

## Coronavirus Global Flexibility Waiver - Update 11 - Travel Notice Exception Policy

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Issued: March 10, 2020

### Update 11: December 15, 2020

- **Extend Impacted Travel Dates**

This policy is offered in addition to our most recent [update on American's current travel policies](#) located on Agency News.

American Airlines has implemented a special exception policy to our travel partners that is now available for our mutual customers due to the impact from the Coronavirus. Our Travel Notice exception policies on American are also available when ticketed on 001 ticket stock for travel on AA Prime, AA\*/AY, AA\*/BA, AA\*/IB, AA\*/JL and AA\*/QF

| Special Travel Exception Policy |                    |
|---------------------------------|--------------------|
| Affected Airport Codes:         | All cities         |
| Tickets Issued On/Before:       | September 30, 2020 |

|                                  |  |
|----------------------------------|--|
| Impacted Travel Dates:           | <p><b>March 1, 2020 – March 31, 2021</b><br/>(was March 1, 2020 - December 31, 2020)</p> <p>Or Unused Tickets <b>expiring</b> March 1, 2020 – March 31, 2021<br/>(was March 1, 2020 – March 1, 2021)</p>   |
| New Travel Dates:                | <p>Now through December 31, 2021</p> <ul style="list-style-type: none"> <li>All tickets in accordance with this Travel Notice will be valid through December 31, 2021</li> <li>Travel on the new ticket must be completed by December 31, 2021</li> </ul> <p>Refer to Extend Travel Rebooking Guidelines</p> |
| Reissuance of Tickets On/Before: | Same day as flight rebooking   |
| Inventory Requirements:          | <p>Same Itinerary/Same Cabin/Same Inventory</p> <ul style="list-style-type: none"> <li>If rebooked to a different inventory and/or routing, fare difference is applicable</li> </ul>   |
| Endorsement Box Requirements:    | TNADV2/CORONAFLEX  |
| Ticket Reissue Required          |  |
| Changes to Origin/Destination:   | <p>Allowed*</p> <p>*fare difference applies</p> <p>Refer to Changes to Origin/Destination</p>  |
| Changes to Stopover City:        | Not Allowed  |
| Changes to Connection City:      | <p>Allowed</p> <p>Refer to Changes to Connection City</p>  |
| Changes to Co-Terminal:          | Allowed  |
| Extended Travel                  | Applicable to tickets whose dates are in   |

|   |  |
|---|--|
| Rebooking:  | accordance with the Travel Notice impact dates and/or tickets with an expiration date that is between<br>March 1, 2020 and March 31, 2021  |
| Refund Eligibility:   | No Refund Allowed  |
| Travel to/from/through on American, and JB Operated and Marketed Flights: | Valid on 001 Ticket Stock only for travel on: <ul style="list-style-type: none"> <li>• AA Prime</li> <li>• AA*/BA</li> <li>• AA*/IB</li> <li>• AA*/AY</li> <li>• AA*/JL</li> <li>• AA*/QF</li> <li>• Note: Not Applicable on JB Prime flights</li> </ul> |
| Sales Support Authorization   | SalesLink Service Request does not apply   |

**Affected Airports - City and Country Association:**

- All cities