**Dorian Aftermath – Bahamas – Travel Notice Exception Policy**

Issued: September 13, 2019

Our Travel Notice exception policies on American are also available when ticketed to/from/through on our Joint Business partners: This applies to both prime and codeshare flights as shown below:

<table>
<thead>
<tr>
<th><strong>Special Travel Exceptions Considerations</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Affected Airport Codes:</strong></td>
<td>FPO, MHH</td>
</tr>
<tr>
<td><strong>Tickets Issued On/Before:</strong></td>
<td>September 13, 2019</td>
</tr>
<tr>
<td><strong>Impacted Travel Dates:</strong></td>
<td>September 22, 2019 – December 15, 2019</td>
</tr>
<tr>
<td><strong>New Travel Dates:</strong></td>
<td>September 22, 2019 – December 21, 2019</td>
</tr>
<tr>
<td><strong>Reissuance of Tickets On/Before:</strong></td>
<td>Same day as flight rebooking</td>
</tr>
</tbody>
</table>

- **Inventory Requirements:**
  - **Basic Economy ticketed fares:**
    - Short-haul - **B** inventory only.
    - Long-haul – AA Prime – **B** Inventory AA* - original ticketed inventory or lowest available up to and including H.
  - Refer to Inventory Requirements **Basic Economy**

- **Endorsement Box Requirements:**
  - **TNADV2/DORIAN AFTERMATH BAHAMAS**
  - Note: Endorsement Box must include:
    - TNADV2/DORIAN AFTERMATH BAHAMAS
  - or will be subject to a debit memo.
  - This is the only Endorsement Box documentation required on the exchange ticket and supersedes all previous information

- **Changes to Origin/Destination:**
  - **Not Allowed**
  - Refer to Changes to Origin/Destination
<table>
<thead>
<tr>
<th>Changes to Stopover City:</th>
<th>Not Allowed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Changes to Connection City:</td>
<td>Allowed</td>
</tr>
</tbody>
</table>
| Changes to Co-Terminal: | Allowed  
Refer to: Changes to Co-Terminal |
| Extended Travel Rebooking: | Allowed  
Reissue ticket by December 21, 2019  
TNADVE/DORIAN AFTERMATH BAHAMAS  
Note: The new ticket must include:  
TNADVE/DORIAN AFTERMATH BAHAMAS in the Endorsement Box or will be subject to a debit memo  
This is the only Endorsement Box documentation required and supersedes all previous information  
Note: Refer to: Extend Travel Rebooking after the Travel Event |
| Refund Eligibility: | No Refund Allowed  
Canceled flight / 60+ minute delay may be processed for a refund via GDS/ARC/BSP  
Canceled flight/60Min Waiver Code: TNADVR  
Refer to Refund Policy |
| Cuba SSR Requirements: | Applicable when booking includes travel to/from Cuba  
Reenter RFTV SSR in the PNR for the new itinerary  
Refer to RFTV Information |
| Travel to/from/through on American, and JB Operated and Marketed Flights: | British Airways (BA) / AA*BA  
Iberia (IB) / AA*IB  
Finnair (AY) / AA*AY  
Japan Airlines (JL) / AA*JL  
Qantas Airways (QF) / AA*QF |
| Sales Support Authorization – SalesLink Request | • Rebook flights in compliance with Travel Notice Exception Policy  
• Log-in to SalesLink at www.saleslink.aa.com |
Did your ticketed flight cancel?

<table>
<thead>
<tr>
<th>Need to rebook to an alternate flight when the flight is canceled?</th>
<th>Follow Schedule Irregularity/IROPS guidelines by clicking on:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Schedule Irregularity - IROPS</td>
</tr>
</tbody>
</table>

**Affected Airports – City & State Association:**

- Freeport, Bahamas (FPO)
- Marsh Harbour, Bahamas (MHH)

**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:

- Affected itinerary includes flights on: AA, AA*/AY, AY, AA*/BA, BA, AA*/IB, IB, AA*/JL, JL, AA*/QF, QF
  - Ticket issued on the following ticket stock: AA 001, IB 075, AY 105, BA 125, JL 131, QF 081
- Applies to AA*/oneworld flights
- 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
- Affected coupons are in OK status
- Travel reissuance only in accordance to dates identified in the applicable Travel Notice Exception Advisory
- More than one change allowed without an additional collection, including penalty or change fee within the Travel Notice dates
- Original issuing agency responsible for ticket reissue
- Ticket Revalidation not permitted
- 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)
- Changes outside of these guidelines are subject to the reissue rules of the ticketed fare. This includes any applicable additional collection or Change Fee
  - Refer to Extend Travel Rebooking after the Travel Event
- Basic Economy Short-haul or Long-haul must be rebooked in the appropriate Basic Economy inventory
- Please ensure the above procedures are accurately followed to prevent debit memo issuance

**Change to Co-Terminal**

Changes to domestic co-terminals are allowed.

- BWI - WAS (DCA, IAD)
- FLL – PBI - MIA
- SFO – SJC - OAK
- LAX - ONT - BUR – SNA - LGB
- EWR - NYC (JFK, LGA) – HPN
- HOU - IAH

**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.

**Rebooking – Exception to Fare Rules**

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:

**Inventory Requirements**

**Lowest Inventory, Same Cabin**

If original inventory is not available rebook lowest inventory available in the same ticketed cabin. As a reminder, customers that do not hold a Basic Economy fare should never be booked into B inventory.
**Basic Economy** –

**Short-haul** must be booked in B inventory only. If B inventory is not available, then an alternate flight must be selected. Advance Purchase and Ticket Change restrictions are waived.

**Long-haul** must be booked - AA Prime in B inventory: for AA/* book original ticketed inventory or lowest available inventory up to and including H. Refer to: Basic Economy FAQ

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**

**Cuba RFTV Information**

<table>
<thead>
<tr>
<th>RFTV SSR Requirement</th>
<th>SSR Example:</th>
</tr>
</thead>
<tbody>
<tr>
<td>When a change is made to the customer’s flight(s), Travel Agencies are required to update each customer’s reason for travel to/from Cuba in the PNR by using SSRs to document specific 5-character “Reason Codes” as approved by IATA:</td>
<td>SSR RFTV AA HK1 MIACFG0123C01OCT-1EDWARDS/PATRICIAMSFAMLY</td>
</tr>
</tbody>
</table>

Refer to Instructions to Document Cuba Passengers’ Reason for Travel

**Endorsement Information**

**Endorsement Box Policy**

TNADV2/DORIAN AFTERMATH BAHAMAS

Ticket Reissue required. This is the only required verbiage and supersedes all other information.

**Extend Travel Rebooking** after the Travel Event

<table>
<thead>
<tr>
<th>Extend Travel Rebooking</th>
<th>Endorsement Box Waiver Code/Event Name</th>
</tr>
</thead>
</table>

Travel after: September 22, 2019
Reissued no later than December 21, 2019
See Extended Travel Rebooking Guidelines below:

TNADVE/DORIAN AFTERMATH BAHAMAS
This is the only required verbiage and supersedes all other information.

Extend Travel Rebooking Guidelines:
If customers are unable to rebook within the New Travel Dates, may reschedule their reservation and reissue their ticket within the below guidelines:

- Cancel their itinerary and apply the value of the original ticket towards the purchase of a new ticket to the same or another destination with travel commencing within 1 year from the date of original issuance
- **Change fee only is waived** as long as the ticket is reissued on/before the “Reissued no later than” date indicated above
- Customer’s new itinerary is rebooked/ticketed at current applicable fare and rules, additional monies may apply
- If new ticket price is lower than original ticket the residual is forfeited.
  - Effective 1/1/19 – a residual MCO will no longer be permitted.

Tickets reissued after: **December 21, 2019**
- Tickets reissued after the date indicated above; all fare rules and restrictions apply to the new ticket
- Change fee applies

Refund Policy Information

**Flight is cancelled:**

- Travel agents may refund ticket(s) through normal GDS/ARC/BSP processing.

<table>
<thead>
<tr>
<th>Refund To Original Form Of Payment</th>
<th>YES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-Refundable Fare</td>
<td>All penalties/fees waived</td>
</tr>
</tbody>
</table>
- Refundable Fare with cancellation Fee
- Basic Economy Fare
- Bulk/Opaque Fare

Note: Tickets issued as Bulk (BT zero dollar ticket) must be referred back to the wholesaler/consolidator for refund, or may request refund from [www.refunds.aa.com](http://www.refunds.aa.com)

**Travel Agent to Process Ticket Refund To Original Form Of Payment (FOP)**

**U.S. agencies processing through ARC:**
- Preferred Method: process through your GDS
- If unable to process through your GDS: may submit through ARC/IAR Refund Exchange Notification (REN) using the waiver code: **TNADVR**

**International agencies processing through BSPLink:**
- Preferred Method: process through your GDS
- If unable to process through your GDS: may submit through BSPLink Refund Application (RA) using the waiver code: **TNADVR**

Note: If the ticket has been exchanged by American as an INVOL submit the refund request directly with American. Refer to [American Airlines Refunds](http://www.refunds.aa.com).

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**Refund Information:**

**Flight is not cancelled:**

*For Revenue/Published Fares – Basic Economy – Bulk/Opaque Fares follow the guidelines below*

Depending on the length of delay for the affected flight follow the guideline below:

<table>
<thead>
<tr>
<th>Length Of Delay</th>
<th>American to Refund To Voucher</th>
<th>Ticket Refund To Original Form Of Payment (FOP)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>


<table>
<thead>
<tr>
<th>0 - 59 minutes</th>
<th>No</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>60 minutes or greater</td>
<td>Yes</td>
<td>U.S. agencies processing through ARC:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Preferred Method: process through your GDS</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- If unable to process through your GDS: may submit through ARC/IAR Refund Exchange Notification (REN) using the waiver code: TNADVR</td>
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<td></td>
<td></td>
<td>International agencies processing through BSPLink:</td>
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</table>

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; may use Extend Travel Rebooking or may hold ticket for future travel; all rules and restrictions apply. Travel must commence no later than one year from the date of original issuance.

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**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 [www.refunds.aa.com](http://www.refunds.aa.com)

**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](http://AA.com) and [www.aasaleslink.com](http://www.aasaleslink.com) reference. Please check these sources frequently for the most up to date information.
- **www.aasaleslink.com**  Reference: Select **Travel Notice Exception Policy - Travel Agency Guidelines**
- Visit [www.aasaleslink.com](http://www.aasaleslink.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](http://AA.com).

**Groups**

Group reservations must be changed by [AA Group & Meeting Travel](http://AA.com)

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.

**Issued**: September 13, 2019