

Americas and the Caribbean - Update 17 - Suspension of Service



Issued: March 16, 2020

Update 17: May 18, 2020

- Update Market Detail
 - New Resumption of Service dates

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• Guatemala

	<ul style="list-style-type: none"> • Argentina • Aruba • Bahamas • Barbados • Belize • Bermuda • Bonaire • Brazil • Canada • Cayman Islands • Chile • Colombia • Costa Rica • Cuba • Curacao • Dominican Republic • Ecuador • El Salvador • Grenada • Guadeloupe • Guyana • Haiti • Honduras • Jamaica • Martinique • Mexico • Nicaragua • 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:	May 31, 2020
Effective for Ticketed Travel Dates:	<p>Beginning March 1, 2020 through the Suspended Travel Date range for the applicable market</p> <p>See Suspension of Service policy</p> <ul style="list-style-type: none"> • Temporary Suspension of Service – Market Detail
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 Suspension of Service policy <ul style="list-style-type: none"> • Extend Travel Rebooking Guidelines
Change to Origin/Destination:	Allowed Change Fee only is waived Fare Difference Applies See Suspension of Service policy <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	See Suspension of Service policy <ul style="list-style-type: none"> • Temporary Suspension of Service – Market Detail
Refund Eligibility:	See 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:

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Sincerely,

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