

Asia – Suspension of Service – Schedule Change



Issued: March 23, 2020

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:

Region	Affected Airport	U.S. Airport	Suspended Travel Dates
China	PEK / PVG	DFW / LAX	Now – October 23, 2020
Hong Kong	HKG	DFW / LAX	Now – October 22, 2020
Japan	NRT / HND		Now – May 6, 2020

Korea Republic	ICN		Now – May 6, 2020
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Special Travel Exception for Service between the U.S. and Asia	
Flights Affected:	See grid above
Ticketed On/Before:	March 23, 2020
Effective for Ticketed Travel Dates:	See grid above for detail based on affected airport
New Travel Dates:	Now through December 31, 2020
Reissue Ticket On/Before:	Same day as flight rebooking and within Ticket Validity
Protection Options:	Rebook on AA flights once service resumes
Change to Origin/Destination:	Allowed Change Fee only is waived, Fare Difference Applies
Refund Eligibility:	Allowed when flight has been canceled
Endorsement Box:	SKCHG/ASIASUSP
Phone Field:	Ensure the customer's telephone contact number is updated