

American Airlines - AA (001)

DFW – HKG Suspension of Service – Schedule Change

Issued: Dec 16, 2021

TRAVEL AGENCY GUIDELINES

This booking policy applies for our ticketed customers affected by the American Airlines suspension of service between Dallas/Fort Worth, TX (DFW) and Hong Kong (HKG). This rebooking policy applies when the flight was cancelled in the reservation by American. .

Please be guided by the following information:

Special Travel Exceptions Considerations

Affected Airport Codes:	HKG
Ticketed On/Before:	December 12, 2021
Effective for Ticketed Travel Dates:	March 26, 2022 and beyond
Reissue Ticket On/Before:	Same day as flight rebooking
Rebooking Options:	Rebook on AA and AA*/JL via NRT Rebook on AA and AA*/CX to/from HKG
Inventory Requirements for AA Prime Flights and AA*/JL flights:	Book lowest inventory same cabin, up to and including H inventory for main cabin* * Basic Economy ticketed fares must be booked in B inventory
Inventory Requests for AA*/CX Flights:	Book in applicable RBD inventory for fare ticketed* *Basic Economy ticketed fares must be booked in the inventory for the first character of the ticketed fare basis code (IE. Ticketed fare basis code is NKXZ4EZ1 – book on AA*/CX in “N” inventory)
Endorsement Box Requirements:	SKCHG/HKGPROT
Change to Origin/Destination:	Not Allowed 300 Mile Radius allowed within same country
Change to Connection City and Co-terminal / MAC Airport:	Allowed
Refund:	Allowed when flight status was updated to WK/UN/UC/NO/HX by AA Refer to Refund Policy
Phone Field:	Ensure the customer’s telephone contact number is updated

This information can also be found on SalesLink by viewing:

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