

Hurricane Irma Update 6 - Florida



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Hurricane Irma Update 6 - Florida – Travel Notice Exception Policy

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Issued: September 5, 2017

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

Update 2: September 6, 2017 – add Affected Airport codes VPS, PNS, TLH, GNV, JAX; extend Impacted Travel & New Travel Dates

Update 3: September 7, 2017 – update Changes to Origin/Destination; 600-mile radius allowed

Update 4: September 7, 2017 – updated Refund Eligibility; Refund allowed (when flight not cancelled)

Update 5: September 10, 2017 - updated Refund Eligibility; – No Refund allowed (when flight not cancelled)

Update 6: September 12, 2017 – extend Ticket issue on/before and Impacted Travel Dates

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 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 10, 2017 (was September 5, 2017)
Impacted Travel Dates:	September 5 – 20, 2017  (was 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  <b>Exception</b> – 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:	<p><b>600-mile radius allowed</b> (was 300-mile radius allowed)</p> <p>Changes to origin/destination are <b>not</b> 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</p> <p>600 – Mile Radius (was 300 - Mile Radius)</p> <ul style="list-style-type: none"> <li>• Within same country</li> <li>• For booking inventory, view Inventory Requirements</li> <li>• Waive Add Collect and Change Fee</li> </ul>
Changes to Stopover City:	<b>Not Allowed</b>
Changes to Connecting City:	<b>Allowed</b>
Changes to Co–Terminal:	<p><b>Allowed</b></p> <p>Changes to Domestic co-terminals are allowed.</p> <ul style="list-style-type: none"> <li>• BWI - WAS (DCA, IAD)</li> <li>• FLL – PBI - MIA</li> <li>• SFO – SJC - OAK</li> <li>• LAX - ONT - BUR – SNA - LGB</li> <li>• EWR - NYC (JFK, LGA) – HPN</li> <li>• HOU - IAH</li> </ul>
Extend Travel Rebooking:	<p><b>Allowed</b></p> <p>Reissue ticket by 9/30/2017</p> <p><b>Extend Travel Rebooking Endorsement Box</b>  <b>Waiver Code/Event Name</b>  Travel after:  <b>September 30, 2017</b>  (was September 15, 2017)  Reissued no later than  <b>September 30, 2017</b>  (was September 15, 2017)  See Extend Travel Rebooking Guidelines below:  TNADVE/IRMA FL  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  <b>Extend Travel Rebooking Guidelines:</b>  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</p>

	<p>notice, following the below guidelines:</p> <ul style="list-style-type: none"> <li>• 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</li> <li>• Change fee is waived as long as the ticket is reissued on/before the "Reissued no later than" date indicated above</li> <li>• Customer's new itinerary is rebooked/ticketed at current applicable fare and rules, additional monies may apply</li> <li>• If new ticket price is lower than original ticket, you may refund the difference to a MCO</li> </ul> <p>Tickets reissued after: <b>September 30, 2017</b> (was September 15, 2017)</p> <ul style="list-style-type: none"> <li>• Tickets reissued after the date indicated above; all fare rules and restrictions apply to the new ticket</li> <li>• Change fee applies</li> </ul>
Refund Eligibility:	<p><b>Refund Allowed on Canceled flights only</b> Process via GDS/ARC/BSP</p> <p><b>Note: Prior to September 10th this Travel Notice allowed refunds for flights not cancelled</b></p> <p><b>Flight is cancelled:</b></p> <ul style="list-style-type: none"> <li>• Travel agents may refund ticket(s) through normal GDS/ARC/BSP processing.</li> </ul> <p><b>Travel Agent to Process Ticket Refund To Original Form Of Payment (FOP)</b></p> <p><b>International agencies processing through BSPLink:</b></p> <ul style="list-style-type: none"> <li>• Preferred Method: process through your GDS</li> <li>• If unable to process through your GDS: may submit through BSPLink Refund Application (RA) using the waiver code: <a href="#">TNADVR</a></li> </ul> <p><b>Flight is not cancelled:</b> <b>For Revenue/Published Fares – Basic Economy – Bulk/Opaque Fares follow the guidelines below</b> Depending on the length of delay for the affected flight follow the guideline below: <b>Length Of Delay</b> <b>American to Refund To Voucher</b> <b>Ticket Refund To Original Form Of Payment (FOP)</b> 0 - 59 minutes No 60 minutes or greater Yes</p>

	<b>International agencies processing through BSPLink:</b> <ul style="list-style-type: none"> <li>• Preferred Method: process through your GDS</li> <li>• If unable to process through your GDS: may submit through BSPLink Refund Application (RA) using the waiver code: <a href="#">TNADVR</a></li> </ul>
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: <a href="#">Schedule Irregularity - IROPS</a>

#### 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

