Typhoon Neoguri - Tokyo - Travel Notice Exception Advisory

Issued: 1300ct/10Jul14

American Airlines is offering travel options for customers who wish to make a voluntary itinerary change because their flights 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:

- AA flights
- US Airways (US) flights or 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 operated by Finnair
- Japan Airlines (JL) flights or AA*/JL codeshare flights operated by Japan Airlines

<table>
<thead>
<tr>
<th>States/Cities Affected:</th>
<th>HND and NRT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tickets Issued On/Before:</td>
<td>July 10, 2014</td>
</tr>
<tr>
<td>Dates of Impacted Travel:</td>
<td>July 11, 2014</td>
</tr>
<tr>
<td>New Travel Dates:</td>
<td>July 10 - 12, 2014</td>
</tr>
<tr>
<td>Tickets to be reissued on/before</td>
<td>July 12, 2014</td>
</tr>
<tr>
<td>Waiver Code:</td>
<td>AATN071014N</td>
</tr>
<tr>
<td>Inventory Requirements:</td>
<td>Book same cabin, lowest inventory</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>Not Allowed</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 / American Connection® / US Airways /British Airways / Iberia / Finnair / Japan Airlines</td>
</tr>
<tr>
<td>Issued On:</td>
<td>AA 001 ticket stock</td>
</tr>
</tbody>
</table>

Affected Area(s) To/From:
- Tokyo Haneda, Japan (HND)
- Tokyo Narita, Japan (NRT)

Reissue Policy Information

American 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
- Customer has not checked in (passenger may cancel flight to remove check-in)
- One change is permitted under this policy without penalty fees or Change Fee
- Tickets can only be reissued by the agency that originally issued the ticket

Applicable Dates

- Tickets Issued on/before: July 10, 2014
- Dates of Impacted Ticketed Travel: July 11, 2014
- New Travel Date: July 10 - 12, 2014

Change to Origin/Destination

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

300 - Mile Radius

The 300-mile radius option may be applied if the travel event results in one of the following:

- An extended connection time equal to or greater than 4 hours
- An involuntary connection requiring the customer to overnight on either the outbound or return segment

Applicable Booking Class

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:

BOOK SAME CABIN, LOWEST INVENTORY

If new travel originates July 10 - 12, 2014 rebook on AA/US Prime flights in same inventory as originally ticketed. If original inventory is not available rebook on AA/US Prime flights in 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. Please note for tickets reissued after July 12, 2014. Change Fee will apply.

Required Documentation for Reissue

PNR must be documented with the following OSI message:

- 4OSI AA REISSUE PER TYPHOON NEOGURI TOKYO JUL 2014

IT Box and Endorsement Box entry:

- IT Box must be notated with the applicable waiver code:
  - Waiver code AATN071014N for rebooking cabin to cabin (e.g. Coach to Coach)
    - The waiver code is the only required verbiage in the IT BOX of the new ticket and supersedes all other information
      - (Example: AATN071014N)
    - Refer to Change Origin / Destination for guidelines
  - Refer to Exceptions to Fare Rules.

- Endorsement Box must be notated with the applicable Travel Event Name
  - The Travel Event Name is the only required verbiage in the Endorsement box if the new ticket and supersedes all other information.
    - Example: Winter Storm Alpha

Future Travel Rebooking Options that are after the Travel Event

- Customers who reschedule their reservation for travel after July 12, 2014, and are able to reissue no later than July 12, 2014, may be subject to any applicable additional fare for their new itinerary, however, the change fee will be waived. In addition, PNR must be documented with OSI and the applicable waiver code AATN071014E
  - EXAMPLE:
    - OSI RESCHEDULED AATN071014E
    - IT BOX: AATN071014E
    - Endorsement Box: Indicate the Travel Event Name
Refund Policy Information

Flight is cancelled:
Applicable Dates

- Travel has not commenced on any portion of the ticket - Wholly unused ticket
- Ticket was issued on/before: July 10, 2014
- Refund is permitted for impacted travel dates: July 11, 2014

If a customer’s American Airlines, American Eagle, American Connection®, US Airways, British Airways, Iberia, Finnair, Japan Airlines, flight validated on 001 has been cancelled due to Travel Notice - Typhoon Neoguri – Tokyo and no other alternate flights are acceptable, travel agents may refund a wholly unused non-refundable ticket(s) through normal ARC/BSP processing.

001 Tickets
Revenue/Published Fares
Refund - Flight is cancelled

If no acceptable protection exists, may refund wholly unused ticket/coupons from a 001 ticket to original form of payment; change fee does not apply.

- Refundable tickets will be refunded to the original form of payment (FOP)
- Refundable tickets that have a cancellation penalty fee will be refunded to the original form of payment (FOP); cancellation penalty fee is waived.
- Non-refundable tickets will be refunded to original form of payment (FOP)

NOTE: If the Revenue/Published fare ticket has been EXCH by AA as an INVOL, indicate the AA ticket number for the refund request and the Travel Agent ticket in the comments. If a ticket is partially used and qualifies for a partial refund the request must be submitted on the form. Refer to: Travel Agency – Travel Notice Exception Refund Request.

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 and indicate in the comment field: Ticket part of a roundtrip for the refund. Submit on the online form

Bulk/Opaque Tickets

Bulk/Opaque Fare tickets must be referred to original issuing agent. If a customer’s American Airlines, American Eagle, American Connection®, US Airways, British Airways, Iberia, Finnair, Japan Airlines, flight validated on 001 has been cancelled due to Travel Notice - Typhoon Neoguri – Tokyo, and no other alternate flights are acceptable, travel agents may refund a wholly unused non-refundable ticket(s) through normal ARC/BSP processing.

001 Tickets
Bulk/Opaque Fares
Refund – Flight is cancelled

If no acceptable protection exists, may refund wholly unused ticket/coupons from a 001 ticket; change fee does not apply.

If a fares basis code contains BULK CODES then the customer must be referred back to the wholesaler/consolidator that they purchased the ticket from. 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.

- Refundable tickets will be refunded to the original form of payment (FOP)
- Refundable tickets that have a cancellation penalty fee may be refunded by the agency that issued the ticket to the original form of payment (FOP); cancellation penalty fee is waived.
- Non-refundable bulk tickets may be refunded by the agency that issued the ticket to the original form of payment (FOP); penalty fee is waived.
Required Documentation for Refunds – Revenue and Bulk/Opaque Fares

PNR must be documented with the following OSI message:

- 4OSI AA FLT CNLD REFUND PER TYPHOON NEOGURI TOKYO JUL 2014

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: AATN071014R

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 Agency – Travel Notice Exception Refund Request. These requests processed by AA Refunds will be refunded to the original form of payment.

Note: The online refund form is applicable to U.S. and Canada based agencies only.

IATA Agencies must process as follows:

GDS:

- Refund through your GDS directly, indicate AATN071014R

BSP:

- Waiver code on BSPLink/Refund Notice must be notated in the following format: AATN071014R

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

Flight is not cancelled:

For Revenue/Published Fares follow the guidelines below

If a customer's flight is not cancelled due to the Travel Notice - Typhoon Neoguri – Tokyo event, 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 Travel Agency – Travel Notice Exception Refund Request.

- the Email Subject category, on the drop down menu select Travel Agency – Travel Notice Exception Refund Request
- In the Comments/Questions category, you should indicate TRAVEL ADVISORY- NAME OF EVENT/DATE and any other pertinent information for the refund request.
- Please disregard the "Note" indicated on the form and do not select "Request Refund". This form is applicable for U.S. and Canada based agencies only.

When completed click Send Email
This form is applicable for U.S. and Canada based agencies only. 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 30 minutes Agency may not re-accommodate to an alternate flight time or to an alternate date of travel unless the schedule change results in a misconnection.</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>31 - 60 minutes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>61 - 120 minutes</td>
<td>Yes</td>
<td>Non-Refundable: No Refundable with a cancellation fee: 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
- If the ticket is issued as BT (zero fare ticket)

<table>
<thead>
<tr>
<th>Length Of Delay</th>
<th>BULK/OPAQUE Ticket Refund To MCO</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></td>
<td></td>
<td>• ARC/BSP Waiver Code: BULKRULE24080</td>
</tr>
<tr>
<td>If impacted by a schedule change that results in the</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>change of operating carrier and elects not to travel on the new operating</td>
<td></td>
<td>• ARC/BSP Waiver Code: BULKRULE24080</td>
</tr>
<tr>
<td>carrier</td>
<td></td>
<td></td>
</tr>
<tr>
<td>0 30 minutes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Agency may not re-accommodate to an alternate flight time or to an alternate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>date of travel unless the schedule change results in a misconnection</td>
<td></td>
<td></td>
</tr>
<tr>
<td>31 - 60 minutes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>61 - 120 minutes</td>
<td>Yes</td>
<td>Non-Refundable: No Refundable with a cancellation fee: may refund to Orig form of payment (FOP) minus the cancellation fee</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• ARC/BSP Waiver Code: BULKRULE24080</td>
</tr>
<tr>
<td>121 minutes or greater</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• ARC/BSP Waiver Code: BULKRULE24080</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.

Additional Information

- Bulk/Opaque Fare tickets must be referred to original issuing agent.
- Some affected itineraries may have been proactively rebooked and reissued. If assistance is needed with additional changes, please contact American Airlines.
- Changes outside of these guidelines are subject to the reissue rules of the ticketed fare. This includes any applicable additional collection or change fee.
- Please ensure the above procedures are accurately followed to prevent debit memo issuance.

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.