

Northern California Fires – SFO - Update – Travel Notice Exception Policy

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Issued: October 12, 2017

Update: October 14, 2017 – extended Impacted Travel dates and New Travel Dates

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:

Special Travel Exceptions Considerations	
Affected Airport Codes:	SFO
Tickets Issued On/Before:	October 12, 2017
Impacted Travel Dates:	October 11 – 18, 2017 (was October 11 – 15, 2017)
New Travel Dates:	October 12 – 23, 2017 (was October 12 – 20, 2017)
Reissuance of Tickets On/Before:	Same day as flight rebooking
Inventory Requirements:	Lowest Inventory Available– Same Cabin Exception – tickets issued as Basic Economy fares must be booked in “B” inventory only
Endorsement Box Requirements:	Waiver Code - TNADV2 Event Name: NO CA FIRES SFO TNADV2/NO CA FIRES SFO is the only Endorsement Box documentation required and supersedes all previous information
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
Changes to Origin/Destination:	Not Allowed Refer to Changes to Origin/Destination
Changes to Stopover City:	Not Allowed
Changes to Connection City:	Allowed
Changes to Co-Terminal:	Allowed Refer to: Changes to Co-Terminal
Extended Travel Rebooking:	Allowed Reissue ticket by 10/23/2017 (was 10/20/2017) TNADVE/NO CA FIRES SFO 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 flights only may be processed for a refund via GDS/ARC/BSP Refer to Refund Policy
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
Sales Support Authorization – SalesLink Request	<ul style="list-style-type: none"> • Rebook flights in compliance with Travel Notice Exception Policy • Log-in to SalesLink at www.aasaleslink.com • Request Type: select 'Service' • Input AA PNR • Waiver Type: select 'Travel Notice – Double Check' • Travel Notice: select applicable Travel Notice event name • Select 'Next' – and complete request • Verify: SalesLink approval remarks in PNR • Endorsement Box: Enter event name only, no waiver code required

Did your ticketed flight cancel?	
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 & State Association:

- Santa Rosa, CA (STS)

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
 - Note: Only applies to the carriers listed
- Ticket issued on the following ticket stock: AA 001, IB 075, AY 105, BA 125, JL 131
- 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
- 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
 - Refer to Extend Travel Rebooking after the Travel Event
- 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. If the new price is lower than original ticket, you must refund the difference to a MCO

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 **October 12 – 23, 2017** (was October 12 – 20, 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

RFTV SSR Requirement	SSR Example:
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	SSR RFTV AA HK1 MIACFG0123C01OCT-1EDWARDS/PATRICIAMS.FAMILY

specific 5-character "Reason Codes" as approved by IATA:

Refer to [Instructions to Document Cuba Passengers' Reason for Travel](#)

Endorsement Information

Endorsement Box Policy

TNADV2/NO CA FIRES SFO

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

Extend Travel Rebooking *after* the Travel Event

Extend Travel Rebooking	Endorsement Box Waiver Code/Event Name
<p>Travel after: October 23, 2017 (was October 20, 2017)</p> <p>Reissued no later than October 23, 2017 (was October 20, 2017)</p> <p>See Extended Travel Rebooking Guidelines below:</p>	<p>TNADVE/NO CA FIRES SFO</p> <p>This is the only required verbiage and supersedes all other information.</p>
<p>Extend Travel Rebooking Guidelines:</p> <p>If customers are unable to rebook within the New Travel Dates, may reschedule their reservation and reissue their ticket within the below guidelines:</p> <ul style="list-style-type: none">• 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 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, you may refund the difference to a MCO <p><u>Basic Economy Ticketed Fares</u> Basic Economy fares do not apply to the Extend Travel Rebooking guidelines. Basic Economy does not allow voluntary changes outside of the travel notice guidelines.</p>	
<p>Tickets reissued after: October 23, 2017 (was October 20, 2017)</p> <ul style="list-style-type: none">• 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: <ul style="list-style-type: none">• 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: <ul style="list-style-type: none">• 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: <ul style="list-style-type: none">• 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](#).

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:

Length Of Delay	American to Refund To Voucher	Ticket Refund To Original Form Of Payment (FOP)
0 - 59 minutes	No	No
60 minutes or greater	Yes	<p>U.S. agencies processing through ARC:</p> <ul style="list-style-type: none"> • 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 <p>International agencies processing through BSPLink:</p> <ul style="list-style-type: none"> • 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

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.

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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