

Europe / Middle East / Africa – Suspension of Service Update 11

Issued: March 16, 2020

Update 11: May 21, 2020

- **Add protect agreement details for BUD, KRK, & WAW**

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 • Italy • Morocco • Netherlands • Poland • Portugal • Spain • Switzerland • United Kingdom
Ticketed On/Before:	May 31, 2020
Effective for Ticketed Travel Dates:	Beginning March 1, 2020 through the Suspended Travel Date range for the applicable market. See Europe Middle East Suspension of Service policy <ul style="list-style-type: none"> • Temporary Suspension of Service – Market Detail for suspended travel dates
New Travel Dates:	Allowed now through December 31, 2021* *For travel beyond ticket validity, see – Coronavirus Global Flexibility Waiver - Travel Notice Exception Policy
Reissue Ticket On/Before:	Same day as flight rebooking See Europe Middle East Suspension of Service policy <ul style="list-style-type: none"> • Reissue Policy Information
Protect Options for BUD & KRK <ul style="list-style-type: none"> • Ticketed On/Before: April 2, 2020 • Effective for Ticketed Travel Dates: May 19 – October 24, 2020 	View Europe Middle East Suspension of Service policy
Protect Options for WAW <ul style="list-style-type: none"> • Ticketed On/Before: April 2, 2020 • Effective for Ticketed Travel Dates: May 19 – June 30, 2020 	View Europe Middle East Suspension of Service policy
Change to Origin/Destination:	Allowed Change Fee only is waived Fare Difference Applies See Europe Middle East Suspension of Service policy <ul style="list-style-type: none"> • Changes to Origin/Destination • Reissue Policy Information
Itinerary Changes Maintaining the Same	Allowed

Origin and Destination:	See Europe Middle East 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 Europe Middle East Suspension of Service policy <ul style="list-style-type: none"> • Temporary Suspension of Service – Market Detail
Refund Eligibility:	See Europe Middle East 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,

American Airlines Global Sales

Agency Relations

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