

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

Quick Reference
Schedule Change Types
Determining Flight Time Change
Travel Agency Refund Processing Instructions
Additional Categories - After Schedule Change Acceptance
Schedule Change Guidelines - 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 on/after 08APR2020

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 which may be unacceptable to the customer, per the example:</p> <p>Example:</p> <table><tbody><tr><td>2328 26JAN DFWORD 643A 900A</td><td>Schedule change on DFWORD</td></tr><tr><td>*2632 26JAN ORDSTL 940A 1054A</td><td>New arrival time is later: DFW ORD 723A 940A</td></tr></tbody></table> <ul style="list-style-type: none">• 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	2328 26JAN DFWORD 643A 900A	Schedule change on DFWORD	*2632 26JAN ORDSTL 940A 1054A	New arrival time is later: DFW ORD 723A 940A
2328 26JAN DFWORD 643A 900A	Schedule change on DFWORD			
*2632 26JAN ORDSTL 940A 1054A	New arrival time is later: DFW ORD 723A 940A			

[Return to top](#)

<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) <u>minus the cancellation fee</u>
<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> <ul style="list-style-type: none">• 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

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 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
 - 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 direct them to Customer Relations.

[Return to top](#)

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

[Return to top](#)

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> <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>

[Return to top](#)

Updated: April 2020