

Issued: February 1, 2022

American Airlines has implemented a special exception policy to our travel partners that is now available for our mutual customers due to the anticipated impact of Winter Storm Landon on the northeastern U.S and Canada.

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:	ABE, ALB, ART, AVP, BDL, BGR, BOS, BTV, BUF, ERI, EWR, HPN, ISP, ITH, JFK, LGA, MDT, MHT, ORH, PHL, PIT, PVD, PWM, ROC, SCE, SYR, YUL, YYZ
Tickets Issued On/Before:	February 1, 2022
Impacted Travel Dates:	February 2 - 4, 2022
New Travel Dates:	February 1 - 7, 2022
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: <small>Ticket Reissue Required</small>	TNADV2/NELAND
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
Extended Travel Rebooking:	Allowed Note: The new ticket must include: TNADVE/NELAND 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:	British Airways (BA) / AA*BA Iberia (IB) / AA*IB Finnair (AY) / AA*AY Japan Airlines (JL) / AA*JL Qantas Airways (QF) / AA*QF
Sales Support Authorization	Process as SalesLink Service Request

Affected Airports - City and Country Association:

- Albany Intl, NY (ALB)
- Allentown Bethlehem, PA (ABE)
- Bangor, ME (BGR)
- Boston, MA (BOS)
- Buffalo, NY (BUF)
- Burlington, VT (BTV)
- Erie, PA (ERI)
- Harrisburg Intl, PA (MDT)
- Hartford Springfield, CT (BDL)
- Ithaca, NY (ITH)
- Long Island Macarthur, NY (ISP)
- Manchester, NH (MHT)
- Montreal, Canada (YUL)
- New York JFK, NY (JFK)
- New York LGA, NY (LGA)
- Newark, NJ (EWR)
- Philadelphia, PA (PHL)
- Pittsburgh, PA (PIT)
- Portland, ME (PWM)
- Providence, RI (PVD)
- Rochester, NY (ROC)
- Scranton Wilkes-Barre, PA (AVP)
- State College, PA (SCE)
- Syracuse, NY (SYR)
- Toronto, Canada (YYZ)
- Watertown, NY (ART)
- Westchester County, NY (HPN)
- Worcester, MA (ORH)

This information can also be found on SalesLink by viewing:

[Latest Communication Updates](#)

As always, we appreciate your continued business!

Sincerely,

Agency Relations

American Airlines Global Sales