



Northern California Rain Feb - Travel Notice Exception Policy

Northern California Rain Feb - Travel Notice Exception Policy

Issued: February 19, 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:

Special Travel Exceptions Considerations	
Affected Airports:	BFL, FAT, MFR, MMH, MRY, OAK, SBP, SFO, SJC, SMF, STS
Tickets Issued On/Before:	February 19, 2017
Impacted Travel Dates:	February 19 – 20, 2017
New Travel Dates:	February 19 – 23, 2017
Reissuance of Tickets On/Before:	February 23, 2017
Inventory Requirements:	Lowest Inventory– Same Cabin
Waiver Code: Validated: 001	TNADV2 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 the required verbiage for that fare Refer to Tour Code/It Box
Endorsement Box Policy:	NO CAL RAIN FEB This is the only required verbiage in the Endorsement Box and supersedes all other information
Cuba SSR: RFTV Reason Code Requirement:	If Applicable RFTV SSR must be reentered in the PNR for the new itinerary Refer to RFTV Information
OSI Requirements:	CART/AN Number (if applicable) No other information is required in the OSI Field
Changes to Origin/Destination:	Not allowed Exception: 300- Mile Radius allowed Refer to Change or Origin/Destination
Changes to Stopover City:	Not Allowed
Changes to Connection City:	Allowed
Changes to Co-Terminal:	Allowed Refer to: Co-Terminal
Extended Travel Rebooking:	Refer to: Extended Travel Rebooking after the Travel Event for details
Refund Eligibility:	Flight Not Cancelled: Not Allowed Flight Cancelled: Allowed via 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
Rebooking - SalesLink - Double Check Services:	Update itinerary changes according to the Travel Notice Visit www.aasaleslink.com and confirm compliance with Travel Notice by selecting Travel Notice - Double Check waiver Reissue the ticket - No waiver code annotation required in the Tour Code/IT Box Endorsement Box update of event name required on new ticket
Rebooking to an Alternate Flight when the Flight is Canceled:	Follow Schedule Irregularity (IROPS) by clicking on:: Schedule Irregularity (IROPS) Please note when American cancels the customer's flight you can always self-refund a non-refundable ticket through ARC/BSP processing.

Affected City/State(s) - To/From:

- Bakersfield, CA (BFL)
- Fresno, CA (FAT)
- Mammoth Lakes, CA (MMH)
- Medford, OR (MFR)
- Monterey, CA (MRY)
- Oakland, CA (OAK)
- Sacramento, CA (SMF)
- San Francisco, CA (SFO)
- San Jose, CA (SJC)
- San Luis Obispo, CA (SBP)
- 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:

- 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
- Book lowest inventory; same ticketed cabin
- 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).

Lowest Inventory, Same Cabin

If new travel originates **February 19 - 23, 2017**, 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

Cuba RFTV Information

RFTV SSR Requirement	SSR Example:
<p>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:</p> <p>Refer to Instructions to Document Cuba Passengers' Reason for Travel</p>	<p>SSR RFTV AA HK1 MIACFG0123C01OCT-1EDWARDS/PATRICIAMS.FAMILY</p>

Endorsement Information

Endorsement Box Policy
<p>NO CAL RAIN FEB</p> <p>This is the only required verbiage and supersedes all other information.</p> <p>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</p>

OSI Field

OSI Information
<p>Must add the following:</p> <ul style="list-style-type: none">• 4OSI CART/AN Number (if applicable)• No other information is required in the OSI field

Tour Code/IT Box Information

Tour Code/IT Box	Waiver Code
<p>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</p> <p>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 the required verbiage for that fare.</p>	<p>TNADV2</p>

Extended Travel Rebooking *after* the Travel Event

Extended Travel Rebooking	Tour Code/IT Box: Waiver Code	Endorsement Box
<p>Travel after: February 23, 2017</p> <p>Reissued no later than February 23, 2017</p> <p>See Extended Travel Rebooking Guidelines below:</p>	<p>TNADVE</p>	<p>NO CAL RAIN FEB</p> <p>This is the only required verbiage and supersedes all other information.</p> <p>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</p>
<p>Extended Travel Rebooking Guidelines:</p> <p>If customers are unable to rebook or reissue their ticket within the given reissuance timeline of the notice, they may use the following guidelines:</p> <ul style="list-style-type: none"> • 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 is subject to any applicable additional fare for their new itinerary • If new ticket price is lower than original ticket, you may refund the difference to a MCO 		
<p>Tickets reissued after: February 23, 2017</p> <ul style="list-style-type: none"> • Tickets reissued after the date indicated above are subject to an applicable fare • All fare rules and restrictions apply to the new ticket. 		

Refund Policy Information

Flight is cancelled:

- Travel agents may refund ticket(s) through normal ARC/BSP processing.
 - Bulk/Opaque - If a fares basis code contains the below ticket designator, 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.

Bulk / Opaque Tickets Criteria	
Fare Basis Code with a Ticket Designator Of:	<p>FXXZ, FXXX, SXXZ, or SXXX</p> <p>Note: X = number Z = alpha-character</p> <p>IE: F12A, F123, S34B, or S345</p>

Refund Flight is Cancelled	
<p>Refund To Original Form Of Payment:</p> <p>Non-Refundable Fare</p> <p>Refundable Fare with cancellation Fee</p>	<p>YES</p> <p>All penalties/fees waived</p>
<p>Travel Agent to Process Ticket Refund To Original Form Of Payment (FOP)</p>	<p>ARC Agencies must process through their IAR :</p> <p>ARC/IAR REN entry:</p> <ul style="list-style-type: none"> Waiver code box on the IAR/Refund detail screen must be notated in the following format: TNADVR <p>IATA Agencies must process as follows:</p> <p>GDS:</p> <ul style="list-style-type: none"> Refund through your GDS directly, indicate TNADVR <p>BSP:</p> <ul style="list-style-type: none"> Waiver code on BSPLink/Refund Notice must be notated in the following format: 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](#).

Flight is not cancelled:

For Revenue/Published Fares follow the guidelines below

Depending on the length of delay for the affected flight or partially used tickets follow the guideline below:

Refund Flight not Cancelled		
ARC Agencies: Submit online to American Airlines Refunds . IATA Agencies: Submit a Refund Application (RA) through BSPLink		
Length Of Delay	American to Refund To Voucher	Travel Agent to Process Ticket Refund To Original Form Of Payment (FOP)
0 - 59 minutes	No	No
60 minutes or greater	Yes	ARC/IAR REN or BSP Refund Authorization Request template – Waiver Code TNADVR

Non-Stop to Connection or Change of Operating Carrier

Reason	Refund To Original Form Of Payment	Travel Agent to Process Ticket Refund To Original Form Of Payment (FOP) ARC/IAR REN or BSP Refund Authorization Request template
If non-stop to connecting flight (No length of Delay required)	YES	ARC/BSP Waiver Code: TNADVR
If impacted by a schedule change that results in the change of operating carrier and elects not to travel on the new operating carrier	YES	ARC/BSP Waiver Code: TNADVR

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).

- o Bulk/Opaque - If a fares basis code contains the below ticket designator, 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.

Bulk / Opaque Tickets Criteria	
Fare Basis Code with a Ticket Designator Of:	FXXZ, FXXX, SXXZ, or SXXX Note: X = number Z = alpha-character IE: F12A, F123, S34B, or S345

Length Of Delay	BULK/OPAQUE American to Refund To Voucher	BULK/OPAQUE Ticket Refund To Original Form Of Payment (FOP) ARC/IAR REN or BSP Refund Authorization Request template
If non-stop to connecting flight (No length of Delay required)	-	Yes • ARC/BSP Waiver Code: TNADVR
If impacted by a schedule change that results in the change of operating carrier and elects not to travel on the new operating carrier		Yes • ARC/BSP Waiver Code: TNADVR
0 - 59 minutes	No	No
60 minutes or greater	Yes	ARC/IAR REN or BSP Refund Authorization Request template – Waiver Code TNADVR

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 [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.

Issued: February 19, 2017