

Americas and the Caribbean - Update 21 - Suspension of Service



Issued: March 16, 2020
Update 21: June 8, 2020

- [Extend Market Detail](#)

American Airlines is offering protection for our ticketed customers who may be impacted by the temporary discontinuation of service between the Americas, the Caribbean, and the United States.

Please be guided by the following information:

Special Travel Exception for Service between the Americas, the Caribbean, and the United States		
Affected Countries/Regions:	<ul style="list-style-type: none">• Antigua• Argentina• Aruba• Bahamas• Barbados• Belize• Bermuda• Bonaire	<ul style="list-style-type: none">• Guatemala• Guyana• Haiti• Honduras• Jamaica• Martinique• Mexico• Nicaragua

	<ul style="list-style-type: none"> • Brazil • Canada • Cayman Islands • Chile • Colombia • Costa Rica • Cuba • Curacao • Dominican Republic • Ecuador • El Salvador • Grenada • Guadeloupe • Panama • Peru • Puerto Rico • St. Croix • St. Kitts • St Lucia • St. Maarten • St Thomas • St. Vincent and the Grenadines • Trinidad and Tobago • Turks and Caicos • Uruguay
Ticketed On/Before:	June 30, 2020
Effective for Ticketed Travel Dates:	<p>Beginning March 1, 2020 through the Suspended Travel Date range for the applicable market</p> <p>See Americas and Caribbean Suspension of Service policy</p> <ul style="list-style-type: none"> • Temporary Suspension of Service – Market Detail
New Travel Dates:	<p>Allowed now through December 31, 2021*</p> <p>*For travel beyond ticket validity, see – Coronavirus Global Flexibility Waiver - Travel Notice Exception Policy</p>
Reissue Ticket On/Before:	<p>Same day as flight rebooking</p> <p>See Americas and Caribbean Suspension of Service policy</p> <ul style="list-style-type: none"> • Reissue Policy Information
Change to Origin/Destination:	<p>Allowed Change Fee only is waived Fare Difference Applies</p> <p>See Americas and Caribbean Suspension of Service policy</p> <ul style="list-style-type: none"> • Changes to Origin/Destination • Reissue Policy Information
Endorsement Box Requirements: (ticket must be exchanged)	SKCHG/SASUSP
Temporary Suspension of Service - Market Detail	<p>See Americas and Caribbean Suspension of Service policy</p> <ul style="list-style-type: none"> • Temporary Suspension of Service – Market Detail
Refund Eligibility:	<p>See Americas and Caribbean Suspension of Service policy</p> <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
American Airlines Global Sales