

Update: February 28, 2022

- [Extend Ticketed On/Before](#)
- [Extend Ticketed Travel Dates](#)

For service suspended in 2020 – 2021, refer to [Americas and the Caribbean – Update 66 - Suspension of Service](#) policy

Travel Agency Guidelines

American Airlines is offering protection for our ticketed customers who may be impacted by the temporary discontinuation of service between the Americas, the Caribbean, and the United States.

Affected Airports:	Customers Ticketed On/Before:	Effective for Ticketed Travel Dates:
GCM	October 3, 2021	on/before February 16, 2022
HAV	October 3, 2021	on/before January 3, 2022
MAO	July 25, 2021	November 2, 2021 and beyond
MGA	February 28, 2022	on/before August 15, 2022

AA (001) Tickets	
Agency Procedures for Service Between the Americas, the Caribbean, and the United States	
All Fares Published/Private/Leisure	
New Travel Dates:	Allowed through normal Ticket Validity
Rebooking Option Protection for MAO:	See Protection Guidelines for MAO on G3 within the policy
Reissue Ticket On/Before:	Same day as flight rebooking
Change Origin/Destination:	Allowed For more information refer to these sections within the policy: <ul style="list-style-type: none">• Reissue Policy Information• Changes to Origin Destination
Co-terminal / MAC Airport:	Allowed
Endorsement Box Requirements: (ticket must be exchanged)	SKCHG/CRBSA22
Refund:	Refer to Refund Guidelines within the policy
Customer Contact Information:	Ensure the customer's telephone contact number and/or email address are updated in the reservation

This information can also be found on SalesLink by viewing:
[Latest Communication Updates](#)

As always, we appreciate your continued business!