

Special Travel Exception Policy	
Affected Airport Codes:	Any 001 wholly unused ticket* *Must include AA or AA*(codeshare) space
Tickets Issued On/Before:	Applies to all valid changeable tickets
Impacted Travel Dates:	Not applicable
New Travel Dates:	Any date is allowed within the applicable tickets validity
Reissuance of Tickets On/Before:	Same day as flight rebooking, must exchange no later than March 31, 2022
Inventory Requirements:	Not applicable
Endorsement Box Requirements: Ticket Reissue Required	Endorsement Box requirement: ADV NBR/ADV NBR NCC19 (First number is AAdvantage number of the ticketed passenger/second AAdvantage number must match the name on the new ticket) PNR Documentation requirement: an OTHS SSR must be sent to AA, notating NCC19
Changes to Origin/Destination:	Allowed Refer to Changes to Origin/Destination
Changes to Connection City:	Allowed
Changes to Co-Terminal:	Allowed
Sales Support Authorization:	SalesLink Service Request is not available for this exception
Extended Travel Rebooking:	Not allowed Must exchange no later than March 31, 2022
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:	AA Prime or AA*(codeshare) flights may be exchanged to AA Prime Flights only

Inventory Requirements

Lowest Inventory, Same Cabin

- No inventory requirements are applicable
- New itinerary will require rebook/reprice

Basic Economy -

- Unless the BE ticketed fare rule allows for changes, Basic Economy is **not included** in this exception
 - If allowed within the ticketed fare rule, must be booked in **B** inventory only

Endorsement Box Requirements

- Endorsement Box must include: ADV NBR/ADV NBR NCC19
 - First number is AAdvantage number of the original ticketed passenger/second AAdvantage number must match the name on the new ticket

- NCC19 is the required Waiver Code
- Customers can become Advantage Members at any time prior to ticket exchange
- Ticket Reissue required
- This is the only required verbiage and supersedes all other information

Changes to Origin/Destination - Allowed

Allowed

- Rebook/Reprice required
- All fare rules apply
 - Changeable BE tickets are allowed to another BE fare type, if BE fare does not exist for new market, may exchange for another non-refundable fare type

Changes to Connection City

- Allowed

Changes to Co-Terminal

Changes to Co-terminal and MAC airports on AA Prime are allowed, however, fare difference will apply

- 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	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 is allowing a name change for eligible tickets and travel agents may rebook and reissue tickets provided the below guidelines are met and applied:

- Affected itinerary includes flights on: AA, AA*(codeshare)
 - New itinerary must be on AA Prime **ONLY**
- Travel has not commenced on the old ticket (wholly unused) and the ticket has not been reissued by American Airlines
- The first departure flight is more than 3 hours away

- All coupons are in OK status
- Travel reissuance only in accordance to the applicable tickets validity but no later than **January 31, 2022**
 - Global Exception qualifying tickets are valid through March 31, 2022
 - Special Exception Waiver qualifying tickets are valid through December 31, 2022
 - BRANAC qualifying tickets are valid through October 31, 2022
- **Only one name change is allowed per eligible ticket**
- Both parties are required to be AAdvantage members **prior** to ticket exchange
- Original issuing agency responsible for ticket reissue
- Ticket Revalidation not permitted
- All Changes within these guidelines are subject to the reissue rules of the ticketed fare. This includes any change fee (if applicable) and any fare difference for add collect or refund
 - Residual MCO's must be in the name of the NEW passenger
- Ticketed Basic Economy fares that **allow changes** are eligible for this waiver and may be rebooked to another non-refundable fare type if BE fare does not exist in new market
- Please ensure the above procedures are accurately followed to prevent debit memo issuance

Rebooking - Exception to Fare Rules

- All fare rules apply - rebook/reprice of the new itinerary is required

SalesLink Request

- Rebook flights in compliance with the Name Change Exception Policy
- Saleslink process is not available for this exception
- Ticket Reissue required

Endorsement Box requirement: ADV NBR/ADV NBR NCC19 or the exchange will be subject to a debit memo

Extend Travel Rebooking Guidelines

- Not allowed after January 31, 2022

Refund Policy Information

- Refund not allowed under this policy.

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 www.refunds.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 reference. Please check these sources frequently for the most up to date information.

- › www.saleslink.aa.com Reference: Select [Travel Notice Exception 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 Canada, please see our [Worldwide Reservations Numbers](#) American Airlines encourages all customers to check flight and gate status prior to leaving for the airport. For complete travel information, visit AA.com.

Groups

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