

# Seoul and Tel Aviv Flexibility - Travel Notice Exception Policy

American Airlines has implemented a special exception policy to our travel partners that is now available for customers ticketed to travel on **Basic Economy fares** to/from Seoul Incheon, South Korea (ICN) or Tel Aviv, Israel (TLV).

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:	ICN, TLV
Tickets Issued On/Before:	December 7, 2021
Impacted Travel Dates:	December 6, 2021 - January 9, 2022
New Travel Dates:	December 1, 2021 through Ticket Validity
Reissuance of Tickets On/Before:	Same day as flight rebooking
Inventory Requirements:	Lowest Available Inventory - must reprice itinerary, fare difference applies
Endorsement Box Requirements: Ticket Reissue Required	TNADV2/BEFLEX
Changes to Origin/Destination:	Allowed <ul style="list-style-type: none"> <li>must reprice itinerary, fare difference applies</li> </ul>
Changes to Connection City:	Allowed
Changes to Co-Terminal:	Allowed
Sales Support Authorization:	SalesLink Service Request does not apply to this waiver
Extended Travel Rebooking:	Not Applicable
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:	British Airways (BA) / AA*BA Iberia (IB) / AA*IB Finnair (AY) / AA*AY Japan Airlines (JL) / AA*JL Qantas Airways (QF) / AA*QF

## Inventory Requirements

Book in inventory applicable to new fare

## Endorsement Box Requirements

- Endorsement Box must include: TNADV2/BEFLEX
  - Refer to individual Travel Notice for Event Name
- Ticket Reissue required. This is the only required verbiage and supersedes all other information.

## Changes to Origin/Destination - Allowed

Allowed

- Must reprice itinerary, fare difference applies

- If new ticket price is lower than original ticket, a residual refund of the difference is permitted and may be processed as an MCO for an ARC agency or via RA/BSPLink for BSP agency

### 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 / EWR / 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	MLX / 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 allow a one-time change to a Basic Economy ticket and travel agents may rebook and reissue tickets provided the below guidelines are met and applied:

- Affected itinerary issued on 001 ticket stock includes flights on: AA, AA\*/AY, AY, AA\*/BA, BA, AA\*/IB, IB, AA\*/JL, JL, AA\*/QF, QF
- Applies to AA\*/oneworld flights
- **Valid for tickets issued using Basic Economy fares ONLY**
  - New ticket must be booked as Basic Economy fare in the applicable Basic Economy inventory if offered in the new market
  - If Basic Economy fare does not exist in the new market, may upgrade to normal published fare
    - **New ticket will follow the fare rules of the original ticketed fare (Non-Refundable/Non-Changeable)**
  - If new ticket price is lower than original ticket, a residual refund of the difference is permitted and may be processed as an MCO for an ARC agency or via RA/BSPLink for BSP agency
- **One change allowed, fare difference applies**
- 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 3 hours away
- Affected coupons are in OK status
- Travel reissuance only in accordance to dates identified in the applicable Travel Notice Exception Advisory
- Original issuing agency responsible for ticket reissue
- Ticket Revalidation not permitted
- Changes outside of these guidelines are subject to the reissue rules of the **original ticketed fare**
- Please ensure the above procedures are accurately followed to prevent debit memo issuance

### Rebooking - Exception to Fare Rules

## All one-time change on Basic Economy tickets issued for travel to/from ICN or TLV within Travel Notice Impacted Travel Dates SalesLink Request

SalesLink waiver does not apply  
Extend Travel Rebooking Guidelines

Not applicable  
Refund Policy Information

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 Schedule Irregularity policy for delays 90 minutes or less.

- Refund To Original Form Of Payment - All penalties/fees waived
- Fares include:

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

Note: Tickets issued as Bulk (BT zero dollar ticket) must be referred back to the wholesaler/consolidator for refund, or may request refund from <https://prefunds.aa.com/refunds/> (<https://prefunds.aa.com/refunds/>)

Travel Agent to Process Ticket Refund To Original Form Of Payment (FOP)	
<b>U.S. agencies processing through ARC:</b> <ul style="list-style-type: none"> <li>• Preferred Method: process through your GDS</li> <li>• If unable to process through your GDS: may submit through ARC/IAR Refund Exchange Notification (REN) using the waiver code: TNADVR</li> </ul>	<b>International agencies processing through BSPLink:</b> <ul style="list-style-type: none"> <li>• Preferred Method: process through your GDS</li> <li>• If unable to process through your GDS: may submit through BSPLink Refund Application (RA) using the waiver code: TNADVR</li> </ul>

Note: If the ticket has been exchanged by American as an INVOL submit the refund request directly with American. Refer to <https://prefunds.aa.com/refunds/> (<https://prefunds.aa.com/refunds/>).

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

### 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](http://www.aa.com/homePage.do) (<http://www.aa.com/homePage.do>) and [www.saleslink.aa.com](http://www.saleslink.aa.com) (<http://www.saleslink.aa.com>) reference. Please check these sources frequently for the most up to date information.

- [www.saleslink.aa.com](http://www.saleslink.aa.com) (<http://www.saleslink.aa.com>) Reference: Select Travel Notice Exception Policy - Travel Agency Guidelines (<https://saleslink.aa.com/en->

[US/documents/Archives/AgencyRef/Travel Notice Exception Policy-Travel Agency General Guidelines.pdf](#)


- Visit [www.saleslink.aa.com](http://www.saleslink.aa.com) (<http://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 Canada, please see our [Worldwide Reservations Numbers](http://www.aa.com/i18n/utility/internationalReservationsPhoneContact.jsp) (<http://www.aa.com/i18n/utility/internationalReservationsPhoneContact.jsp>). American Airlines encourages all customers to check flight and gate status prior to leaving for the airport. For complete travel information, visit [AA.com](http://www.aa.com/homePage.do) (<http://www.aa.com/homePage.do>).


## Groups

- Group reservations must be changed by AA Group & Meeting Travel (<http://www.aa.com/i18n/businessPrograms/groupsMeetings/main.jsp>)
- 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.


## About American


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Group & Meeting Travel  (<http://www.aa.com/i18n/businessPrograms/groupsMeetings/main.jsp>)

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Press releases  (<http://news.aa.com/home/default.aspx>)

Refunds  (<http://www.refunds.aa.com>)


## Programs

AAdvantage®  (<https://www.aa.com/i18n/aadvantage-program/aadvantage-program.jsp?anchorEvent=false&from=Nav>)

Admirals Club  (<https://www.aa.com/i18n/travel-info/clubs/admirals-club.jsp>)

AirPass<sup>SM</sup>  (<https://airpass.aa.com>)


Business Extra®  ([https://www.businessextra.com/home.htm?locale=en\\_US](https://www.businessextra.com/home.htm?locale=en_US))

Corporate cards  (<https://www.aa.com/i18n/customer-service/programs-products/business-travel-services.jsp>)

Insights  (<https://saleslink-insights.aa.com/en-US/>)

Services  ([https://ssc.aa.com/prmportal\\_enu](https://ssc.aa.com/prmportal_enu))

Terms of service  (<https://saleslink-insights.aa.com/en-US/terms-and-conditions/>)

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