
- Travel Agent to Process Ticket Refund To Original Form Of Payment (FOP)
- Refer to [Travel Agency Refund Processing](#) for more information

Invalid Connection (MCT) /No connection available

A schedule change which results in an invalid connection due to the minimum connecting time (MCT) standard is no longer met, is considered an illegal connection.

Invalid connections - if there is no connecting flight on the same day that allows for a less than 4 hour change to their total directional travel time, the ticket qualifies for a refund.

See example below:

Example:

6367K 26JAN BSLHR 700A 745A
 /OPERATED BY BRITISH AIRWAYS
 6160K 26JAN LHRMIA 900A 150P
 MINIMUM IS 90 MINUTES
 /OPERATED BY BRITISH AIRWAYS
 1546K 26JAN MIAGND 501P 944P

Schedule change has an invalid connection:
 VCT*«
 INVALID CONNECT TIME SEGS 1 AND 2-

- Schedule change: LHR MIA to depart 900A which results in **illegal** connection in LHR (required 90 minutes)
 - Later LHRMIA flights do not guarantee the same day arrival in GND
 - There is no connection on the same day, results in overnight, which qualifies for a refund
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- Refund to Original Form of Payment – Allowed, as long as customer was Holding Confirmed (HK) prior to the change
 - Travel Agent to Process Ticket Refund To Original Form Of Payment (FOP)
 - Refer to [Travel Agency Refund Processing](#) for more information

Aircraft Cabin Change (Downgrade)

Examples: First Class to Business Class / Premium Economy to Main Cabin

- Refund to Original Form of Payment – Allowed
- Refund requests for the **whole ticket** (no longer using the ticket)
 - Travel Agent to Process Ticket Refund To Original Form Of Payment (FOP)
 - Refer to [Travel Agency Refund Processing](#) for more information
- Refund for **partial tickets** (including just the downgraded segment)
 - ARC Agencies: submit ticket to American Airlines [Refunds website](#) for downgrade refund
 - BSP Agencies: submit the Refund Application (RA) form through BSP, add downgrade information to the comments on the RA
- Compensation has been issued at the Airport for the downgrade segment
 - If the passenger has accepted a compensation voucher at the airport for the downgrade or for the inconvenience of the downgrade and the passenger travels

on that ticket (ticket is now used); if the passenger is requesting additional compensation for the downgrade, please directed them to Customer Relations.

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Travel Agency Refund Processing Instructions

Travel Agency Refund Processing Instructions	
For original ticket date of issue prior to April 8, 2020	
<p>Note: If the original ticket was issued on/after April 8, 2020 – see Schedule Change Refunds on/after 08APR2020</p> <p>Once the agency has accepted the schedule change and either:</p> <ul style="list-style-type: none"> • 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 <p>and the customer decides not to travel; A Refund is permitted as long as the original schedule change was 60 minutes or greater and the customer was Holding Confirmed (HK) at the time of the change</p> <p>Important: Review non-refundable international tax codes prior to processing a refund.</p>	
U.S. agencies processing through ARC	International IATA agencies processing through BSPLink
<p>Preferred Method:</p> <ul style="list-style-type: none"> • process through your GDS 	<p>Preferred Method:</p> <ul style="list-style-type: none"> • process through your GDS
<p>ARC/IAR Refund Exchange Notification (REN):</p> <ul style="list-style-type: none"> • If unable to refund through your GDS, you may process in your IAR/Refund Detail Screen • On the Refund Detail Screen: <ul style="list-style-type: none"> ○ SCRFND 	<p>BSP Refund Application (RA):</p> <ul style="list-style-type: none"> • If unable to refund through your GDS, you may submit a BSP Refund Application (RA) • On the RA – Reason for Refund: <ul style="list-style-type: none"> ○ SCRFND

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Additional Categories – After Schedule Change Acceptance

Additional Ticketing/Itinerary Information
For original ticket date of issue prior to April 8, 2020
<p>Note: If the original ticket was issued on/after April 8, 2020 – see Schedule Change Refunds on/after 08APR2020</p>

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 and the customer was Holding Confirmed (HK) at the time of the change

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Updated: April 2021