



Insights

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Colombia Earthquake

American Airlines has implemented a special exception policy to our travel partners that is now available for our mutual customers due to the earthquake.

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 Exception Policy	
Affected Airport Codes:	CLO
Tickets Issued On/Before:	August 10, 2026
Impacted Travel Dates:	August 11 - 14, 2026
New Travel Dates:	August 11 - 16, 2026
Reissuance of Tickets On/Before:	Same day as flight rebooking
Inventory Requirements:	Lowest Inventory Available - Same Cabin Basic Economy - Refer to Inventory Requirements
Endorsement Box Requirements: Ticket Reissue Required	11AUG26A
Changes to Origin/Destination:	Not Allowed 300-mile radius allowed Refer to Changes to Origin/Destination
Changes to Connection City:	Allowed
Changes to Co-Terminal:	Allowed
Sales Support Authorization:	Self-serve using our 24/7 SalesLink servicing tool. Select the service waiver, Travel Notice, to validate the requested change falls within the Travel Notice parameters Not a registered SalesLink user? Register here
Extended Travel Rebooking:	Allowed Note: The new ticket must include: TNADVE/11AUG26A in the Endorsement Box or will be subject to a debit memo
Refund Eligibility:	No Refund Allowed Canceled flight or delayed flights may qualify for a refund via GDS/ARC/BSP
Travel to/from/through on American, and JB Operated and Marketed Flights:	Aer Lingus (EI) / AA*EI British Airways (BA) / AA*BA Finnair (AY) / AA*AY Iberia (IB) / AA*IB Japan Airlines (JL) / AA*JL Qantas Airways (QF) / AA*QF

Inventory Requirements

Lowest Inventory, Same Cabin

If original inventory is not available rebook lowest inventory available in the same ticketed cabin. As a reminder, customers that do not hold a Basic Economy fare should never be booked into B inventory.

Basic Economy -

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.

Instant Upgrade -

Refer to [Travel Notice Policy - Travel Agency Guidelines](#) for rebooking guidelines and Endorsement Box requirement when the customer purchased Instant Upgrade (IU) directly with American on [aa.com](#).

IU PNRs contain the following SSRs:

OTHS AGENCY RETAINS CONTROL OF TKT FOR REISSUES

OTHS INSTANT UPGRADE ANCILLARY EMD ISSUED 001xxxxxxxxx

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.

Endorsement Box Requirements

Endorsement Box must include: 11AUG26A

Refer to individual Travel Notice for Event Name

Ticket Reissue required. This is the only required verbiage and supersedes all other information.

Instant Upgrade -

Instant Upgrade (IU) tickets must use waiver code: **TNADV/IU** when rebooking in the Instant Upgrade Inventory

IU PNRs contain the following SSRs:

OTHS AGENCY RETAINS CONTROL OF TKT FOR REISSUES

OTHS INSTANT UPGRADE ANCILLARY EMD ISSUED 001xxxxxxxxx

Refer to [Travel Notice Policy - Travel Agency Guidelines](#) for Endorsement Box requirement when the customer purchased Instant Upgrade (IU) directly with American on [aa.com](#).

Changes to Origin/Destination - Not Allowed

Waive Change Fee
 Ticket reissue for original ticketed fare
 300 Mile Radius is always allowed, unless otherwise stated in the notice
 Changes to origin/destination are not permitted for the travel notice
 Any changes made to origin/destination all fare rules apply

300-Mile Radius Only - Allowed

Within same country
 For booking inventory, view [Inventory Requirements](#)

Basic Economy Short-haul fares

book in **B** inventory only. If **B** inventory is not available, then an alternate flight must be selected.

Changes to Connection City

Allowed

Changes to Co-Terminal

Changes to Co-terminal and MAC airports on AA Prime and AA*/Codeshare flights are allowed
 • Co-terminal & MAC Airports are considered the same routing.

Co-terminal Airports	
Houston	HOU / IAH
Los Angeles	LAX / BUR / LGB / ONT / SNA
Miami	MIA / FLL
New York City	JFK / LGA
San Francisco	SFO / OAK / SJC
Washington D.C.	DCA / BWI / IAD
Multi-Airport Cities	
Chicago	ORD / MDW
Dallas	DFW / DAL
Houston	IAH / HOU
London	LHR / LGW / STN / LCY
Milan	MXP / LIN
New York City	JFK / LGA
Paris	CDG / ORY
St. Lucia	UVF / SLU
Tokyo	HND / NRT
Washington D.C.	DCA / IAD

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:

Affected itinerary includes flights on: AA, AA*/AY, AY, AA*/BA, BA, EI, AA*/EI, AA*/IB, IB, AA*/JL, JL, AA*/QF, QF

Ticket issued on the following ticket stock: AA 001, AY 105, BA 125, EI053, IB 075, JL 131, QF 081

Applies to AA*/oneworld flights

Travel has not commenced on the affected flight segment and the ticket has not been reissued by American Airlines

The first departure flight is more than 2 hours away

Affected coupons are in OK status

Travel reissuance only in accordance to dates identified in the applicable Travel Notice Exception Advisory

More than one change allowed without an additional collection, including penalty or change fee within the Travel Notice dates

Original issuing agency responsible for ticket reissue

Ticket Revalidation not permitted

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

Basic Economy must be rebooked in the appropriate Basic Economy inventory

Please ensure the above procedures are accurately followed to prevent debit memo issuance

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

SalesLink Request

Rebook flights in compliance with Travel Notice Exception Policy

Log-in to SalesLink at www.saleslink.aa.com

Request Type: select 'Service'

Input AA PNR

Waiver Type: select 'Travel Notice'

Travel Notice: select applicable Travel Notice event name

Select 'Next' - and complete request
 Verify: SalesLink approval remarks in PNR
 New Ticket Endorsement Box: Enter event name only
 Ticket Reissue required
 Endorsement Box requirement: 11AUG26A or the exchange will be subject to a debit memo

Extend Travel Rebooking Guidelines

If customers are unable to rebook within the New Travel Dates, may reschedule their reservation to/from the same city or alternate cities and reissue their ticket with the below guidelines:

Cancel their itinerary and apply the value of the original ticket towards the purchase of a new ticket for travel commencing within 1 year from the date of original issuance

This process must be completed while the Travel Notice is still in effect which is throughout the impacted travel dates.

Change fee only is waived as long as the original ticket is reissued within ticket validity and the impact dates are in accordance with those identified in the Travel Notice

Customer's new itinerary is rebooked/ticketed at current applicable fare and rules, additional monies may apply

Basic Economy fares qualify for Extended Travel Rebooking.

Basic Economy fares may only be used towards the purchase of other Basic Economy fares.

Itinerary must not be canceled to leave ticket open for future use.

Reissue must be processed while Travel Notice is still valid and within ticket validity.

If new ticket **price is lower** than original ticket the residual is forfeited.

Residual MCO's are not allowed when using the TNADVE waiver code for reissue.

Extend Travel Rebooking does not apply to tickets in conjunction with Instant Upgrade (IU)

Refund Policy Information

Refund To Original Form Of Payment - All penalties/fees waived when permitted

Fares include:

- Non-Refundable Fare
- Refundable Fare with cancellation Fee
- Basic Economy Fare
- Bulk/Opaque Fare

Note: If the ticket has been exchanged by American as an INVOL submit the refund request directly with American. Refer to [American Airlines Refunds](#).

Travel Agent to Process Ticket Refund To Original Form Of Payment (FOP)	
U.S. (ARC) agencies:	International
Process the refund through your GDS using the waiver code: TNADVR	Processing
If unable to process through your GDS: may submit through ARC/IAR Refund Exchange Notification (REN) using the waiver code: TNADVR	If unresolved

When the flight is **cancelled or the length of delay is 91+ minutes**, travel agents may refund ticket(s) through normal GDS/ARC/BSP processing.

Refer to our [Irregular Operations](#) policy for delays 90 minutes or less.

When the flight is **not cancelled or the length of delay is 90 minutes or less**, a refund does not apply:

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](#)
 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 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 a 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 <https://prefunds.aa.com>

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 [www.saleslink.aa.com](#)

[www.saleslink.aa.com](#) Reference: Select [Travel Notice Policy - Travel Agency Guidelines](#)

Visit [www.saleslink.aa.com](#) and navigate to AA News and Offers to view current travel notices.

Contact your Sales Support Center 800-621-8489 or American Airlines Reservations 800-433-7300 (U.S. and Canada) or for Reservations outside the U.S. and

Groups

Group reservations must be changed by [AA Group & Meeting Travel](#)

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