



LAS Incident – Travel Notice Exception Policy

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Issued: October 2, 2017

Update: **October 4, 2017 – extend Impacted Travel Dates, extend New Travel Dates**

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:	LAS
Tickets Issued On/Before:	October 2, 2017
Impacted Travel Dates:	October 2 – 8, 2017 (was October 2 – 3, 2017)
New Travel Dates:	October 2 – 13, 2017 (was October 2 – 6, 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: LAS INCIDENT TNADV2/LAS INCIDENT 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 Refer to RFTV Information
Changes to Origin/Destination:	Not Allowed Refer to Changes to Origin/Destination
Changes to Stopover City:	Not Allowed
Changes to Connection City:	Allowed
Changes to Co-Terminal:	Allowed Refer to: Changes to Co-Terminal
Extended Travel Rebooking:	Allowed Reissue ticket by 10/13/2017 (was October 6, 2017) TNADVE/LAS INCIDENT is the only Endorsement Box documentation required and supersedes all previous information Note: Refer to: Extend Travel Rebooking after the Travel Event
Refund Eligibility:	No Refund Allowed Canceled flights only may be processed for a refund via GDS/ARC/BSP

	Refer to Refund Policy
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: Schedule Irregularity - IROPS

Affected Airports – City & State Association:

- Las Vegas, Nevada (LAS)

Reissue Policy Information

American Airlines will waive change fees and travel agents may rebook and reissue tickets provided the below guidelines are met and applied:

- Travel has not commenced on the affected flight segment and the ticket has not been reissued by American Airlines
- Affected coupons are in OK status
- Travel reissuance only in accordance to dates identified in the applicable Travel Notice Exception Advisory
- One change allowed without an additional collection, including penalty or change fee
- Original issuing agency responsible for reissue
- When changes to the outbound travel occur, the unaffected return date may be changed to protect the original length of the trip
 - The return travel must be booked in the original class of service (inventory)
- Changes outside of these guidelines are subject to the reissue rules of the ticketed fare. This includes any applicable additional collection or Change Fee
 - Refer to Extend Travel Rebooking after the Travel Event
- Please ensure the above procedures are accurately followed to prevent debit memo issuance

Change to Co-Terminal

Changes to Domestic co-terminals are allowed.

- BWI - WAS (DCA, IAD)
- FLL – PBI - MIA
- SFO – SJC - OAK
- LAX - ONT - BUR – SNA - LGB
- EWR - NYC (JFK, LGA) – HPN
- HOU - IAH

Change to Origin/Destination – Not Allowed

Changes to origin/destination are **not** permitted for the travel notice. Any changes made to origin/destination all fare rules apply. If the new price is lower than original ticket, you must refund the difference through BSPLink Refund Application (RA)

Rebooking – Exception to Fare Rules

Exception to Fare Rules: All fare rules apply with the exception of the following:

- Advance Purchase requirement waived
- Minimum/Maximum Stay requirement waived
- Change Fee waived
- When changes to the outbound travel occur, the unaffected return date may be changed to protect the original length of the trip. The return travel must be booked in the original class of service (inventory).

Rebook permitted as indicated below:

Inventory Requirements

Lowest Inventory, Same Cabin

If new travel originates **October 2 – 13, 2017** (was October 2 – 6, 2017), rebook same inventory as originally ticketed. If original inventory is not available rebook lowest inventory available in the same ticketed cabin. **Exception** – tickets issued as **Basic Economy fares** must be booked in “B” inventory only. If “B” inventory is not available, then an alternate flight must be selected. Advance Purchase and Ticket Change restrictions are waived.

Refer to **Exceptions to Fare Rules**.

Note: If customers are unable to rebook or reissue their ticket within the given timeline, they can cancel their reservation and use the value of the ticket toward the purchase of a new ticket; all rules and restrictions apply. Travel must commence no later than one year from the date of original issuance.

Required Documentation for Reissue

Cuba RFTV Information

RFTV SSR Requirement	SSR Example:
When a change is made to the customer’s flight(s), Travel Agencies are required to update each customer’s reason for travel to/from Cuba in the PNR by using SSRs to document specific 5-character “Reason Codes” as approved by IATA: Refer to Instructions to Document Cuba Passengers’ Reason for Travel	SSR RFTV AA HK1 MIACFG0123C01OCT-1EDWARDS/PATRICIAMS.FAMILY

Endorsement Information

Endorsement Box Policy
TNADV2/LAS INCIDENT This is the only required verbiage and supersedes all other information.

Extend Travel Rebooking *after* the Travel Event

Extend Travel Rebooking	Endorsement Box Waiver Code/Event Name
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<p>Travel after: October 13, 2017 (was October 6, 2017)</p> <p>Reissued no later than October 13, 2017 (was October 6, 2017)</p> <p>See Extended Travel Rebooking Guidelines below:</p>	<p>TNADVE/LAS INCIDENT</p> <p>This is the only required verbiage and supersedes all other information.</p>
<p>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 below guidelines:</p> <ul style="list-style-type: none"> • Cancel their itinerary and apply the value of the original ticket towards the purchase of a new ticket to the same or another destination 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 through BSPLink Refund Application (RA) <p><u>Basic Economy Ticketed Fares</u> Basic Economy fares do not apply to the Extend Travel Rebooking guidelines. Basic Economy does not allow voluntary changes outside of the travel notice guidelines.</p>	
<p>Tickets reissued after: October 13, 2017 (was October 6, 2017)</p> <ul style="list-style-type: none"> • Tickets reissued after the date indicated above; all fare rules and restrictions apply to the new ticket • Change fee applies 	

Refund Policy Information

Flight is cancelled:

- Travel agents may refund ticket(s) through normal GDS/ARC/BSP processing.

<p align="center">Refund Flight is Cancelled</p>	
<p>Refund To Original Form Of Payment:</p> <p>Non-Refundable Fare</p> <ul style="list-style-type: none"> • Refundable Fare with cancellation Fee • Basic Economy Fare • Bulk/Opaque Fare <p>Note: Tickets issued as Bulk (BT zero dollar ticket) must be referred back to the wholesaler/consolidator for refund, or may</p>	<p>YES</p> <p>All penalties/fees waived</p>

request refund through BSPLink Refund Application (RA)	
Travel Agent to Process Ticket Refund To Original Form Of Payment (FOP)	International agencies processing through BSPLink: <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

Note: If the ticket has been exchanged by American as an INVOL submit the refund request directly with American through the BSP Links please go to <https://www.bsplink.iata.org>*

Flight is not cancelled:

For Revenue/Published Fares – Basic Economy – Bulk/Opaque Fares follow the guidelines below

Depending on the length of delay for the affected flight follow the guideline below:

Length Of Delay	American to Refund To Voucher	Ticket Refund To Original Form Of Payment (FOP)
0 - 59 minutes	No	No
60 minutes or greater	Yes	International agencies processing through BSPLink: <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

As a reminder, if customer elects to cancel their reservation and use the value of the ticket toward the purchase of a new ticket outside the Travel Notice dates; may use **Extend Travel Rebooking** or may hold ticket for future travel; all rules and restrictions apply. Travel must commence no later than one year from the date of original issuance.

En route/Diversion

Connecting customers' en route to one of the above-listed destinations or whose flights are diverted will have the option to return to their original departure city and rebook travel to alternate future dates.

Customers should work directly with the airport to obtain a boarding pass for return travel to their original departure city. If the customer wishes to rebook travel to alternate future dates, please contact American Airlines Reservations for assistance. Alternatively, they may receive a refund if re-accommodation options are unacceptable.

If a ticket has already been reissued by American Airlines or the ticket is partially used, travel agents must submit the refund request online at [Travel Notice Exception Policy - Travel Agency Guidelines](#)

Resources

American Airlines will continue to monitor this Travel Notice Exception Advisory and adjust this policy if needed. Changes will be posted on [AA.com](#) and [agency reference pages](#). Please check these sources frequently for the most up to date information.

- [agency reference pages](#). Reference: Select Travel Notice Exception Policy

- Contact your local Sales Support or Reservations; please see our [Worldwide Reservations Numbers](#) page. American Airlines encourages all customers to check flight and gate status prior to leaving for the airport. For complete travel information, visit [AA.com](#).

Groups

Group reservations must be changed by [Groups](#)

Information contained on this web site is subject to change at any time without notice. American Airlines shall not be liable for any consequences resulting from your reliance on the information

Issued: October 2, 2017

Update: October 4, 2017