

South Pacific – Temporary Suspension of Service - Update 3 – Schedule Change



Issued: March 16, 2020

Update 3: April 9, 2020

- Extend 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 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 7, 2020
Effective for Ticketed Travel Dates:	<p>Beginning March 1, 2020 through the Suspended Travel Date range for the applicable market</p> <p>See Temporary Suspension of Service – Market Detail for suspended travel dates</p>
New Travel Dates:	<p>Now - December 31, 2021</p> <ul style="list-style-type: none"> • Travel on the new ticket must be completed by December 31, 2021
Reissue Ticket On/Before:	<p>Same day as flight rebooking</p> <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 is waived Fare difference applies See Changes to Origin/Destination and Reissue Policy Information
Itinerary Changes Maintaining the Same Origin and Destination:	Allowed May protect on the following OA Partners: <ul style="list-style-type: none"> • AA*/QF • QF Prime Must confirm that you received a record locator or OSI acknowledgement from the other carrier See Suspension of Service policy <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	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

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