



Zika Virus refunds for your clients

We're continuing to monitor the spread of Zika and closely watching the advisories that have been released by the Centers for Disease Control and Prevention (CDC).

As you may have heard, the Florida Department of Health has identified an area in one neighborhood of Miami — the Wynwood neighborhood — where Zika is being spread by mosquitoes. This warning does not apply to any other areas of Florida. While we have relaxed our ticketing policies for tickets purchased on or before March 31, 2016 to certain international regions, we have not made any changes to our policies in regards to flights within the continental United States.

Applicable to tickets issued on or before March 31, 2016, for certain international locations only:

If you receive a call from a client requesting a refund due to the Zika Virus, refer them to prefunds.aa.com for refund of their revenue ticket. If the client is sure that they want to cancel their itinerary, cancel the segments prior to sending the customer to aa.com. To qualify for refund the customer must send in a doctor's note of pregnancy, stating that the customer is unable to travel to the affected international areas. Companions traveling on the same PNR or on a matching itinerary are also eligible.

American Airlines AAdvantage® award tickets cancel the itinerary and process reinstatement, collect the reinstatement charge and advise the client to submit a medical note via prefunds.aa.com to get their reinstatement fee refunded.

This refund exception applies to customers traveling to the following countries only: Aruba, Barbados, Belize, Bolivia, Brazil, Colombia, Costa Rica, Curacao, Dominican Republic, Ecuador, El Salvador, Guadeloupe, Guatemala, Haiti, Honduras, Jamaica, Martinique, Mexico, Nicaragua, Panama, Puerto Rico, Saint Martin, U.S. Virgin Islands, and Venezuela.