

Hurricane Irma Update 4 - Southeast



Hurricane Irma Update 4 - Southeast – Travel Notice Exception Policy



Issued: September 6, 2017

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

Update 2: September 7, 2017 – add Affected Airport Code – MYR; updated Refund Eligibility; Refund allowed (when flight not cancelled)

Update 3: September 10, 2017 - updated Refund Eligibility; – No Refund allowed (when flight is not cancelled)

Update 4: September 12, 2017 – extend Ticket issue on/before date and Impact Travel Date

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 impact to southeastern coastal cities..

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:	CHS, HHH, MYR, SAV
Tickets Issued On/Before:	September 10, 2017 (was September 6, 2017)
Impacted Travel Dates:	September 6 – 20,2017 (was September 6 – 17, 2017)
New Travel Dates:	September 6 – 30, 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 SOUTHEAST TNADV2/IRMA SOUTHEAST 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 Changes to origin/destination are not permitted for the travel notice with the “exception of 600-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 600 - Mile Radius (was 300 – Mile Radius) <ul style="list-style-type: none"> • Within same country • For booking inventory, view Inventory

	<p>Requirements</p> <ul style="list-style-type: none"> • 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
Extend Travel Rebooking:	<p>Allowed</p> <p>Reissue ticket by 9/30/2017</p> <p>Extend Travel Rebooking Endorsement Box Waiver Code/Event Name Travel after: September 30, 2017 Reissued no later than September 30, 2017 See Extend Travel Rebooking Guidelines below: TNADVE/ IRMA SOUTHEAST This is the only required verbiage and supersedes all other information. 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 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 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>No Refund Allowed</p> <p>Canceled flights may be processed</p>

	<p>via GDS/ARC/BSP</p> <p>Note: prior to September 10th this Travel Notice allowed refunds for flights not cancelled</p> <p>Flight is cancelled:</p> <ul style="list-style-type: none"> • Travel agents may refund ticket(s) through normal GDS/ARC/BSP processing. <p>Travel Agent to Process Ticket Refund To Original Form Of Payment (FOP)</p> <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 <p>Flight is not cancelled:</p> <p>For Revenue/Published Fares – Basic Economy – Bulk/Opaque Fares follow the guidelines below</p> <p>Depending on the length of delay for the affected flight follow the guideline below:</p> <p>Length Of Delay</p> <p>American to Refund To Voucher Ticket Refund To Original Form Of Payment (FOP)</p> <p>0 - 59 minutes No 60 minutes or greater Yes</p> <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
Travel to/from/through on American and JB Operated and Marketed Flights:	<p>British Airways (BA) / AA*BA</p> <p>Iberia (IB) / AA*IB</p> <p>Finnair (AY) / AA*AY</p> <p>Japan Airlines (JL) / AA*JL</p>
Did your ticketed flight cancel?	
Need to rebook to an alternate flight when the flight is cancelled?	<p>Follow Schedule Irregularity/IROPS guidelines by clicking on: Schedule Irregularity - IROPS</p>

- Charleston, SC (CHS)
- Hilton Head Island, SC (HHH)
- Myrtle Beach, SC (MYR)
- Savannah, GA (SAV)

As always, thank you for your business.

Sincerely,
American Airlines

