

South Pacific – Temporary Suspension of Service 2 – Schedule Change



Issued: March 16, 2020

Update 2: April 3, 2020

- **Reformat for easy viewing**
- **Added Suspension dates for Australia and New Zealand markets**

American Airlines is offering protection for our ticketed customers who may be impacted by the temporary discontinuation of service between the United States and Australia / New Zealand.

Please be guided by the following information:

Special Travel Exception for Service between the United States and Australia / New Zealand	
Affected Countries/Regions:	<ul style="list-style-type: none"> • Australia • New Zealand
Ticketed On/Before:	April 4, 2020
Effective for Ticketed Travel Dates:	SYD - March 16 – October 22, 2020 AKL – October 7 – 24, 2020 CHC – October 25, 2020 – March 1, 2021
New Travel Dates:	SYD/AKL - Now through December 31, 2020 or Ticket Validity, whichever is sooner
Reissue Ticket On/Before:	Same day as flight rebooking and within Ticket Validity
Change to Origin/Destination:	Allowed

	<p>Change Fee only is waived Fare Difference Applies</p> <p>See Suspension of Service policy</p> <ul style="list-style-type: none"> • Changes to Origin/Destination • Reissue Policy Information
Itinerary Changes Maintaining the Same Origin and Destination:	<p>Allowed</p> <p>May protect on the following OA Partners:</p> <ul style="list-style-type: none"> • AA*/QF • QF Prime <p>Must confirm that you received a record locator or OSI acknowledgement from the other carrier</p> <p>See Suspension of Service policy</p> <ul style="list-style-type: none"> • Rebooking – Exception to Fare Rules
Endorsement Box Requirements: (ticket must be exchanged)	SKCHG/SPSUSP
Temporary Suspension of Service - Market Detail	<p>See Suspension of Service policy</p> <ul style="list-style-type: none"> • Temporary Suspension of Service – Market Detail
Refund Eligibility:	<p>See Suspension of Service policy</p> <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

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