

# Schedule Change Policy - Rule 240/80

## Schedule Change – Rule 240/80 – Schedule Irregularity

- Schedule Change-Rule 240/80 or Schedule Irregularity for delayed flights/flights not canceled that qualify for a refund must be processed by American Airlines via the online refund request form.
- Travel agents are never allowed to process a refund of a non-refundable ticket on a Rule 240/80 for any delayed or not canceled flights via their ARC/BSP. If customer requests a refund refer to the Revenue/Published Fare online Refund Request Form section below. This form is applicable for U.S. and Canada based agencies only. European & Pacific Travel Agencies must submit refunds requests through their GDS.

## Definitions of Rule 240

Domestic tariff rules which state AA's obligations to our customers when their flights are changed or canceled as a result of Schedule Change(s)/ Irregularities.

- Rule 240 applies to travel wholly within the 50 U.S., travel between the U.S. and Canada and travel between the U.S. and Puerto Rico /U.S. Virgin Islands.
- Rule 240 protects all ticketed customers including AAdvantage, AA codeshare and Travel Agents free/reduced rate.
- AAirpass<sup>®</sup> tickets should be handled in the same manner as revenue tickets and are considered ticketed at all times.

## Definition of Rule 80

International tariff rules which state AA's obligations to our customers when their flights are changed or canceled as a result of Schedule Change(s)/Irregularities.

- Rule 80 applies to all international travel except travel between the U.S. and Canada and/or between the U.S. and Puerto Rico /U.S. Virgin Islands.
- Rule 80 protects all ticketed customers including AAdvantage, AA codeshare and Travel Agents free/reduced rate.
- AAirpass<sup>®</sup> tickets should be handled in the same manner as revenue tickets and are considered ticketed at all times.

Schedule Change

A planned change or cancellation of a flight which occurs prior to the day of departure, but can occur up to more than 72 hours before the scheduled departure. Examples - Change of flight times, change of flight numbers, reduction of service, discontinuation of all service in a market.

Reaccommodation or refunds do not apply when the schedule change only involves a change in the flight number.

*Note: Travel Agents may receive multiple schedule change notices. It is not necessary to reissue tickets immediately after accepting the schedule change. Customer's tickets should match current flight information prior to departure for check-in.*

Procedure - Reissue for Schedule Change

AA uses an automated schedule change process up to 72 hours prior to departure. Through this automated process all schedule changes are sent to the booking source for notification. It is the responsibility of the booking source to notify the customer, acknowledge the schedule change and reissue the ticket.

*NOTE: If the Schedule Change for a delayed flight is within 30 minutes prior to or after the original departure, the Travel Agents may **not** reaccommodate to an alternate flight, unless the schedule change results in a "misconnect". Please note that a reissue is **not** required on tickets where the passenger has been affected by a flight number change and/or a time change with a departure of less than 15 mins earlier or less than 30 mins later.*

TRAVEL AGENTS MAY REISSUE FOR THE FOLLOWING:	REBOOKING/TICKETING PROCEDURES	ENDORSEMENT BOX POLICY
<p><b>American Airlines has a Schedule Change - AA Flights</b></p> <p><i>Travel Agents may rebook new Itinerary for Customer</i></p> <p><i>NOTE: If the AA flight delay is <b>within 30 minutes prior to or after the original departure</b> the Travel Agents may <b>not</b> reaccommodate to an alternate flight time or alternate date of travel unless the schedule change results in a "misconnect".</i></p>	<p><i>Travel Agents may rebook new itinerary if the Schedule Change is:</i></p> <p><b>31 minutes to 90 minutes</b> - it is allowed to offer an alternate flight if available in their ticketed inventory only and as close to the original departure time as possible:</p> <ul style="list-style-type: none"> <li><i>For the same travel dates, origination/destination, inventory, fare, and fare basis as originally ticketed.</i></li> <li><i>May select an alternate flight wholly AA/AA* maintaining same inventory, origin/destination.</i></li> <li><i>May have or add an alternate connecting point to the destination on the original ticket.</i></li> </ul> <p><i>For Example: JFK PLS may add JFK MIA PLS or if ticketed as DFWBNALGA may rebook as DFWORDLGA</i></p>	<p><i>New ticket must be annotated:</i></p> <p><b>AA SKED CHG</b></p> <p><i>This is the only annotated verbiage required on the new ticket and supersedes the required verbiage for the fare ticketed.</i></p>

<p style="text-align: center;"><b>American Airlines has a Schedule Change - AA Flights</b></p> <p>Customer does <b>not</b> accept new itinerary as updated by AA schedule change and requests an alternate time of travel on same day as ticketed:</p> <p>Travel Agents may rebook new Itinerary for Customer</p> <p><i>NOTE: If the AA flight delay is <b>within 30 minutes prior to or after the original departure</b> the Travel Agents may <b>not</b> reaccommodate to an alternate flight time or alternate date of travel unless the schedule change results in a "misconnect".</i></p>	<p>Travel Agents may rebook new itinerary:</p> <ul style="list-style-type: none"> <li>• If original inventory is not available and the flight change is 90 minutes or more or the flight changes from a non-stop to a connecting flight may book an AA flight next lowest available inventory, same cabin, up to and including <b>B</b> inventory.</li> <li>• If no AA flights are available and the flight change is 90 minutes or more or the flight changes from a non-stop to a connecting flight may select an alternate flight on AA* (<b>AA codeshare</b>) maintaining <i>same inventory</i>, origin/destination, fare and fare basis as originally ticketed.</li> <li>• If no AA flights are available and the flight change is 90 minutes or more or the flight changes from a non-stop to a connecting flight may select an alternate flight on AA* (<b>restricted to oneworld® codeshare partners</b>), if original inventory is not available may book next lowest available inventory, same cabin, up to and including <b>B</b> inventory, <u>excludes W inventory for premium economy on AA*</u>.</li> <li>• May have or add an alternate connecting point to the destination on the original ticket.</li> </ul> <p><i>For Example: JFK PLS may add JFK MIA PLS or if ticketed as DFWBNALGA may rebook as DFWORLGA</i></p> <p>If unable to book for the same day due to the flight time of schedule change is not acceptable:</p> <ul style="list-style-type: none"> <li>• May change to a day prior/after the original ticketed travel date maintaining same inventory, origination/destination, fare and fare basis as originally ticketed.</li> <li>• May change their continuing or return travel dates on AA segments only maintaining same inventory to maintain the original length of stay prior to the reaccommodation.</li> </ul>	<p>New ticket must be annotated:</p> <p style="text-align: center;"><i>AA SKED CHG</i></p> <p>This is the only annotated verbiage required on the new ticket and supersedes the required verbiage for the fare ticketed.</p>
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**American Airlines has a Schedule Change  
AA Flights:**

**300 - Mile Radius**

The 300-mile radius option may be applied if the Schedule Change is due to Discontinued Service *without* an alternate protection agreement or results in an extended connection time equal or greater than 4 hours or an involuntary connection requiring the customer to overnight on either the outbound or return segment.

*NOTE: If the AA flight delay is **within 30 minutes prior to or after the original departure** the Travel Agents may **not** reaccommodate to an alternate flight time or alternate date of travel unless the schedule change results in a "misconnect".*

Travel Agents may rebook new itinerary:

**Discontinuation of Service:**

If American Airlines has an alternate protection agreement the 300-mile radius option is **not** allowed.

- Itinerary must contain AA Space **Only**
- If there are no acceptable options to the customer's original ticketed destination/origin, may book AA space **only** to an alternate AA airport, **within a 300-mile radius** of the originally ticketed city within the same country
- The new flight must be rescheduled for the same ticketed date of travel but may be earlier or later than the originally scheduled flight time.
- Use lowest available inventory in the same cabin as ticketed
- If unable to book in the same cabin as originally ticket, an alternate flight must be selected.
- If the customer has chosen an alternate AA airport, they may use that airport for their continuing or return journey.

***NOTE: This change must be made at the time of original ticket reissue.***

**4 Hours or Greater Connection:**

Example itinerary: ACT - DFW - SMF - DFW – ACT

3402 18JUL ACT DFW 600A 645A  
**(schedule change created a 4hr or greater connection)**  
 491 18JUL DFW SMF 1230P 200P

If the schedule change results in a connection time equal to or greater than 4 hours and the customer requests to drive to the connection city:

- Agency may "cancel the outbound flight segment" from the itinerary. (If assistance is required contact Sales Support).
- If the customer has chosen an alternate AA airport, they may use that airport for their continuing or return journey or they may keep the return airport as originally ticketed.

New ticket must be annotated:

*AA SKED CHG300M*

This is the only annotated verbiage required on the new ticket and supersedes the required verbiage for the fare ticketed.

	<ul style="list-style-type: none"> <li>• <b>This change must be made at the time of original ticket reissue.</b></li> </ul> <p><b><u>Involuntary Overnight Connection:</u></b></p> <p>Example itinerary: OKC - DFW - MIA - GGT - MIA - DFW - OKC</p> <p style="text-align: center;">1227 02JUL OKC DFW 615P 715P  <b>(schedule change created an overnight connection)</b>          919 03JUL DFW MIA 545A 930A          3589 03JUL MIA GGT 1045A 1200N</p> <p>If a schedule change results in an involuntary overnight connection the following options are allowed:</p> <ul style="list-style-type: none"> <li>• Customer may change to an alternate airport within a 300-mile radius as long as the new schedule does not also require an overnight connection.</li> <li>• Itinerary must contain AA Space <b>Only</b></li> <li>• If there are no acceptable options to the customer's original ticketed destination/origin, may book AA space <b>only</b> to an alternate AA airport, within a <b>300-mile radius</b> of the originally ticketed city within the same country</li> <li>• The new flight must be rescheduled for the same ticketed date of travel but may be earlier or later than the originally scheduled flight time.</li> <li>• Use lowest available inventory in the same cabin as ticketed</li> <li>• If unable to book in the same cabin as originally ticket, an alternate flight must be selected.</li> </ul> <p style="text-align: center;"><b>This change must be made at the time of original ticket reissue</b></p> <p>Customer may cancel segment(s) as required to eliminate the involuntary overnight connection.</p> <ul style="list-style-type: none"> <li>• If customer cancels the outbound origination flight that required the involuntary overnight stay they may also cancel the return segment into their origination airport - or - they may keep the return schedule as ticketed. (If assistance is required contact Sales Support).</li> </ul>	
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	<p><b>This change must be made at the time of original ticket reissue.</b></p>	
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<p><b>American Airlines has a Schedule Change - AA Flights</b></p> <p>American Airlines has reaccommodated for a different date <b>or</b> different inventory and/or alternate origin/destination.</p>	<p>Travel Agents may reissue reaccommodated itinerary as updated by American Airlines:</p> <ul style="list-style-type: none"> <li>As long as the new confirmed booking is <b>not</b> altered by the Travel Agent from what American has reaccommodated the Travel Agent may reissue the ticket.</li> </ul>	<p>New ticket must be annotated:</p> <p><i>AA SKED CHG</i></p> <p>This is the only annotated verbiage required on the new ticket and supersedes the required verbiage for the fare ticketed.</p>
<p><b>American Airlines has a Schedule Change on AA* (AA Codeshare)</b></p> <p>American Airlines has reaccommodated and may include: change to dates, origin/destination, inventory and/or AA* (AA Codeshares) service.</p> <p>Customer accepts new itinerary as <b>updated by AA schedule change.</b></p>	<p>Travel Agents may reissue reaccommodated itinerary as updated by American Airlines:</p> <ul style="list-style-type: none"> <li>If AA <i>confirms</i> the reaccommodation with an AA* (AA Codeshare) flight.</li> </ul> <p><b>AA* (AA Codeshare) Service Example:</b></p> <p>AA Rome/New York service became seasonal - Customer was booked on an AA flight from FCOJFK and is now accommodated on an AA* (AA Codeshare) flight.</p>	<p>New ticket must be annotated:</p> <p><i>AA SKED CHG</i></p> <p>This is the only annotated verbiage required on the new ticket and supersedes the required verbiage for the fare ticketed.</p>

<p><b>American Airlines has a Schedule Change on AA* (AA Codeshare)</b></p> <p>American Airlines has reaccommodated on the same day.</p> <p>Customer does <b>not</b> accept new itinerary as updated by AA schedule change and requests an alternate time of travel on same day as ticketed:</p> <p><i>NOTE: If the AA flight delay is <b>within 30 minutes prior to or after the original departure</b> the Travel Agents may <b>not</b> reaccommodate to an alternate flight time or alternate date of travel unless the schedule change results in a “misconnect”.</i></p>	<p>Travel Agents may rebook as follows:</p> <ul style="list-style-type: none"> <li>• May select an alternate flight wholly AA/AA* (<b>AA codeshare</b>) maintaining same inventory, origin/destination, fare and fare basis as originally ticketed.</li> <li>• If no AA/AA* (AA codeshare) flights are available in the same inventory and the flight change is 90 minutes or more or the flight changes from a non-stop to a connecting flight may select an alternate flight on AA* (<b>restricted to oneworld codeshare partners</b>), if original inventory is not available may book next lowest available inventory, same cabin, up to and including <b>B</b> inventory, <u>excludes W inventory for premium economy on AA*</u>.</li> <li>• May have or add an alternate connecting point to the destination on the original ticket.</li> </ul> <p><i>For Example: JFK PLS may add JFK MIA PLS or if ticketed as DFWBNALGA may rebook as DFWORDLGA</i></p> <p>Must confirm that you have received a record locator or OSI acknowledgement from the AA* (AA Codeshare Carrier). If not, contact the Other Airline directly to inquire.</p> <p>Travel Agents are prohibited to book the prime carrier, may only book the AA* (AA Codeshare).</p>	<p>New ticket must be annotated:</p> <p><i>AA SKED CHG</i></p> <p>This is the only annotated verbiage required on the new ticket and supersedes the required verbiage for the fare ticketed.</p>
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<p><b>American Airlines Schedule Change with Other Airlines</b></p> <p><b><u>Itinerary includes Other Airline segment(s) 001 ticket stock:</u></b></p>	<p>Travel Agents may rebook the AA segments to have a valid connection with the Other Airline flight segment:</p> <ul style="list-style-type: none"> <li>• Book an AA flight same inventory as originally ticketed. If original inventory is not available may book next lowest available inventory, same cabin, up to and including <b>B</b> inventory.</li> <li>• May book AA segments <i>only</i> one day prior or after the original ticket departure date maintaining same inventory origin/destination, fare and fare basis as originally ticketed.</li> <li>• May change their continuing or return travel dates on AA segments only maintaining same inventory to maintain the original length of stay prior to the reaccommodation</li> </ul> <p>Other Airline flight(s) on Itinerary:</p> <ul style="list-style-type: none"> <li>• No change(s) allowed to the date of travel as originally ticketed for the Other Airline flight segments.</li> <li>• May book other airline prime flight only.</li> <li>• No OA*(Codeshare) segments allowed.</li> <li>• Must book same ticketed inventory, origin/destination, and fare basis as originally ticketed.</li> </ul> <p><i>NOTE: When rebooking Other Airline segment, Travel Agents:</i></p> <ul style="list-style-type: none"> <li>• <i>May not book an alternate airline that does not appear on original ticket.</i></li> <li>• <i>Must confirm that you have received a record locator or OSI acknowledgement from the Other Airline. If not, contact the Other Airline directly to inquire.</i></li> </ul>	<p>New ticket must be annotated:</p> <p><i>AA SKED CHG</i></p> <p>This is the only annotated verbiage required on the new ticket and supersedes the required verbiage for the fare ticketed.</p>
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<p><b>American Airlines Schedule Change – Other Airline Ticket Stock</b></p> <p><b><u>Itinerary involves AA Schedule Change(s) on (xxx) Other Airline ticket stock:</u></b></p> <p>Customer does <b>not</b> accept new itinerary as updated by AA schedule change and requests an alternate time of travel on same day as ticketed:</p> <p><i>NOTE: If the AA flight delay is <b>within 30 minutes prior to or after the original departure</b> the Travel Agents may <b>not</b> reaccommodate to an alternate flight time or alternate date of travel unless the schedule change results in a “misconnect”.</i></p>	<p>Travel Agents may rebook the <b>AA segments only:</b></p> <ul style="list-style-type: none"> <li>• May select an alternate flight wholly AA/AA* (AA codeshare) maintaining same inventory, origin/destination, fare and fare basis as originally ticketed.</li> <li>• If no AA/AA* (AA codeshare) flights are available in the same inventory and the flight change is 90 minutes or more or the flight changes from a non-stop to a connecting flight may select an alternate flight on AA* (<b>restricted to oneworld codeshare partners</b>), if original inventory is not available may book next lowest available inventory, same cabin, up to and including <b>B</b> inventory, <u>excludes W inventory for premium economy on AA*</u></li> <li>• May have or add an alternate connecting point to the destination on the original ticket.</li> </ul> <p><i>For Example: JFK PLS may add JFK MIA PLS or if ticketed as DFWBNALGA may rebook as DFWORDLGA</i></p> <p>May not change the Other Airline flight/time/or date.</p>	<p>New ticket must be annotated:</p> <p><i>AA SKED CHG</i></p> <p>This is the only annotated verbiage required on the new ticket and supersedes the required verbiage for the fare ticketed.</p>
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<p><b>American Airlines Schedule Change – Other Airline Ticket Stock</b></p> <p><b><u>Itinerary involves AA Schedule Change(s) on (xxx) Other Airline ticket stock that caused an <i>invalid connection</i>.</u></b></p> <p><i>NOTE: If the AA flight delay is <b>within 30 minutes prior to or after the original departure</b> the Travel Agents may <b>not</b> reaccommodate to an alternate flight time or alternate date of travel unless the schedule change results in a “misconnect”.</i></p>	<p>Travel Agents may rebook the <b>AA segments</b> to have a <u>valid connection</u> with the Other Airline flight segment:</p> <ul style="list-style-type: none"> <li>• Book same inventory as originally ticketed. If original inventory is not available may book next lowest available inventory, same cabin, up to and including <b>B</b> inventory.</li> <li>• May book AA segments <i>only</i> one day prior or after the original ticket departure date maintaining same inventory origin/destination, fare and fare basis as originally ticketed.</li> <li>• May change their continuing or return travel dates on AA segments only maintaining same inventory to maintain the original length of stay prior to the reaccommodation</li> <li>• May book AA segments only one day prior or after the original ticket departure date.</li> </ul> <p><i>For Example: JFK PLS may add JFK MIA PLS or if ticketed as DFWBNALGA may rebook as DFWORDLGA</i></p> <ul style="list-style-type: none"> <li>• May rebook onto an AA* (AA codeshare) maintaining <b>same inventory</b> origin/destination, fare and fare basis as originally ticketed.</li> </ul> <p>Other Airline flight(s) on Itinerary:</p> <ul style="list-style-type: none"> <li>• No change(s) allowed to the date of travel as originally ticketed for the Other Carrier flight segments.</li> <li>• May book Other Airline prime flight only.</li> <li>• No OA*(Codeshare) segments allowed.</li> <li>• Must book same ticketed inventory, origin/destination, fare and fare basis as originally ticketed.</li> </ul> <p><i>NOTE: When rebooking Other Airline segment, the Travel Agents:</i></p> <ul style="list-style-type: none"> <li>• <i>May not book an alternate Airline that does not appear on original ticket.</i></li> <li>• <i>Must confirm that you have received a record locator or OSI acknowledgement from the Other Airline. If not, contact the Other Airline directly to inquire.</i></li> </ul>	<p>New ticket must be annotated:</p> <p><i>AA SKED CHG</i></p> <p>This is the only annotated verbiage required on the new ticket and supersedes the required verbiage for the fare ticketed.</p>
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<p><b>Other Airline Schedule Change</b></p> <p><b>Itinerary involves Other Airline(s) Schedule Change(s) 001 ticket stock:</b></p>	<p>Travel Agents may rebook as follows:</p> <ul style="list-style-type: none"> <li>• May change Other Airlines flight number and time only.</li> <li>• Must book same ticketed inventory, origin/destination, fare and fare basis as originally ticketed.</li> </ul> <p>OR</p> <p>Travel Agents may rebook the AA segments only in the itinerary to have a valid connection with the Other Airline flight segment or may rebook the AA segments only in the itinerary if the connection time results in more than 4 hours layover with the Other Airline flight segment:</p> <ul style="list-style-type: none"> <li>• Book same inventory as originally ticketed. If original inventory is not available may book AA flight in the next lowest available inventory, same cabin, up to and including B inventory.</li> <li>• May book an AA*(AA Codeshare) maintaining same inventory, origin/destination, fare and fare basis as originally ticketed.</li> <li>• May book an AA* (restricted to <a href="#">oneworld</a> codeshare partners ) If original inventory is not available and the flight change is 90 minutes or more or the flight changes from a non-stop to a connecting flight or a misconnect may book next lowest available inventory, same cabin, up to and including B inventory, excludes W inventory for premium economy on AA*.</li> </ul>	<p>New ticket must be annotated:</p> <p><i>XX SKED CHG</i> (xx = the carrier code that created the schedule change)</p> <p>This is the only annotated verbiage required on the new ticket and supersedes the required verbiage for the fare ticketed.</p>
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<p style="text-align: center;"><b>Other Airline Schedule Change</b></p> <p><b><u>Itinerary involves Other Airline(s) Schedule Change(s) XXX ticket stock or 001 ticket stock:</u></b></p> <p>Customer does <b>not</b> accept new itinerary as updated by Other Airline schedule change processing and has not resulted in any type of misconnect with an AA segment:</p>	<p>If the Other Airline schedule change is unacceptable to the customer, and the schedule change has not resulted in any type of misconnect with an AA segment and Other Airline flight schedule(s) are available:</p> <p><b><u>If the ticket was issued on XXX ticket stock:</u></b></p> <ul style="list-style-type: none"> <li>Travel Agents should contact <i>the Other Airline causing the schedule change</i> for rebooking assistance.</li> </ul> <p>OR</p> <p><b><u>If the ticket was issued on 001 ticket stock:</u></b></p> <ul style="list-style-type: none"> <li>If no other flight schedule for the other airline that is on the ticket is available the Travel Agents may rebook the <u>wholly unused</u> 001 ticket on to wholly AA/AA* segments using an <i>applicable</i> AA fare.</li> <li>All rules and restrictions and any additional monies apply.</li> <li>If new fare results in a lower fare, the difference is forfeited.</li> <li>Change Fee does <i>not</i> apply.</li> </ul>	<p>New ticket must be annotated:</p> <p style="text-align: center;"><i>XX SKED CHG</i> <i>(xx = the carrier code that created the schedule change)</i></p> <p>This is the only annotated verbiage required on the new ticket and supersedes the required verbiage for the fare ticketed.</p>
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SCHEDULE CHANGE UNACCEPTABLE TO CUSTOMER

**REFUND REQUIREMENT - BULK/OPAQUE fares follow the guidelines below:**

BULK /OPAQUE tickets may only be refunded by the Travel Agents that issued the ticket per the below criteria:

- Refer to [BULK CODES](#) for ticket qualification
- If the ticket is issued as BT (zero fare ticket) then these refunds are handled by the booking source.

*NOTE:* If the BULK ticket has been **EXCH** by AA as an INVOL the refund request must be submitted directly to AA, indicating the AA ticket number, Refer to the link: [Schedule Change-Rule 240/80 Online Refund](#). European & Pacific Travel Agencies must submit refunds requests through their GDS.

*NOTE:* If the Schedule Change for a delayed flight results in a "misconnect" and no other alternate flight is available or is unacceptable to the customer, Travel Agents may process a refund for the BULK/OPAQUE fare ticket. Follow guideline for Waiver Code.

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 <ul style="list-style-type: none"> <li>ARC/BSP Waiver Code: <a href="#">BULKRULE24080</a></li> </ul>
0 - 60 minutes	No	<b>Non-Refundable:</b> No  <b>Refundable with a cancellation fee:</b> May refund to original form of payment (FOP) <b>minus the cancellation fee.</b> <ul style="list-style-type: none"> <li>ARC/BSP Waiver Code: <a href="#">BULKRULE24080</a></li> </ul>
61 - 120 minutes	Yes  MCO Endorsement box: <a href="#">BULKRULE24080/NONREF/AATRAVEL</a>  Note: Above documentation must be indicated in the endorsement box.  No fee applies	<b>Non-Refundable:</b> No  <b>Refundable with a cancellation fee:</b> May refund to original form of payment (FOP) <b>minus the cancellation fee.</b> <ul style="list-style-type: none"> <li>ARC/BSP Waiver Code: <a href="#">BULKRULE24080</a></li> </ul>
121 minutes or greater	Yes  MCO Endorsement box: <a href="#">BULKRULE24080/NONREF/AATRAVEL</a>  <b>Note:</b> Above documentation must be indicated in the endorsement box.  No fee applies	Yes <ul style="list-style-type: none"> <li>ARC/BSP Waiver Code: <a href="#">BULKRULE24080</a></li> </ul>

[Revenue/Published Fares follow the guidelines below for non-canceled flights](#)

A **non-refundable** fare may be eligible for **refund by American Airlines only** due to a flight change depending upon the length and impact of the change (see grid below) **must be submitted online to American Airlines** provided the refund request qualifies per the criteria below.

*Note: If the Schedule Change for a delayed flight results in a "misconnect" and no other alternate flight is available or is unacceptable to the customer, Travel Agents **must request a refund by submitting the Schedule Change-Rule 240/80 Online Refund** form for the Revenue/Published fare ticket. European & Pacific Travel Agencies must submit refunds requests through their GDS.*

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 - 60 minutes	No	<b>Non-Refundable:</b> No <b>Refundable with a cancellation fee:</b> May refund to original form of payment (FOP) <b>minus the cancellation fee.</b>
61 - 120 minutes	Yes	<b>Non-Refundable:</b> No <b>Refundable with a cancellation fee:</b> May refund to original form of payment (FOP) <b>minus the cancellation fee.</b>
121 minutes or greater	Yes	Yes

As a reminder, if customer elects to 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 ticket issuance.

## REVENUE/PUBLISHED FARE ONLINE REFUND REQUEST FORM:

The form below is unique for Schedule Change-Rule 240/80 non-refundable

or partial refund requests when applicable; ***please disregard the "Note"*** indicated on the form and **do not select "Request Refund"**. This form is applicable for U.S. and Canada based agencies only.

- To access the form, refer to [Schedule Change-Rule 240/80 Online Refund](#). This form is applicable for U.S. and Canada based agencies only. European & Pacific Travel Agencies must submit refunds requests through their GDS.
- In the **Email Subject** category, on the drop down menu select **Travel Agency – Schedule Change/Irregularity Refund Request**.
- In the **Comments/Questions** category, you should indicate **AA SKED CHG/DATE/FLT** and any other pertinent information for the refund request.
- When completed click **Send Email**.

**NOTE:** If the Revenue/Published fare ticket has been **EXCH** by AA as an INVOL, indicate the AA ticket number for the refund request and the Travel Agent ticket in the comments

### Send Us an Email

To send us an email with your question or comment, complete the form and click "Send Email."

**Note: Do not use this form to request a refund for a ticket.** If you want to initiate a refund request, select [Request a Refund](#) and complete the online form.

Email Subject *	Travel Agency - Schedule Change/Irregularity Refund Request ▼
Ticket Number *	0011234567890
Last Name *	SMITH
First Name *	JUDI
Address	123 ABC LANE
Address	
City	ANYTOWN
State / Province	XX
Zip / Postal Code	555555
Country	USA
Email *	JOHN.DOE@YAHOO
Phone *	515-555-5555
Comments / Questions / Concerns *	AA SKED CHG- Non Stop to Connection ▲

\* Required field

SEND EMAIL

### Refund - AA withdrawal (discontinuation) from a Market

A refund may be processed via the ARC/IAR REN or BSP Refund Authorization Request template only if AA has **discontinued service** in the market and there are no other AA flights servicing the market.

*Note: If AA has **not** discontinued the service in the market the refund requests must follow the guidelines in the above grid.*

### BULK/OPAQUE Fares follow the guidelines below for withdrawal (discontinuation) from a market:

BULK /OPAQUE tickets may only be refunded by the Travel Agents that issued the ticket per the below criteria:

- Refer to [BULK CODES](#) for ticket qualification
- If the ticket is issued as BT (zero fare ticket) then these refunds are handled by the booking source.
- **Refundable tickets** will be refunded to the original form of payment (FOP).
- **Refundable tickets that have a cancellation penalty fee** may be refunded to the original form of payment (FOP); cancellation penalty fee is waived.
- **Non-refundable** bulk tickets may be refunded to the original form of payment (FOP); penalty fee is waived.

ARC/IAR REN or BSP Refund Authorization Request template must reflect:

- **Waiver code:** [BULKRULE24080](#)

### Required Documentation for Refunds –Bulk/Opaque Fares

PNR must be documented with the following OSI message:

- 4OSI BULKRULE24080 FLIGHT WITHDRAWAL/DATE

*NOTE: Date is the original flight date*

*NOTE: Change Fee does not apply for BULK/OPAQUE tickets*

*NOTE: If the BULK ticket has been **EXCH** by AA as an INVOL the refund request must be submitted directly to AA, indicating the AA ticket number, Refer to the link: [Schedule Change-Rule 240/80 Online Refund](#). European & Pacific Travel Agencies must submit refunds requests through their GDS.*

Revenue/Published Fares follow the guidelines below for withdrawal (discontinuation) from a market:

If a customer's American Airlines, American Eagle, AmericanConnection® flight validated on 001 has **discontinued service** in the market and there are no other AA flights servicing the market, travel agents may refund a wholly unused non-refundable ticket(s) through normal ARC/BSP processing.

- **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), penalty fee is waived.

ARC/IAR REN or BSP Refund Authorization Request template must reflect:

- **Waiver code:** [AAWITHDRAWAL](#)

Required Documentation for Refunds – Revenue/Published Fares

PNR must be documented with the following OSI message:

- 4OSI AA SKED CHG WITHDRAWAL/DATE

*NOTE: Date is the original flight date.*

*NOTE: If the Revenue/Published ticket has been **EXCH** by AA as an INVOL the refund request must be submitted directly to AA, indicating the AA ticket number, Refer to the link: [Schedule Change-Rule 240/80 Online Refund](#). European & Pacific Travel Agencies must submit refunds requests through their GDS.*

**SCHEDULE IRREGULARITY**

An unplanned change or cancellation which normally occurs on the day of departure, but can occur up to 72 hours prior to the schedule departure. Examples - mechanical, ATC (Air Traffic Control), crew legality, weather, etc.

**Procedure - Reissue/Protection for Schedule Irregularity**

CUSTOMERS MAY BE PROTECTED BY ONE OF THE FOLLOWING TWO POLICIES:	ENDORSEMENT BOX POLICY	OSI DOCUMENTATION
<p>Travel Agents may rebook on next AA flight in the same inventory as ticketed if available. If not available, may rebook the lowest available inventory in the same cabin as ticketed.</p> <p>May book first available AA flight either earlier or later than the originally scheduled flight time, or one day prior or up to 2 days after the original schedule flight time. May change their continuing or return travel dates to maintain the original length of stay prior to the reaccommodation.</p> <p><b><u>UP Fares</u></b></p> <ul style="list-style-type: none"> <li>• Book in the applicable upper cabin inventory.</li> <li>• If the applicable upper cabin inventory is not available protect in the lowest available inventory in the same cabin as ticketed.</li> <li>• If the upper ticketed cabin is not available, rebook in lower cabin.</li> </ul>	<p>New ticket must be annotated:</p> <p style="text-align: center;"><i>AA SKED IRR</i></p> <p>This is the only annotated verbiage required on the new ticket and supersedes the required verbiage for the fare ticketed.</p>	<p>PNR OSI field must be documented with the following:</p> <ul style="list-style-type: none"> <li>• AA INVOL SKED IRR/AA FLIGHT NUMBER/DATE</li> </ul> <p>Example: 4OSI AA INVOL SKED IRR/123/01JAN12</p> <p>NOTE: AA flight number is the original flight number. Date is the original flight date. Only one OSI per PNR is necessary even if multiple flights are impacted by the schedule irregularity.</p>

<p>Travel Agents may rebook to/from on next AA/American Eagle online alternate city such as all multi-airport cities JFK/LGA, DCA/IAD, HOU/IAH, etc.</p> <p>AA also allows customers to be rebooked to/from any city within an approximate 300-mile radius of the origin/destination. Protect in the same inventory as ticketed if available. If not available, rebook the lowest available inventory in the same cabin as ticketed.</p> <p>May use that airport for their continuing or return journey.</p> <p>May book first available AA flight either earlier or later than the original scheduled flight time, or one day prior or up to 2 days after the original schedule flight time. May change their continuing or return travel dates to maintain the original length of stay prior to the reaccommodation.</p> <p><b>Note:</b> The customer is responsible for any incurred expenses if they elect to change with a 300-mile radius as American Airlines does not compensate for this type of change.</p>	<p>New ticket must be annotated:</p> <p style="text-align: center;"><i>AA SKED IRR</i></p> <p>This is the only annotated verbiage required on the new ticket and supersedes the required verbiage for the fare ticketed</p>	<p>PNR OSI field must be documented with the following:</p> <ul style="list-style-type: none"> <li>AA INVOL SKED IRR/AA FLIGHT NUMBER/DATE</li> </ul> <p>Example: 4OSI AA INVOL SKED IRR/123/01JAN12</p> <p>NOTE: AA flight number is the original flight number. Date is the original flight date. Only one OSI per PNR is necessary even if multiple flights are impacted by the schedule irregularity.</p>
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[Refunds Request - Flight – Delayed](#)

**BULK/OPAQUE fares follow the guidelines below for delayed flights**

BULK /OPAQUE tickets may only be refunded by the Travel Agents that issued the ticket per the below criteria:

- Refer to [BULK CODES](#) for ticket qualification
- If the ticket is issued as BT (zero fare ticket) then these refunds are handled by the booking source.

*NOTE: If the Schedule Change for a delayed flight results in a "misconnect" and no other alternate flight is available or is unacceptable to the customer, Travel Agents may process a refund for the BULK/OPAQUE fare ticket. Follow guideline for Waiver Code.*

Length Of Delay	BULK/OPAQUE Ticket Refund To MCO	BULK/OPAQUE Ticket Refund To Original Form Of Payment (FOP)
0 - 60 minutes	No	<p><b>Non-Refundable: No</b></p> <p><b>Refundable with a cancellation fee:</b> May refund to original form of payment (FOP) <b>minus the cancellation fee.</b></p> <ul style="list-style-type: none"> <li>• ARC/BSP Waiver Code: <a href="#">BULKRULE24080</a></li> </ul>

<p>61 - 120 minutes</p>	<p>Yes</p> <p>MCO Endorsement box: <a href="#">BULKRULE24080/NONREF/AATRAVEL</a></p> <p><b>Note:</b> Above documentation must be indicated in the endorsement box.</p> <p>No fee applies</p>	<p><b>Non-Refundable: No</b></p> <p><b>Refundable with a cancellation fee:</b> May refund to original form of payment (FOP) <b>minus the cancellation fee.</b></p> <ul style="list-style-type: none"> <li>ARC/BSP Waiver Code: <a href="#">BULKRULE24080</a></li> </ul>
<p>121 minutes or greater</p>	<p>Yes</p> <p>MCO Endorsement box: <a href="#">BULKRULE24080/NONREF/AATRAVEL</a></p> <p><b>Note:</b> Above documentation must be indicated in the endorsement box.</p> <p>No fee applies</p>	<p>Yes</p> <ul style="list-style-type: none"> <li>ARC/BSP Waiver Code: <a href="#">BULKRULE24080</a></li> </ul>

*NOTE: If the BULK ticket has been **EXCH** by AA as an INVOL the refund request must be submitted directly to AA, indicating the AA ticket number, Refer to the link: [Schedule Change-Rule 240/80 Online Refund](#). European & Pacific Travel Agencies must submit refunds requests through their GDS.*

Revenue/Published fares follow the guidelines below for delayed flights

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 (see grid below), **must be submitted online to American Airlines** provided the refund request qualifies per the criteria below.

*NOTE: If the Schedule Change for a delayed flight results in a "misconnect" and no other alternate flight is available or is unacceptable to the customer, Travel Agents **must request a refund by submitting the Schedule Change-Rule 240/80 Online Refund** form for the Revenue/Published fare ticket. European & Pacific Travel Agencies must submit refunds requests through their GDS.*

Length Of Delay	American to Refund To Voucher	American to Refund To Original Form Of Payment
0 - 60 minutes	No	No
61 - 120 minutes	Yes	<b>Non-Refundable:</b> No <b>Refundable with a cancellation fee:</b> Refund is to original form of payment (FOP) <b>minus the cancellation fee</b>
121 minutes or greater	Yes	Yes

As a reminder, if customer elects to 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.

REVENUE/PUBLISHED FARE ONLINE REFUND REQUEST FORM:

The form below is unique for Schedule Change-Rule 240/80 non-refundable or partial refund requests when applicable; ***please disregard the "Note"*** indicated on the form and **do not select "Request Refund"**. This form is applicable for U.S. and Canada based agencies only.

- To access the form, refer to [Schedule Change-Rule 240/80 Online Refund](#). This form is applicable for U.S. and Canada based agencies only. European & Pacific Travel Agencies must submit refunds requests through their GDS.
- In the **Email Subject** category, on the drop down menu select **Travel Agency – Schedule Change/Irregularity Refund Request**.
- In the **Comments/Questions** category, you should indicate [AA SKED CHG/DATE/FLT](#) and any other pertinent information for the refund request.
- When completed click **Send Email**.

*NOTE: If the Revenue/Published fare ticket has been **EXCH** by AA as an INVOL, indicate the AA ticket number for the refund request and the Travel Agent ticket in the comments*

**Send Us an Email**

To send us an email with your question or comment, complete the form and click "Send Email."

**Note: Do not use this form to request a refund for a ticket.**  
If you want to initiate a refund request, select [Request a Refund](#) and complete the online form.

Email Subject \*

Ticket Number \*

Last Name \*

First Name \*

Address

Address

City

State / Province

Zip / Postal Code

Country

Email \*

Phone \*

Comments / Questions / Concerns \*

**SEND EMAIL**

\* Required field

Flight is canceled

**BULK/OPAQUE Fares follow the guidelines below for canceled flights**

Travel Agents may refund BULK /OPAQUE TICKETS ONLY per the below criteria:

- Refer to [BULK CODES](#) for ticket qualification
- If the ticket is issued as BT (zero fare ticket) then these refunds are handled by the booking source.
- **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 Travel Agents 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 Travel Agents that issued the ticket to the original form of payment (FOP); penalty fee is waived.

ARC/IAR REN or BSP Refund Authorization Request template must reflect:

- **Waiver code:** [BULKRULE24080](#)

Required Documentation for Refunds –Bulk/Opaque Fares

PNR must be documented with the following OSI message:

- 4OSI BULKRULE24080 FLIGHT CANCELLATION/DATE
  - NOTE: Date is the original flight date

*NOTE: Change Fee does not apply for BULK/OPAQUE ticket.*

*NOTE: If the BULK ticket has been **EXCH** by AA as an INVOL the refund request must be submitted directly to AA, indicating the AA ticket number, Refer to the link: [Schedule Change-Rule 240/80 Online Refund](#). European & Pacific Travel Agencies must submit refunds requests through their GDS.*

Revenue/Published Fares follow the guidelines below for canceled flights:

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

- **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)

ARC/IAR REN or BSP Refund Authorization Request template must reflect:

- **Waiver code:** [AASKDIRRXLDFLT](#)

Required Documentation for Refunds – Revenue/Published Fares

PNR must be documented with the following OSI message:

- 4OSI AA SKED IRR FLIGHT CANCELLATION/DATE

*NOTE: Date is the original flight date*

*NOTE: If the Revenue/Published ticket has been **EXCH** by AA as an INVOL the refund request must be submitted directly to AA, indicating the AA ticket number, Refer to the link: [Schedule Change-Rule 240/80 Online Refund](#). European & Pacific Travel Agencies must submit refunds requests through their GDS.*

### Schedule Irregularity - International Travel/Rule 80

An unplanned change or cancellation which normally occurs on the day of departure, but can occur up to 72 hours prior to the schedule departure. Examples - mechanical, ATC (Air Traffic Control), crew legality, weather, etc. see definition of [Rule 80](#).

### Procedure - Reissue/Protection for International Schedule Irregularity

- AA will allow the following:
  - If the AA flight delay is **within 30 minutes prior to or after the original departure** the Travel Agents may **not** reaccommodate to an alternate flight unless it resulted in a "misconnect".
  - If the AA Flight delay is **30 minutes after the original departure** - If another **AA flight** on the same day is available may book lowest available inventory in same cabin only if the new flight will arrive at the destination sooner.
  - If the qualified delayed flight or canceled flight is the last flight of the day may book the first flight on the following day, may book lowest available inventory in same cabin.
  
- OSI Field:
  - Document PNR with the following OSI: **OSI AA INTL INVOL/AA FLIGHT NUMBER/DATE**

*NOTE: AA flight number is the original flight number. Date is the original flight date. Only one OSI per PNR is necessary even if multiple flights are impacted by the schedule change*

Refunds - Flight - Delayed

**BULK/OPAQUE fares follow the guidelines below:**

BULK /OPAQUE tickets may only be refunded by the Travel Agents that issued the ticket per the below criteria:

- Refer to [BULK CODES](#) for ticket qualification
- If the ticket is issued as BT (zero fare ticket) then these refunds are handled by the booking source.

*Note: If the Schedule Change for a delayed flight results in a "mismatch" and no other alternate flight is available or is unacceptable to the customer, Travel Agents may process a refund for the BULK/OPAQUE fare ticket. Follow guideline for Waiver Code.*

Length Of Delay	BULK/OPAQUE Ticket Refund To MCO	BULK/OPAQUE Ticket Refund To Original Form Of Payment (FOP)
0 - 60 minutes	No	<p><b>Non-Refundable:</b> No</p> <p><b>Refundable with a cancellation fee:</b> May refund to original form of payment (FOP) <b>minus the cancellation fee.</b></p> <ul style="list-style-type: none"> <li>• ARC/BSP Waiver Code: <a href="#">BULKRULE24080</a></li> </ul>
61 - 120 minutes	<p>Yes</p> <p>MCO Endorsement box: <a href="#">BULKRULE24080/NONREF/AATRAVEL</a></p> <p><b>Note:</b> Above documentation must be indicated in the endorsement box.</p> <p>No fee applies</p>	<p><b>Non-Refundable:</b> No</p> <p><b>Refundable with a cancellation fee:</b> May refund to original form of payment (FOP) <b>minus the cancellation fee.</b></p> <ul style="list-style-type: none"> <li>• ARC/BSP Waiver Code: <a href="#">BULKRULE24080</a></li> </ul>
121 minutes or greater	<p>Yes</p> <p>MCO Endorsement box: <a href="#">BULKRULE24080/NONREF/AATRAVEL</a></p> <p><b>Note:</b> Above documentation must be indicated in the endorsement box.</p> <p>No fee applies</p>	<p><b>Non- Refundable:</b> Yes</p> <ul style="list-style-type: none"> <li>• ARC/BSP Waiver Code: <a href="#">BULKRULE24080</a></li> </ul>

**NOTE:** If the BULK ticket has been **EXCH** by AA as an INVOL the refund request must be submitted directly to AA, indicating the AA ticket number, Refer to the link: [Schedule Change-Rule 240/80 Online Refund](#). European & Pacific Travel Agencies must submit refunds requests through their GDS.

[Revenue/Published fares follow the guidelines below](#)

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 (see grid below) or if the specific flight was cancelled, **must be submitted online to American Airlines** provide the refund request qualifies per the criteria below.

*Note: If the Schedule Change for a delayed flight results in a "misconnect" and no other alternate flight is available or is unacceptable to the customer, Travel Agents must request a refund by submitting the [Schedule Change-Rule 240/80 Online Refund](#) form for the Revenue/Published fare ticket. European & Pacific Travel Agencies must submit refunds requests through their GDS.*

Length Of Delay	American to Refund To Voucher	American to Refund To Original Form Of Payment
0 - 60 minutes	No	No
61 - 120 minutes	Yes	<p style="text-align: center;"><b>Non-Refundable:</b> No</p> <p style="text-align: center;"><b>Refundable with a cancellation fee:</b> Refund is to original form of payment (FOP) <b>minus the cancellation fee</b></p>
121 minutes or greater	Yes	Yes

## REVENUE/PUBLISHED FARE ONLINE REFUND REQUEST FORM:

The form below is unique for Schedule Change-Rule 240/80 non-refundable or partial refund requests when applicable; ***please disregard the "Note"*** indicated on the form and **do not select "Request Refund"**. This form is applicable for U.S. and Canada based agencies only.

- To access the form, refer to [Schedule Change-Rule 240/80 Online Refund](#). This form is applicable for U.S. and Canada based agencies only.
- In the **Email Subject** category, on the drop down menu select **Travel Agency – Schedule Change/Irregularity Refund Request**.
- In the **Comments/Questions** category, you should indicate **AA SKED CHG/DATE/FLT** and any other pertinent information for the refund request.
- When completed click **Send Email**.
- European & Pacific Travel Agencies must submit refunds requests through their GDS.

*NOTE: If the Revenue/Published fare ticket has been **EXCH** by AA as an INVOL, indicate the AA ticket number for the refund request and the Travel Agent ticket in the comments*

**Send Us an Email**

To send us an email with your question or comment, complete the form and click "Send Email."

**Note: Do not use this form to request a refund for a ticket.**  
If you want to initiate a refund request, select [Request a Refund](#) and complete the online form.

Email Subject *	Travel Agency - Schedule Change/Irregularity Refund Request ▼
Ticket Number *	0011234567890
Last Name *	SMITH
First Name *	JUDI
Address	123 ABC LANE
Address	
City	ANYTOWN
State / Province	XX
Zip / Postal Code	555555
Country	USA
Email *	JOHN.DOE@YAHOO
Phone *	515-555-5555
Comments / Questions / Concerns *	AA SKED CHG- Non Stop to Connection ▲

\* Required field

**SEND EMAIL**

[Flight is canceled](#)

**BULK/OPAQUE Fares follow the guidelines below for canceled flights**

Travel Agents may refund BULK /OPAQUE TICKETS ONLY per the below criteria:

- Refer to [BULK CODES](#) for ticket qualification
- If the ticket is issued as BT (zero fare ticket) then these refunds are handled by the booking source.
- **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 Travel Agents 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 Travel Agents that issued the ticket to the original form of payment (FOP); penalty fee is waived.

ARC/IAR REN or BSP Refund Authorization Request template must reflect:

- **Waiver code:** [BULKRULE24080](#)

[Required Documentation for Refunds –Bulk/Opaque Fares](#)

PNR must be documented with the following OSI message:

- 4OSI BULKRULE24080 FLIGHT CANCELLATION/DATE

*NOTE: Change Fee does not apply for BULK/OPAQUE tickets*

*NOTE: If the BULK ticket has been **EXCH** by AA as an INVOL the refund request must be submitted directly to AA, indicating the AA ticket number, Refer to the link: [Schedule Change-Rule 240/80 Online Refund](#).*

Revenue/Published Fares follow the guidelines below for canceled flights:

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

- **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).

ARC/IAR REN or BSP Refund Authorization Request template must reflect:

- **Waiver code:** [AASKDCHGXLDFLT](#)

Required Documentation for Refunds – Revenue/Published Fares

PNR must be documented with the following OSI message:

- 4OSI AA SKED CHG FLIGHT CANCELLATION/DATE

*NOTE: Date is the original flight date*

*NOTE: If the Revenue/Published ticket has been **EXCH** by AA as an INVOL the refund request must be submitted directly to AA, indicating the AA ticket number, Refer to the link: [Schedule Change-Rule 240/80 Online Refund](#).*

[Additional Ticketing/Itinerary Information:](#)

Once a ticket has been reissued per Schedule Change-Rule 240/Schedule Irregularity, any further changes to the itinerary would be subject to the applicable rules of the ticketed fare unless one of the following occurs:

- If a customer was protected beyond their original travel time or date and an earlier flight becomes available the customer may be reaccommodated.
- A subsequent schedule change occurs

[Promotional Tickets](#)

For assistance with any questions regarding a schedule change or a schedule irregularity on a promotional ticket, please contact your Sales Support team at [lon.support@aa.com](mailto:lon.support@aa.com).

Information contained on this website 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.