



Issued: March 16, 2020

Update: April 3, 2020

- Reformat for easy viewing
- Update Suspension dates

American Airlines is offering protection for our ticketed customers who may be impacted by the temporary discontinuation of service between the U.S. and Europe / Middle East / Africa.

Please be guided by the following information:

Special Travel Exception for Service between the U.S. and Europe / Middle East / Africa		
Flights Affected:	<ul style="list-style-type: none"> • Croatia • Czech Republic • France • Germany • Greece • Hungary • Iceland 	<ul style="list-style-type: none"> • Ireland • Italy • Morocco • Netherlands • Portugal • Spain • Switzerland • United Kingdom
Ticketed On/Before:	April 4, 2020	
Effective for Ticketed Travel Dates:	See Suspension of Service policy	
	<ul style="list-style-type: none"> • Temporary Suspension of 	

	Service – Market Detail for suspended travel dates
New Travel Dates:	Now through December 31, 2020 or Ticket Validity, whichever comes first
Reissue Ticket On/Before:	Same day as flight rebooking and within Ticket Validity
Change to Origin/Destination:	Allowed Change Fee only is waived Fare Difference Applies See Suspension of Service policy <ul style="list-style-type: none"> • Changes to Origin/Destination • Reissue Policy Information
Itinerary Changes Maintaining the Same Origin and Destination:	Allowed See Suspension of Service policy <ul style="list-style-type: none"> • Rebooking – Exception to Fare Rules
Endorsement Box Requirements: (ticket must be exchanged)	SKCHG/EUSUSP
Temporary Suspension of Service - Market Detail	See Suspension of Service policy <ul style="list-style-type: none"> • Temporary Suspension of Service – Market Detail
Refund Eligibility:	See Suspension of Service policy <ul style="list-style-type: none"> • See Refund Policy for available options
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!

Sincerely,

Agency Relations

American Airlines Global Sales