



Issued: March 16, 2020

Update: April 9, 2020

- Add reference for expired/purged tickets
- Add Poland

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 • Ireland 	<ul style="list-style-type: none"> • Italy • Morocco • Netherlands • Poland • Portugal • Spain • Switzerland • United Kingdom
Ticketed On/Before:	April 7, 2020	
Effective for Ticketed Travel Dates:	<p style="color: red;">Beginning March 1, 2020 through the Suspended Travel Date range for the applicable market</p> <p>See Suspension of Service policy</p> <ul style="list-style-type: none"> • Temporary Suspension of Service – Market Detail for 	

	suspended travel dates
New Travel Dates:	Now through 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
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