

Asia – Suspension of Service - Update 4 – Schedule Change



Issued: March 16, 2020

Update 4: April 9, 2020

- Extend Customers Ticketed On/Before Date
- Updated Reissue Tickets On/Before reference
- Updated Ticketed Travel Date section
- Extended New Travel Dates

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

Please be guided by the following information:

Special Travel Exception for Service between the U.S. and Asia	
Flights Affected:	<ul style="list-style-type: none"> • China • Hong Kong • Japan • Korea Republic
Ticketed On/Before:	April 7, 2020
Effective for Ticketed Travel Dates:	Beginning March 1, 2020 through the Suspended Travel Date range for the applicable market See Temporary Suspension of Service – Market Detail for suspended travel dates
New Travel Dates:	Now - December 31, 2021 Note: Travel on the new ticket must be completed by December 31, 2021
Reissue Ticket On/Before:	Same day as flight rebooking <ul style="list-style-type: none"> • For possible exceptions on tickets that expire between March 1, 2020 and September 30, 2020 – See Extend Travel

	Rebooking Guidelines See Reissue Policy Information
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/ASIASUSP
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