

Guidelines for Schedule Changes

American Airlines (AA) tickets 001

Definition

A schedule change is a planned change or cancellation of a flight which occurs prior to the day of departure.

Examples: change of flight times, change of flight numbers, reduction of service, discontinuation of all service in a market/station closing.

Reissue by Agency

Please note that a reissue is **not required** on tickets where the passenger has been affected by a **flight number change only** and/or a **time change with a departure of less than 15 minutes earlier or less than 30 minutes later**.

In the following cases, agencies are requested to **reissue** the ticket/s for wholly unused and partially used tickets:

- Change in flight time only - no change to original flight dates, origin and destination cities, inventory, fare, or fare basis. If not suitable, may also re-book first available AA flight either earlier or later than the originally scheduled flight time, or one day prior or up to 2 days after the original schedule flight time. May change their continuing or return travel dates to maintain the original length of stay prior to the re-accommodation. A change of 31 minutes to 90 minutes requires for the same inventory to be used; a change of 91 minutes and greater allows for the same inventory or next lowest inventory, same cabin up to B-class to be used (excludes W inventory for premium economy on AA*). If AA provided re-accommodation on AA or AA*, the agency may reissue regardless of inventory.
- Re-accommodations made by American Airlines for the same dates - if the customer does not accept the re-accommodation as suggested by American Airlines, rerouting on **AA/AA* flights only** is accepted but TA must maintain same origin and destination cities, same inventory, fare or fare basis. For Schedule Changes of **91 minutes and greater or where the flight changes from a non-stop to a connecting flight**, please visit our [Agency Reference Pages](#)
- Re-accommodations made by American Airlines for a different date due to the same day flights were not available – American Airlines has re-accommodated and may include: change to dates, origin/destination, inventory and/or AA* (AA Codeshare) service. Travel Agents may reissue re-accommodated itinerary as updated by American Airlines.

Ticket Annotation

The **new ticket** must be annotated “**AA SKED CHG**” in the **endorsement box**. This is the only annotated verbiage required on the new ticket and supersedes the required verbiage for the fare ticketed.

When reissuing the tickets, the PNR must be **documented with the following OSI**:

OSI AA INVOL SKED CHG/AA FLIGHT
NUMBER/DATE/CXLD OR SKED CHG

where:

- AA FLIGHT NUMBER = original flight number
- DATE = original flight date

Please note: only one OSI per PNR is necessary even if multiple flights are impacted by the schedule change.

Reissue by AA

Please contact AA Reservations for assistance if the rebooking is outside of the mentioned guidelines

Refunds

- If a schedule change is from a nonstop to a connection or through flight, a refund to form of payment (FOP) is allowed. Please submit a refund request through your GDS.
- A schedule change or flight delay of 60 minutes or less is NOT eligible for a refund.
- If a schedule change is 61-120 minutes, refund to voucher only is allowed. Please request a Refund Application via BSP Link.
- If a schedule change is more than 120 minutes or flight cancelled, a refund of the ticket to the original form of payment (FOP) is allowed. If the ticket is wholly unused, the refund can be processed through the GDS. If the ticket is partially used, please request a Refund Application via BSP Link.

Contacts

General questions and unacceptable changes:

AA Reservations Ph. 0844 499 7300

5p/min, network charges may apply

Questions about Refunds:

Refunds Department - E-Mail: refunds.lon@aa.com

