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Europe / Middle East / Africa – Suspension of Service Update 11

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Issued: March 16, 2020

**Update 12: May 27, 2020**

- **Extend Customers Ticketed On/Before date**

American Airlines is offering protection for our ticketed customers who may be impacted by the temporary discontinuation of service between the U.S. and Europe / Middle East / Africa.

Please be guided by the following information:

| <b>Special Travel Exception for Service<br/>between the U.S. and Europe / Middle East / Africa</b>  |  |
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| Flights Affected:   | <ul style="list-style-type: none"> <li>· Croatia</li> <li>· Czech Republic</li> <li>· France</li> <li>· Germany</li> <li>· Greece</li> <li>· Hungary</li> <li>· Iceland</li> <li>· Ireland</li> <li>· Italy</li> <li>· Morocco</li> <li>· Netherlands</li> <li>· Poland</li> <li>· Portugal</li> <li>· Spain</li> <li>· Switzerland</li> <li>· United Kingdom</li> </ul> |
| Ticketed On/Before:   | <b>June 30, 2020</b>   |
| Effective for Ticketed Travel Dates:  | Beginning March 1, 2020 through the Suspended Travel Date range for the applicable market.<br>See <a href="#">Europe Middle East Suspension of Service policy</a> <ul style="list-style-type: none"> <li>· Temporary Suspension of Service – Market Detail for suspended travel dates</li> </ul>   |
| New Travel Dates:   | Allowed now through December 31, 2021*<br>*For travel beyond ticket validity, see – <a href="#">Coronavirus Global Flexibility Waiver - Travel Notice Exception Policy</a>   |
| Reissue Ticket On/Before:   | Same day as flight rebooking<br>See <a href="#">Europe Middle East Suspension of Service policy</a> <ul style="list-style-type: none"> <li>· Reissue Policy Information</li> </ul>   |
| Protect Options for BUD & KRK <ul style="list-style-type: none"> <li>· Ticketed On/Before: April 2, 2020</li> <li>· Effective for Ticketed Travel Dates: May 19 – October 24, 2020</li> </ul> | View <a href="#">Europe Middle East Suspension of Service policy</a>   |
| Protect Options for WAW <ul style="list-style-type: none"> <li>· Ticketed On/Before: April 2, 2020</li> <li>· Effective for Ticketed Travel Dates: May 19 – June 30, 2020</li> </ul>          | View <a href="#">Europe Middle East Suspension of Service policy</a>   |
| Change to Origin/Destination:   | Allowed<br>Change Fee only is waived<br>Fare Difference Applies<br>See <a href="#">Europe Middle East Suspension of Service policy</a> <ul style="list-style-type: none"> <li>· Changes to Origin/Destination</li> <li>· Reissue Policy Information</li> </ul>   |
| Itinerary Changes Maintaining the Same Origin and Destination:  | Allowed<br>See <a href="#">Europe Middle East Suspension of Service policy</a> <ul style="list-style-type: none"> <li>· Rebooking – Exception to Fare Rules</li> </ul>   |

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| Endorsement Box Requirements:<br>(ticket must be exchanged) | SKCHG/EUSUSP   |
| Temporary Suspension of Service -<br>Market Detail          | See <a href="#">Europe Middle East Suspension of Service policy</a><br><ul style="list-style-type: none"> <li>Temporary Suspension of Service –<br/>Market Detail</li> </ul> |
| Refund Eligibility:   | See <a href="#">Europe Middle East Suspension of Service policy</a><br><ul style="list-style-type: none"> <li>See Refund Policy for available options</li> </ul>             |
| Customer Contact Information:                               | Ensure the customer’s telephone contact number<br>and/or email address are updated in the<br>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