

BRU Seasonal Suspension of Service – Schedule Change

Issued: April 18, 2016

Travel Agency Guidelines

American Airlines is offering protection for our ticketed customers who may be impacted traveling to/from Brussels as a result of our seasonal suspension of service. Please be guided by the following information:

Airports Affected:	AA (001) tickets / US (037) tickets: Agency Procedures for Seasonal Service Reduction to/from Brussels (BRU) Revenue/Published and Bulk/Opaque Fare	Endorsement Box Policy																		
<p>Travel to/from/through Brussels (BRU)</p> <p>Suspension of service:</p> <ul style="list-style-type: none"> Due to seasonal service to/from Brussels 	<p align="center">Seasonal Service Reduction Options for Revenue/Published and Bulk/Opaque Fare Tickets:</p> <p><u>Protection Options:</u></p> <p>American: AA/ AA* Codeshare</p> <ul style="list-style-type: none"> Book AA prime flight(s) between US and European gateway Book AA*/BA or AA*/IB between European gateway and BRU <table border="1" data-bbox="490 1100 1156 1640"> <thead> <tr> <th colspan="2">Special Travel Exceptions Considerations</th> </tr> </thead> <tbody> <tr> <td>Ticketed On/Before:</td> <td>April 7, 2016</td> </tr> <tr> <td>Impacted Dates :</td> <td>April 25 – June 13, 2016</td> </tr> <tr> <td>Reissue Ticket on/before:</td> <td>June 13, 2016</td> </tr> <tr> <td>Inventory Requirements:</td> <td>Lowest Inventory – Same Cabin</td> </tr> <tr> <td>Change to Origin/Destination on AA prime flights only</td> <td>Allowed Alternate cities permitted: FRA/LHR/DUS/AMS/CDG</td> </tr> <tr> <td>Change to Origin/Destination other than the AA destinations listed above:</td> <td> <ul style="list-style-type: none"> Applicable fare applies Any add collect applies Residual refund allowed to original form of payment Change fee waived </td> </tr> <tr> <td>OSI Requirements:</td> <td>BRU PROTECT</td> </tr> <tr> <td>Phone Field:</td> <td>Ensure the customer's telephone contact number is updated</td> </tr> </tbody> </table>	Special Travel Exceptions Considerations		Ticketed On/Before:	April 7, 2016	Impacted Dates :	April 25 – June 13, 2016	Reissue Ticket on/before:	June 13, 2016	Inventory Requirements:	Lowest Inventory – Same Cabin	Change to Origin/Destination on AA prime flights only	Allowed Alternate cities permitted: FRA/LHR/DUS/AMS/CDG	Change to Origin/Destination other than the AA destinations listed above:	<ul style="list-style-type: none"> Applicable fare applies Any add collect applies Residual refund allowed to original form of payment Change fee waived 	OSI Requirements:	BRU PROTECT	Phone Field:	Ensure the customer's telephone contact number is updated	<p>Annotate new ticket with below:</p> <p align="center">BRU PROTECT</p> <p>The above annotation is only required on the new ticket and supersedes required verbiage for the fare ticketed</p> <p>Reissue: New ticket will have the same fare/fare basis as original ticket</p> <p>Penalty: Change fee does not apply</p>
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	<p><u>Group Tickets</u></p> <p>You must contact Group and Meeting Travel or the Meeting Service desk for assistance</p>																			

Refund Policy

Schedule Change - Unacceptable to Customer Refund Request		
Type of Fare	Agency Procedures for Seasonal Service Reduction to/from BRU Revenue/Published and Bulk/Opaque Fare	OSI Field Documentation
<p>Revenue/Published Fare / Bulk/Opaque Fare Tickets:</p> <p>AA (001) / US (037) tickets:</p> <p>Travel agencies may refund Revenue/Published / Bulk/Opaque fare tickets only per the criteria:</p> <p>NOTE: If the travel agent's revenue ticket has been EXCH by AA as an INVOL the refund request must be submitted directly to American</p> <p>Refer to the link: www.refunds.aa.com</p>	<p>Travel agents may refund a non-refundable ticket(s) via the ARC/IAR REN or BSP</p> <ul style="list-style-type: none"> • Refundable tickets will be refunded to the original form of payment (FOP). • Refundable tickets that have a cancellation penalty fee will be refunded to the original form of payment (FOP); cancellation penalty fee is waived. • Non-refundable tickets will be refunded to original form of payment (FOP); penalty fee is waived. <p>The Refund-Exchange document (ARC) and/or the Refund Authorization Request template (BSP) must reflect:</p> <ul style="list-style-type: none"> • Waiver code: BRUPROTECT <p>Note: Change fee does not apply</p>	<p>PNR must be documented with the following OSI message:</p> <p>OSI BRU PROTECT date</p> <p>NOTE: Date is the original flight date.</p>

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