

Schedule Change - Refund Guidelines

Ticket issued on/after April 8, 2020

Note: If the original ticket was issued prior to April 8, 2020 – [see Schedule Change Refund Guidelines prior to 08APR2020](#)

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Schedule Change – Refund Guidelines
0 - 4 hours
More than 4 hours 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
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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 on/after April 8, 2020</p> <p>Note: for ticket date of issue prior to April 8, 2020 – view Schedule Change Refunds issued prior to 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 *2632 26JAN ORDSTL 940A 1054A</td><td>Schedule change on DFWORD 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 2:00p arrives 3:12p• New connection is a 260 minute flight time change.• The new connection is a total of 300 minutes which qualifies for a refund	2328 26JAN DFWORD 643A 900A *2632 26JAN ORDSTL 940A 1054A	Schedule change on DFWORD New arrival time is later: DFW ORD 723A 940A
2328 26JAN DFWORD 643A 900A *2632 26JAN ORDSTL 940A 1054A	Schedule change on DFWORD New arrival time is later: DFW ORD 723A 940A	

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<p style="text-align: center;">0 – 4 hours</p> <p style="text-align: center;">For original ticket date of issue on/after April 8, 2020</p> <p>Note: for ticket date of issue prior to April 8, 2020 – view Schedule Change Refunds issued prior to 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 on/after April 8, 2020</p> <p>Note: for ticket date of issue prior to April 8, 2020 – view Schedule Change Refunds issued prior to 08APR2020</p> <p style="text-align: center;">Greater than 4 hours – 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 greater than 4 hours 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	Schedule change has an invalid connection:
/OPERATED BY BRITISH AIRWAYS	VCT*«
6160K 26JAN LHRMIA 900A 150P	INVALID CONNECT TIME SEGS 1 AND 2-MINIMUM IS
90 MINUTES	
/OPERATED BY BRITISH AIRWAYS	
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 the 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.

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Travel Agency Refund Processing Instructions

Travel Agency Refund Processing Instructions	
For original ticket date of issue on/after April 8, 2020	
<p>Note: for ticket date of issue prior to April 8, 2020 – view Schedule Change Refunds issued prior to 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 greater than 240 minutes 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 on/after April 8, 2020
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Updated: April 2020