

Hurricane Irma Update 4 - Florida



Hurricane Irma Update 4 - Florida – Travel Notice Exception Policy



Issued: September 5, 2017

Updated: September 6, 2017 – added Affected Airport Codes MCO, DAB, MLB, TPA

Updated: September 6, 2017 – add Affected Airport codes VPS, PNS, TLH, GNV, JAX; extend Impacted Travel & New Travel Dates

Updated: September 7, 2017 – update Changes to Origin/Destination; 600-mile radius allowed

Updated: September 7, 2017 – updated Refund Eligibility; Refund allowed (when flight not canceled)

American Airlines has implemented a special exception policy to our travel

partners that is now available for our mutual customers due to Hurricane Irma and the increasing chance of impact to the Florida Peninsula and the Florida Keys.

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:	DAB, EYW, FLL, GNV, JAX, MCO, MIA, MLB, PBI, PNS, RSW, SRQ, TLH, TPA, VPS
Tickets Issued On/Before:	September 5, 2017
Impacted Travel Dates:	September 5 – 17, 2017 (was September 5 – 12, 2017)
New Travel Dates:	September 5 – 30, 2017 (was September 5 – 15, 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: IRMA FL TNADV2/IRMA FL 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
Changes to Origin/Destination:	600-mile radius allowed (was 300-mile radius allowed) Change to Origin/Destination – Not Allowed Changes to origin/destination are <i>not</i> permitted for the travel notice with the “exception of 600-Mile Radius”. Any changes

	<p>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</p> <p>600 – Mile Radius (was 300 - Mile Radius)</p> <ul style="list-style-type: none"> • Within same country • For booking inventory, view Inventory Requirements • Waive Add Collect and Change Fee
Changes to Stopover City:	Not Allowed
Changes to Connecting City:	Allowed
Changes to Co–Terminal:	<p>Allowed</p> <p>Changes to Domestic co-terminals are allowed.</p> <ul style="list-style-type: none"> • BWI - WAS (DCA, IAD) • FLL – PBI - MIA • SFO – SJC - OAK • LAX - ONT - BUR – SNA - LGB • EWR - NYC (JFK, LGA) – HPN • HOU - IAH
Extended Travel Rebooking:	<p>Allowed</p> <p>Reissue ticket by 9/30/2017 (was 9/15/2017)</p> <p>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:</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 • 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
Refund Eligibility:	<p><u>Refund allowed - process via GDS/ARC/BSP</u></p> <p>Flight is or is not cancelled a Refund is Permitted:</p> <ul style="list-style-type: none"> • Travel agents may refund a ticket(s) through normal GDS/ARC/BSP processing <p>Refund To Original Form Of Payment:</p> <ul style="list-style-type: none"> • Non-Refundable • Refundable with cancellation Fee

	<ul style="list-style-type: none"> • Basic Economy Fare • Bulk/Opaque Fare <p>Note: Tickets issued as Bulk (BT zero dollar ticket) must be referred back to the wholesaler/consolidator for refund, or may YES</p> <p>All penalties/fees waived Travel Agent to Process Ticket Refund To Original Form Of Payment (FOP) 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: TNADVVR
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

Did your ticketed flight cancel?	
Need to rebook to an alternate flight when the flight is cancelled?	Follow Schedule Irregularity/IROPS guidelines by clicking on: Schedule Irregularity - IROPS

Affected Airports – City & State Association

- Daytona Beach, FL (DAB)
- Fort Lauderdale, FL (FLL)
- Fort Myers, FL (RSW)
- Fort Walton Beach, FL (VPS)
- Gainesville, FL (GNV)
- Jacksonville, FL (JAX)
- Key West, FL (EYW)
- Melbourne, FL (MLB)
- Miami, FL (MIA)
- Orlando, FL (MCO)
- Pensacola, FL (PNS)
- Sarasota, FL (SRQ)
- Tallahassee, FL (TLH)
- Tampa, FL (TPA)
- West Palm Beach, FL (PBI)

As always, thank you for your business.

Sincerely,
American Airlines

