



Special Travel Exception Considerations Related to NOVEL CORONAVIRUS – HKG (REVISED 3 – as of April 06,2020)

This important notification is to inform our travel partners of special exception policies available for our mutual customers traveling to/from the cities below.

As of 04/06/2020 03:57 PM Pacific Time

Special Travel Exceptions Considerations	
Affected Airports:	HKG
Tickets Issued On/Before:	06APR20
Agency POS	US (incl, HI), CA,MX,BR
Impacted Travel Dates:	28JAN20 – 06JUL20
New Travel Dates:	29JAN20 – 31AUG20
Reissuance of Tickets On/Before	Same day changes are made
Inventory Requirements:	Lowest Inventory – Same Cabin
Waiver Code and Endorsement Box Requirements:	TN0128HKG Above Waiver Code is the only required verbiage in the Endorsement Box and supersedes all other information
Changes to Origin/Destination:	No
Changes to Stopover City:	Not Allowed
Changes to Connecting City:	Allowed
Number of Ticket Changes	1
Refund:	Permitted

	Refund Authorization Code: TN0128 (*Authorization code must be in the waiver code box)
Travel between/within TC1 and TC3 on JL and AA Operated and Marketed Flights:	Japan Airlines (JL/JL*AA) American Airlines (AA/AA*JL)

Remarks:

1. Change fee and additional fare waived if customer rebooks keeps same O & D and rebook within travel notice date range.
2. Change fee waived, but fare collection applies if customer changes O & D.
3. Change fee waived, but fare collection applies if customer changes travel date to one outside of TN date range.
4. New travel date must be complete within original ticket validity (one year from original date issue).