Iberia Industrial Action - Barcelona – Travel Notice Exception Policy

**Issued:** August 11, 2017

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:

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<td><strong>New Travel Dates:</strong></td>
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<td><strong>Travel to/from/through on American, and JB Operated and Marketed Flights:</strong></td>
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Sales Support Authorization – SalesLink Request

- Rebook flights in compliance with Travel Notice Exception Policy
- Log-in to SalesLink at www.aasaleslink.com
- Request Type: select ‘Service’
- Waiver Type: select ‘Travel Notice – Double Check’
- Travel Notice: select applicable Travel Notice event name
- Verify: SalesLink approval remarks in PNR
- Endorsement Box: Enter event name only, no waiver code required

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

**Affected Airports – City & Country Association:**
- Barcelona, Spain (BCN)

**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
  - 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
  - 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
- 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 with the “exception of 300-Mile Radius”. 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
- Within same country
- For booking inventory, view Inventory Requirements
- Waive Add Collect and Change Fee

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 new travel originates August 11 - 21, 2017, rebook same inventory as originally ticketed. If original inventory is not available rebook lowest inventory available in the same ticketed cabin. Exception – tickets issued as Basic Economy fares 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.

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/PATRICIAMS.FAMLY</td>
</tr>
</tbody>
</table>

Refer to Instructions to Document Cuba Passengers’ Reason for Travel.
Endorsement Information

Endorsement Box Policy

<table>
<thead>
<tr>
<th>Endorsement Box Policy</th>
<th>TNADV2/ IB INDUSTRIAL ACTION BCN</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>This is the only required verbiage and supersedes all other information.</td>
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</tbody>
</table>

Extended Travel Rebooking after the Travel Event

<table>
<thead>
<tr>
<th>Extended Travel Rebooking</th>
<th>Tour Code/IT Box: Waiver Code</th>
<th>Endorsement Box</th>
</tr>
</thead>
<tbody>
<tr>
<td>Travel after:</td>
<td>TNADVE</td>
<td>IB INDUSTRIAL ACTION BCN</td>
</tr>
<tr>
<td>August 21, 2017</td>
<td></td>
<td>This is the only required verbiage and supersedes all other information.</td>
</tr>
<tr>
<td>Reissued no later than</td>
<td></td>
<td>Note: Tour Code/IT Box- if unable to alter due to the ticketed fare auto populates specific information; indicate the waiver code in the Endorsement Box along with Event Name</td>
</tr>
<tr>
<td>August 21, 2017</td>
<td></td>
<td></td>
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<tr>
<td>See Extended Travel Rebooking Guidelines below:</td>
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</tbody>
</table>

Extended Travel Rebooking Guidelines:
If customers are unable to rebook within the new travel dates, may reschedule their reservation and reissue their ticket within the given reissuance timeline of the notice, following the below guidelines:

- Cancel their itinerary and apply the value of the ticket towards the purchase of a new ticket with travel commencing within 1 year from the date of original issuance
- Change fee is waived as long as the ticket is reissued on/before the “Reissued no later than” date indicated above
- PNR OSI must contain the Event Name of the Travel Notice
- 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, you may refund the difference to a MCO

Tickets reissued after:  August 21, 2017

- 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
Refund
Flight is Cancelled

Refund To Original Form Of Payment:
- Non-Refundable Fare
- 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

YES
All penalties/fees waived

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

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