

MIDWEST SNOW - Travel Notice Exception Advisory

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ISSUED: 1630CT/11JAN

UPDATE: 8:37CT/12JAN- added FWA,GRR,MSN

Due to the Winter weather forecasted in the Chicago and Milwaukee areas over the next couple of days, American Airlines offers customers the convenience to change their plans.



- ▶ [Home](#)
- ▶ [News Archive](#)
- ▶ [Booking and Ticketing](#)
- ▶ [Business ExtrAA](#)
- ▶ [Customer Information](#)
- ▶ [Distribution Update](#)
- ▶ [Partners](#)
- ▶ [Programs](#)
- ▶ [Refunds](#)
- ▶ [Secure Flight -FAQ](#)
- ▶ [Schedule Change - Rule 240/80 - Schedule Irregularity](#)
- ▶ [Travel Experience](#)
- ▶ [Travel Notice Exception Policy](#)
- ▶ [Travel Notice Exception Policy-FAQ](#)
- ▶ [All Topics](#)

Reason: Midwest Snow
Dates of Impacted Travel: January 12 – 13, 2012
Applicable to Travel On: American Airlines / American Eagle / AmericanConnection®
Issued On: AA 001 ticket stock

Affected Area(s) To/From::

Chicago, IL (ORD)
Fort Wayne, IN (FWA)
Grand Rapids, MCI (GRR)
Madison, WI (MSN)
Milwaukee, WI (MKE)

Reissue Policy Information

American will waive change fees and travel agents may rebook and reissue tickets provided the below guidelines are met and applied:

- Travel has not commenced on the affected flight segment and the ticket has not been reissued by American Airlines
- The first departure flight is more than 3 hours away
- Customer has not checked in (passenger may cancel flight to remove check-in)
- One change is permitted under this policy without penalty fees or Change Fee
- Tickets can only be reissued by the agency that originally issued the ticket

Applicable Dates

- Tickets Issued on/before: January 11, 2012
- Ticket Travel Dates: January 12 – 13, 2012
- New Travel Date: January 11 – 14, 2012

Change to Origin/Destination

Changes to origin/destination are *not* permitted for the travel notice. Any changes made to origin/destination all fare rules apply. If the new price is lower than original ticket, you must refund the difference to a MCO

Applicable Booking Class

All fare rules apply with the exception of the following:

- Advance Purchase requirement waived
- Minimum/Maximum Stay requirement waived
- Change Fee waived
- When changes to the outbound travel occur, the unaffected return date may be changed to protect the original length of the trip. The return travel must be booked in the original class of service (inventory).

Rebook permitted as indicated below:

INVENTORY CONTROL LEVEL

- If new travel originates **January 11 - 14, 2012, rebook in same class of service (inventory) as originally ticketed**. If same class (inventory) is not available, but G class (inventory) is available, may book *lowest* class (inventory) available in the same cabin. If ticket inventory or G inventory are not available a higher class of inventory will result in a new fare for inventory booked and the difference must be collected. Advance Purchase and Ticket Change restrictions are waived. See exception to fare rules above.

Note: If customers are unable to rebook or reissue their ticket within the given timeline, they can cancel their reservation and use the value of the ticket toward the purchase of a new ticket; all rules and restrictions apply. Travel must commence no later than one year from the date of original issuance. Please note for tickets reissued after **January 14, 2012**. Change Fee will apply.

Required Documentation for Reissue

PNR must be documented with the following OSI message:

- 4OSI AA reissue per MIDWEST SNOW JAN2012

IT Box and Endorsement Box entry:

- IT Box must be notated with the applicable waiver code:
 - Waiver code AATN011112N for rebooking cabin to cabin (e.g. Coach to Coach)
 - No other information is required in the IT Box, The waiver code supersedes all other information
 - Refer to [Change to Origin / Destination](#) for guidelines
- Endorsement Box must be notated with the applicable waiver code (for example: AATN011112N)

Refund Policy Information

Flight is cancelled:

Applicable Dates

- Travel has not commenced on any portion of the ticket- Wholly unused ticket
- Ticket was issued by: January 11, 2012
- Refund is permitted for travel dates: January 12 – 13, 2012

If a customer's American Airlines, American Eagle, AmericanConnection® flight validated on 001 **has been cancelled** due to Travel Notice – MIDWEST SNOW and no other alternate flights are acceptable, travel agents may refund a **wholly unused** non-refundable ticket(s) through normal ARC/BSP processing.

001 Tickets Revenue/Published Fares Refund - Flight is cancelled
<p>If no acceptable protection exists, may refund wholly unused ticket/coupons from a 001 ticket to original form of payment; change fee does not apply.</p> <ul style="list-style-type: none"> • Refundable tickets will be refunded to the original form of payment (FOP) • Refundable tickets that have a cancellation penalty fee will be refunded to the original form of payment (FOP); cancellation penalty fee is waived. • Non-refundable tickets will be refunded to original form of payment (FOP)

Bulk/Opaque Tickets

Bulk/Opaque Fare tickets must be referred to original issuing agent. If a customer's American Airlines, American Eagle, AmericanConnection® flight validated on 001 **has been cancelled** due to a Travel Notice Exception- MIDWEST SNOW, and no other alternate flights are acceptable, travel agents may refund a **wholly unused** non-refundable ticket(s) through normal ARC/BSP processing.

001 Tickets Bulk/Opaque Fares Refund – Flight is cancelled
<p>If no acceptable protection exists, may refund wholly unused ticket/coupons from a 001 ticket; change fee does not apply.</p> <p>If a fares basis code contains NT, CB, CS, AS, ST or a published fare with a ticket designator of: CRUZ, WHLD, CONS, PDWH, PCAA7 and PCAA7P then the customer must be referred back to the wholesaler/consolidator that they purchased the ticket from. If the ticket is issued as BT (zero fare ticket) then these customers must be referred back to their booking source for either refunds and/or change of destination.</p> <ul style="list-style-type: none"> • Refundable tickets will be refunded to the original form of payment (FOP) • Refundable tickets that have a cancellation penalty fee may be refunded by the agency that issued the ticket to the original form of payment (FOP); cancellation penalty fee is waived. • Non-refundable bulk tickets may be refunded by the agency that issued the ticket to the original form of payment (FOP); penalty fee is waived. • For all others use Revenue Ticket rules.

Required Documentation for Refunds – Revenue and Bulk/Opaque Fares

PNR must be documented with the following OSI message:

- 4OSI AA FLT CNLD REFUND PER MIDWEST SNOW JAN2012

ARC/IAR REN entry:

- Waiver code box on the IAR/Refund detail screen must be notated in the following format: AATN01112R

BSP entry:

- Waiver code on BSPLink/Refund Notice must be notated in the following format: AATN01112R

If a ticket has already been reissued by American Airlines or the ticket is partially used, travel agents must submit the refund request online at [AA Refunds](#). These requests processed by AA Refunds will be refunded to the original form of payment.

Note: The online refund form is applicable to U.S. and Canada based agencies only.

Flight is not cancelled:

For Revenue/Published Fares follow the guidelines below

If a customer's flight **is not cancelled** due to the Travel Notice –MIDWEST SNOW event, and no other alternate flights are acceptable, a refund **is not permitted by the Travel Agency**.

- A **non-refundable** fare may be eligible for refund **by American Airlines only** due to a flight delay depending upon the length and impact of the delay and must be submitted online to [Travel Agency Invol Exception Online Refund](#). In the **Email Subject** category, on the drop down menu select **Travel Agency Requesting Involuntary Exception**.

This form is applicable for U.S. and Canada based agencies only.

Length Of Delay	American to Refund To Voucher	American to Refund To Original Form Of Payment
If non-stop to connecting flight (No length of Delay required)	-	Yes
0 - 30 minutes Agency may not re-accommodate to an alternate flight time or to an alternate date of travel unless the schedule change results in a misconnect.	No	No
31 - 60 minutes	No	No
61 - 120 minutes	Yes	Non-Refundable: No Refundable with a cancellation fee: Refund is to original form of payment (FOP) minus the cancellation fee
121 minutes or greater	Yes	Yes

For BULK/OPAQUE Fares follow the guidelines below:

The customer may be eligible for a refund by the travel agency for BULK/OPAQUE fares only for the unused portion of the ticket. (Per the grid below).

- If a fares basis code contains NT, CB, CS, AS, ST or a published fare with a ticket designator of: CRUZ, WHLD, CONS, PDWH, PCAA7 and PCAA7P
- If the ticket is issued as BT (zero fare ticket)

Length Of Delay	BULK/OPAQUE Ticket Refund To MCO	BULK/OPAQUE Ticket Refund To Original Form Of Payment (FOP)
If non-stop to connecting flight (No length of Delay required)	-	Yes • ARC/BSP Waiver Code: BULKRULE24080
0 30 minutes Agency may not re-accommodate to an alternate flight time or to an alternate date of travel unless the schedule change results in a misconnect.	No	No
31 - 60 minutes	No	No
61 - 120 minutes	Yes MCO Endorsement box: BULKRULE24080/NON-REF	Non-Refundable: No Refundable with a cancellation fee: may refund to orig form of payment (FOP) minus the cancellation fee • ARC/BSP Waiver Code: BULKRULE24080
121 minutes or greater	Yes	Yes • ARC/BSP Waiver Code: BULKRULE24080

Note: Change Fee does not apply for BULK/OPAQUE tickets.

As a reminder, if customer elects to cancel their reservation and use the value of the ticket toward the purchase of a new ticket outside the Travel Notice dates; all rules and restrictions apply. Travel must commence no later than one year from the date of original issuance

En route/Diversion

Connecting customers' en route to one of the above-listed destinations or whose flights are diverted will have the option to return to their original departure city and rebook travel to alternate future dates.

Customers should work directly with the airport to obtain a boarding pass for return travel to their original departure city. If the customer wishes to rebook travel to alternate future dates, please contact American Airlines Reservations for assistance. Alternatively, they may receive a refund if re-accommodation options are unacceptable.

If a ticket has already been reissued by American Airlines or the ticket is partially used, travel agents must submit the refund request online at www.refunds.aa.com.

Additional Information

- Bulk/Opaque Fare tickets must be referred to original issuing agent.
- Some affected itineraries may have been proactively rebooked and reissued. If assistance is needed with additional changes, please contact American Airlines.
- Changes outside of these guidelines are subject to the reissue rules of the ticketed fare. This includes any applicable additional collection or Change Fee.
- Please ensure the above procedures are accurately followed to prevent debit memo issuance.

Resources

American Airlines will continue to monitor this Travel Notice Exception Advisory and adjust this policy if needed. Changes will be posted on AA.com and AA.com/Agency Reference. Please check these sources frequently for the most up to date information.

- AA.com/Agency Reference: Select [Travel Notice Exception Policy - Travel Agency Guidelines](#)
- Visit AA.com and navigate to AA News and Offers to view current travel notices.
- Contact your Sales Support Center 800-621-8489 or American Airlines Reservations 800-433-7300 (U.S. and Canada) or for Reservations outside the U.S. and Canada, please see our [Worldwide Reservations Numbers](#) page. American Airlines encourages all customers to check flight and gate status prior to leaving for the airport. For complete travel information, visit AA.com.

Groups

Group reservations must be changed by [AA Group & Meeting Travel](#).

Information contained on this web site is subject to change at any time without notice. American Airlines shall not be liable for any consequences resulting from your reliance on the information.