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 prior to April 8, 2020

<table>
<thead>
<tr>
<th>0 - 59 minutes</th>
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<tbody>
<tr>
<td>Nonstop to Connecting Flight</td>
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<tr>
<td>Change of Operating Carrier</td>
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<tr>
<td>AA or AA*/Codeshare, Reduction in Frequency (Day of week)/Suspension of Service</td>
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<td>Discontinuation/ Withdrawal of Service</td>
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### Quick Reference

- Schedule Change Types
- Determining Flight Time Change
- Travel Agency Refund Processing Instructions
- Additional Categories - After Schedule Change Acceptance

Note: if the original ticket was issued on/after April 8, 2020 – see Schedule Change on/after 08APR2020
Unacceptable Schedule Changes

<table>
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<td>Length of Flight Time Unacceptable – Flight not Canceled</td>
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Any ticketed fare (wholly unused or partial) may be eligible for refund following the guidelines below.

**Determining Flight Time Change**

**For original ticket 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

The flight time change is determined by the length of delay to the new connecting flight which may be unacceptable to the customer, per the example:

Example:

| 2328 26JAN DFWORD 643A 900A | Schedule change on DFWORD |
| 2632 26JAN ORDSTL 940A 1054A | New arrival time is later: DFW ORD 723A 940A |

- Next available valid connection ORDSTL departs 11:00A arrives 12:12p
- New connection is an 80 minute flight time change.
- The new connection is a total of 60 minutes which qualifies for a refund

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**For original ticket date of issue prior to April 8, 2020**

0 – 59 Minutes

Note: If the original ticket was issued on/after April 8, 2020 – see Schedule Change Refunds on/after 08APR2020

- Refund to Original Form of Payment:
  - Non-refundable fares - Not allowed
- Refundable fares with a cancellation fee - May refund to original form of payment (FOP) minus the cancellation fee

**For original ticket date of issue prior to April 8, 2020**

60 + Minutes – or –

Nonstop to Connecting Flight (No length of delay required) – or –

Change of Operating Carrier (Example: AA to American Eagle) – or –

AA or AA*/Codeshare, Reduction in Frequency (Day of week)/Suspension of Service – or –

Discontinuation/ Withdrawal of Service (wholly unused or partially used)

- 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)
Invalid Connection (MCT) /No connection available

Invalid connections resulting in a total of 60 minutes and greater or there is no connection on the same day qualifies for a refund.

An invalid connection flight time change is determined by the length of delay to the new connecting flight which may be unacceptable to the customer, see example below:

Example:
6367K 26JAN BSLLHR 700A 745A
/OPERATED BY BRITISH AIRWAYS VCT*
Invalid Connect Time SEGS 1 AND 2-
MINIMUM IS 90 MINUTES
6160K 26JAN LHRMIA 900A 150P
INVALID CONNECT TIME SEGS 1 AND 2-
1546K 26JAN MIAGND 501P 944P

- 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

- 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.
Travel Agency Refund Processing Instructions

For original ticket 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

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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<thead>
<tr>
<th>U.S. agencies processing through ARC</th>
<th>International IATA agencies processing through BSPLink</th>
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<tbody>
<tr>
<td>Preferred Method:</td>
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<tr>
<td>process through your GDS</td>
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<tr>
<td>ARC/IAR Refund Exchange Notification (REN):</td>
<td>BSP Refund Application (RA):</td>
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<tr>
<td>If unable to refund through your GDS, you may process in your IAR/Refund Detail Screen</td>
<td>If unable to refund through your GDS, you may submit a BSP Refund Application (RA)</td>
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<tr>
<td>On the Refund Detail Screen:</td>
<td>On the RA – Reason for Refund:</td>
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<td>o SCRFND</td>
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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

Note: If the original ticket was issued on/after April 8, 2020 – see Schedule Change Refunds on/after 08APR2020

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
Updated: April 2020