Subtropical Storm Ana - Travel Notice Exception Advisory

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Issued: 1630ct/May 8, 2015

American Airlines is offering travel options for customers who wish to make a voluntary itinerary change because their flight plans may be impacted by this travel advisory.

Customers ticketed to travel on the following flights: to/from/through the airports listed below may change their plans:

- American Airlines flights
- AA*/US codeshare operated by US Airways
- British Airways (BA) flights or AA*/BA codeshare operated by British Airways
- Iberia (IB) flights or AA*/IB codeshare flights operated by Iberia
- Finnair (AY) flights or AA*/AY codeshare flights operated by Finnair
- Japan Airlines (JL) flights or AA*/JL codeshare operated by Japan Airlines

<table>
<thead>
<tr>
<th>States/Cities Affected:</th>
<th>MYR, ILM, OAJ, EWN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tickets Issued On/Before:</td>
<td>May 8, 2015</td>
</tr>
<tr>
<td>Dates of Impacted Ticketed Travel:</td>
<td>May 10, 2015</td>
</tr>
<tr>
<td>New Travel Dates:</td>
<td>May 9 – 12, 2015</td>
</tr>
<tr>
<td>Tickets to be reissued on/before</td>
<td>May 12, 2015</td>
</tr>
<tr>
<td>Waiver Code: AA/001</td>
<td>TNADV2</td>
</tr>
<tr>
<td>OSI:</td>
<td>SUBTROPICAL STORM ANA MAY2015</td>
</tr>
<tr>
<td>OSI:</td>
<td>CART/AN Number (if applicable)</td>
</tr>
<tr>
<td>Inventory Requirements:</td>
<td>Lowest Inventory – Same Cabin</td>
</tr>
<tr>
<td>Origin/Destination/Stopover Changes (Connection Cities may always be changed):</td>
<td>Not allowed</td>
</tr>
<tr>
<td>Refund of Tickets:</td>
<td>No</td>
</tr>
<tr>
<td>Number of Ticket Changes:</td>
<td>1</td>
</tr>
<tr>
<td>Applicable to Travel On:</td>
<td>American Airlines / American Eagle / US Airways /British Airways / Iberia / Finnair / Japan Airlines</td>
</tr>
<tr>
<td>Issued on:</td>
<td>AA/001</td>
</tr>
</tbody>
</table>

Affected Area(s) To/From:

- Myrtle Beach, SC (MYR)
- Wilmington, NC (ILM)
- Jacksonville, NC (OAJ)
- New Bern, NC (EWN)

Reissue Policy Information

American Airlines will waive change fees and travel agents may rebook and reissue tickets provided the below guidelines are met and applied:
• Travel has not commenced on the affected flight segment and the ticket has not been reissued by American Airlines
• The first departure flight is more than 3 hours away
• The customer has not checked in
  o Check-in status can be removed by canceling the flight segment
• Travel reissuance only in accordance to dates identified in the applicable Travel Notice Exception Advisory
• One change allowed without an additional collection, including penalty or change fee
• Original issuing agency responsible for reissue
• When changes to the outbound travel occur, the unaffected return date may be changed to protect the original length of the trip
  o The return travel must be booked in the original class of service (inventory)
• Changes outside of these guidelines are subject to the reissue rules of the ticketed fare. This includes any applicable additional collection or Change Fee
• Rebooking alternate flight for time/date if flight is cancelled - follow Schedule Irregularity (IROS) guidelines
• Please ensure the above procedures are accurately followed to prevent debit memo issuance

Change to Origin/Destination – Not Allowed

Changes to origin/destination are **not** permitted for the travel notice. Any changes made to origin/destination all fare rules apply. If the new price is lower than original ticket, you must refund the difference to a MCO.

Applicable Booking Class

**Exception to Fare Rules:** All fare rules apply with the exception of the following:

• Advance Purchase requirement waived
• Minimum/Maximum Stay requirement waived
• Change Fee waived
• When changes to the outbound travel occur, the unaffected return date may be changed to protect the original length of the trip. The return travel must be booked in the original class of service (inventory).

Rebook permitted as indicated below:

**Same Cabin, Lowest Inventory**

If new travel originates **May 9 - 12, 2015**, rebook same inventory as originally ticketed. If original inventory is not available rebook lowest inventory available in the same ticketed cabin. Advance Purchase and Ticket Change restrictions are waived.

Refer to [Exceptions to Fare Rules](#).

Note: If customers are unable to rebook or reissue their ticket within the given timeline, they can cancel their reservation and use the value of the ticket toward the purchase of a new ticket; all rules and restrictions apply. Travel must commence no later than one year from the date of original issuance.

**Required Documentation for Reissue**

PNR must be documented with the following OSI message:

• 4OSI CART/AN Number (if applicable)
• 4OSI SUBTROPICAL STORM ANA MAY2015

Tour Code/IT Box entry:

• Tour Code/IT Box must be notated with the **applicable** waiver code:
  o Waiver code **TNADV2** for rebooking cabin to cabin (e.g. Coach to Coach)
    • The waiver code is the only required verbiage in the Tour Code/IT Box of the new ticket and supersedes all other information

**Endorsement** Box Entry:
• Endorsement Box must be notated with the **applicable** Travel Event Name  
  • The Travel Event Name is the only required verbiage in the Endorsement box on the new ticket and supersedes all other information.

As an example: Winter Storm Alpha

**Extended Travel Rebooking Options that are *after* the Travel Event**

• Customers who reschedule their reservation for travel after **May 12, 2015**, and are able to reissue no later than **May 12, 2015**, may be subject to any applicable additional fare for their new itinerary, however, the change fee will be waived. In addition, the applicable waiver code **TNADVE** must be indicated in the IT BOX.

• **EXAMPLE:**
  o Tour Code/IT BOX: **TNADVE**
  o Endorsement Box: Indicate the Travel Event Name
    As an example. Winter Storm Alpha

• Tickets reissued after **May 12, 2015**, change fees will apply

**Refund Policy Information**

**Flight is cancelled:**

• Travel agents may refund **wholly unused** non-refundable ticket(s) through normal ARC/BSP processing.
  
  o Bulk/Opaque - If a fares basis code contains the below BULK CODES then the customer must be referred back to the wholesaler/consolidator that they purchased the ticket from.
  
  o If the ticket is issued as BT (zero fare ticket) then these customers must be referred back to their booking source for either refunds and/or change of destination

<table>
<thead>
<tr>
<th>BULK / OPAQUE TICKETS Criteria</th>
<th>FARE BASIS CODE:</th>
<th>NT, CB, CS, AS, ST</th>
</tr>
</thead>
<tbody>
<tr>
<td>PUBLISHED FARE WITH A TICKET DESIGNATOR OF:</td>
<td>CRUZ, WHLD, CONS, PDWH, PMWH, PRWH, WHLC, PECO, WHLR, WHLM, WHLL, LSTU, WHLH, PMWH, MSTU, PLW1, PLS1, PRW2, CONC, CDTP, DSTU, PSM1, PPCP, PPCB, PPCC, PPCD, PPCE</td>
<td></td>
</tr>
</tbody>
</table>

**ARC Agencies must process through their IAR:**

ARC/IAR REN entry:

• Waiver code box on the IAR/Refund detail screen must be notated in the following format: **TNADVR**

**IATA Agencies must process as follows:**

**GDS:**

• Refund through your GDS directly, indicate **TNADVR**

**BSP:**

• Waiver code on BSPLink/Refund Notice must be notated in the following format: **TNADVR**

Note: If a ticket has already been reissued by American Airlines or the ticket is partially used, travel agents should refund through BSPLink.

**NOTE:** If the ticket has been exchanged by American as an INVOL or Partially used and qualifies for a partial refund, submit the refund request directly with American. Refer to [American Airlines Refunds](#).
If two one way tickets were issued to complete a round trip and only 1 of the flights were cancelled; may submit the non-cancelled flight. Indicate in the comment field: Ticket part of a roundtrip for the refund. Submit on the online form American Airlines Refunds.

**Flight is not cancelled:**

**For Revenue/Published Fares follow the guidelines below**

If a customer's flight has not cancelled and no other alternate flights are acceptable, a refund is not permitted by the Travel Agency.

A non-refundable fare may be eligible for refund by American Airlines only due to a flight delay depending upon the length and impact of the delay or a partially used ticket and must be submitted online to American Airlines Refunds.

IATA agencies must submit a Refund Application (RA) through BSPLink for a flight delay depending upon the length and impact of the delay or for a partially used ticket.

<table>
<thead>
<tr>
<th>Length Of Delay</th>
<th>American to Refund To Voucher</th>
<th>American to Refund To Original Form Of Payment</th>
</tr>
</thead>
<tbody>
<tr>
<td>If non-stop to connecting flight (No length of Delay required)</td>
<td>-</td>
<td>Yes</td>
</tr>
<tr>
<td>If impacted by a schedule change that results in the change of operating carrier and elects not to travel on the new operating carrier</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>0 - 60 minutes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>61 - 120 minutes</td>
<td>Yes</td>
<td>Non-Refundable: No</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Refundable with a cancellation fee:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Refund is to original form of payment (FOP) minus the cancellation fee</td>
</tr>
</tbody>
</table>

**Length Of Delay beyond 2 Hours:**

Travel agent may process a non-refundable ticket(s) through normal ARC/BSP processing.

<table>
<thead>
<tr>
<th>Length Of Delay</th>
<th>Refund To Original Form Of Payment</th>
<th>Travel Agent to Process Ticket Refund To Original Form Of Payment (FOP)</th>
</tr>
</thead>
<tbody>
<tr>
<td>121 minutes or greater</td>
<td>Yes</td>
<td>ARC/BSP Waiver Code: TN121RFND</td>
</tr>
</tbody>
</table>

**For Bulk/Opaque Fares follow the guidelines below:**

The customer may be eligible for a refund by the travel agency for BULK/OPAQUE fares only for the unused portion of the
ticket. (Per the grid below).

- If a fares basis code contains BULK CODES

<table>
<thead>
<tr>
<th>FARE BASIS CODE:</th>
<th>NT, CB, CS, AS, ST</th>
</tr>
</thead>
<tbody>
<tr>
<td>PUBLISHED FARE</td>
<td>CRUZ, WHLD, CONS, PDWH, PMWH, PRWH, WHLC, PECO, WHLR, WHLM, WHLL, LSTU, WHLH, PMWH, MSTU, PLW1, PLS1, PRW2, CONC, CDTP, DSTU, PSM1, PPCP, PPCB, PPCC, PPCD, PPCE</td>
</tr>
<tr>
<td>WITH A TICKET</td>
<td></td>
</tr>
<tr>
<td>DESIGNATOR OF:</td>
<td></td>
</tr>
</tbody>
</table>

- If the ticket is issued as BT (zero fare ticket)

<table>
<thead>
<tr>
<th>Length Of Delay</th>
<th>BULK/OPAQUE American to Refund To Voucher</th>
<th>BULK/OPAQUE Ticket Refund To Original Form Of Payment (FOP)</th>
</tr>
</thead>
<tbody>
<tr>
<td>If non-stop to connecting flight (No length of Delay required)</td>
<td>-</td>
<td>Yes</td>
</tr>
<tr>
<td>If impacted by a schedule change that results in the change of operating carrier and elects not to travel on the new operating carrier</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>0 - 60 minutes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>61 - 120 minutes</td>
<td>Yes</td>
<td>Non-Refundable: No</td>
</tr>
<tr>
<td>AA Voucher Only</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Refundable with a cancellation fee: may refund to Orig form of payment (FOP) minus the cancellation fee</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ARC/BSP Waiver Code: TNADV</td>
<td></td>
<td></td>
</tr>
<tr>
<td>121 minutes or greater</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>ARC/BSP Waiver Code: TNADV</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: Change Fee does not apply for BULK/OPAQUE tickets.

As a reminder, if customer elects to cancel their reservation and use the value of the ticket toward the purchase of a new ticket outside the Travel Notice dates; all rules and restrictions apply. Travel must commence no later than one year from the date of original issuance.

En route/Diversion

Connecting customers’ en route to one of the above-listed destinations or whose flights are diverted will have the option to return to their original departure city and rebook travel to alternate future dates.

Customers should work directly with the airport to obtain a boarding pass for return travel to their original departure city. If the
customer wishes to rebook travel to alternate future dates, please contact American Airlines Reservations for assistance. Alternatively, they may receive a refund if re-accommodation options are unacceptable.

If a ticket has already been reissued by American Airlines or the ticket is partially used, travel agents must submit the refund request online at Travel Notice Exception Policy - Travel Agency Guidelines.

Resources

American Airlines will continue to monitor this Travel Notice Exception Advisory and adjust this policy if needed. Changes will be posted on AA.com and AA.com/Agency Reference. Please check these sources frequently for the most up to date information.

- AA.com/Agency Reference: Select Travel Notice Exception Policy - Travel Agency Guidelines
- Visit AA.com and navigate to AA News and Offers to view current travel notices.
- Contact your Sales Support Center 800-621-8489 or American Airlines Reservations 800-433-7300 (U.S. and Canada) or for Reservations outside the U.S. and Canada, please see our Worldwide Reservations Numbers page. American Airlines encourages all customers to check flight and gate status prior to leaving for the airport. For complete travel information, visit AA.com.

Groups

Group reservations must be changed by AA Group & Meeting Travel.

Information contained on this web site is subject to change at any time without notice. American Airlines shall not be liable for any consequences resulting from your reliance on the information.

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