

Extending our Global Flexibility Waiver

We are further enhancing our offer to extend ticket validity and waive change fees for customers.

- The [Global Flexibility waiver](#) will now include tickets expiring between March 1, 2020 – March 1, 2021

This is in addition to our previously announced enhancement on August 11, 2020.

- For any ticket purchased on or before September 30, 2020 and travel is March 1, 2020 – December 31, 2020, the change fees may be waived
- This offer is available for any of American's fares, customers may have until December 31, 2021 for future travel. In some instances, fare difference may apply
- Customers are allowed to change their origin and destination cities as part of this offer

Special Travel Exception Policy	
Affected Airport Codes:	All cities
Tickets Issued On/Before:	September 30, 2020
Impacted Travel Dates:	March 1, 2020 - December 31, 2020 (was March 1, 2020 - September 30, 2020) Or Unused Tickets expiring March 1, 2020 – March 1, 2021 (includes partial)
New Travel Dates:	Now through December 31, 2021 <ul style="list-style-type: none"> All tickets in accordance with this Travel Notice will be valid through December 31, 2021 Travel on the new ticket must be completed by December 31, 2021 Refer to Extend Travel Rebooking Guidelines
Reissuance of Tickets On/Before:	Same day as flight rebooking
Inventory Requirements:	Same Itinerary/Same Cabin/Same Inventory <ul style="list-style-type: none"> If rebooked to a different inventory and/or routing, fare difference is applicable
Endorsement Box Requirements: Ticket Reissue Required	TNADV2/CORONAFIX
Changes to Origin/Destination:	Allowed* *fare difference applies Refer to Changes to Origin/Destination
Changes to Connection City:	Allowed Refer to Changes to Connection City
Changes to Co-Terminal:	Allowed
Sales Support Authorization:	SalesLink Service Request does not apply
Extended Travel Rebooking:	Applicable to tickets whose dates are in accordance with the Travel Notice impact dates and/or tickets with an expiration date that is between March 1, 2020 and March 1, 2021
Refund Eligibility:	No Refund Allowed

Travel to/from/through on American, and JB Operated and Marketed Flights:	Valid on 001 Ticket Stock only for travel on: <ul style="list-style-type: none">• AA Prime• AA*/BA• AA*/IB• AA*/AY• AA*/JL• AA*/QF• Note: Not Applicable on JB Prime flights
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Policy-

https://saleslink.aa.com/en-us/blog/2020/travel_advisory/coronavirus-global-flexibility-waiver-travel-notice-exception-policy.html

For questions or assistance:

- Within the U.S. and Canada, you may contact 1-800-621-8489
- International customers may contact their local Support Desk or Reservations

And, as always, we appreciate your continued business!

