

American Airlines - AA (001)

PHL – SNN Suspension of Service – Schedule Change

Issued: Dec 16, 2021

TRAVEL AGENCY GUIDELINES

This booking policy applies for our ticketed customers affected by the suspension of service on American Airlines prime flights between Philadelphia, PA (PHL) and Shannon, Ireland (SNN). This rebooking policy applies when the flight was cancelled in the reservation by American.

American proactively rebooked most customers on flights to/from Dublin, Ireland (DUB). You may choose to maintain the updated itinerary, or utilize the procedures provided in this policy to assist customers.

Please be guided by the following information:

Special Travel Exceptions Considerations	
Affected Airport Codes:	SNN
Ticketed On/Before:	December 12, 2021
Effective for Ticketed Travel Dates:	May 9, 2022 – October 7, 2022
Reissue Ticket On/Before:	Same day as flight rebooking
Rebooking Options:	Rebook to/from LHR on AA Prime, then Rebook LHR to/from SNN on AA*/EI
Inventory Requirements for AA Prime 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*/EI Flights LHR-SNN-LHR	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 VHX8C7B5 – book on AA*/EI in “V” inventory)
Endorsement Box Requirements:	SKCHG/SNNPROT
Change to Origin/Destination:	Allowed to/from DUB on AA Prime flights U.S. to/from DUB 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 within 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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