



Travel Agency Instructions for American Airlines Cuba Travel

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American Airlines has commenced five daily flights to Havana (HAV) – four from Miami (MIA) and one from Charlotte (CLT).

Service to five other Cuban cities began in September: Cienfuegos (CFG), Holguin (HOG), Camaguey (CMW), Santa Clara (SNU) and Varadero (VRA).

Instructions to Document Cuba Passengers' Reason for Travel

The U.S. government currently permits passenger travel to Cuba for one of twelve general reasons, plus a thirteenth reason that requires specific, case-by-case government approval. Identifying and documenting the permitted category of travel is a legal requirement both for the traveler and for travel service providers (including airlines and travel agencies). As agents of American, American's Travel Agencies will be required to obtain and document each passenger's reason for travel in the PNR by using SSRs to document specific 5-character "Reason Codes" as approved by IATA:

	U.S. Government Reason for Travel	IATA Reason Code
1	Family visits;	FAMILY
2	Official business of the U.S. government, foreign governments, and certain intergovernmental organizations;	GOVMT
3	Journalistic activity;	JOURN
4	Professional research and professional meetings;	PRORM
5	Educational activities;	EDUCA
6	Religious activities;	RELIG
7	Public performances, clinics, workshops, athletic and other competitions, and	PERFO

	exhibitions	
8	Support for the Cuban people;	SUPRT
9	Humanitarian projects;	HUMAN
10	Activities of private foundations or research or educational institutes;	PRIRM
11	Exportation, importation, or transmission of information or information materials;	INFOR
12	Certain authorized export transactions.	EXPRT
13	OFAC specific license (followed by license number)	LICEN

IATA's RFTV SSR is the long term solution for American's Travel Agencies to document Cuba passengers' Reason Code. However, industry booking sources (GDSs, content aggregators, etc.) may not be ready for RFTV, in which case:

- If your booking source is not ready for RFTV: enter the Reason Code in OTHS SSR
- Once your booking source launches RFTV: enter the Reason Code in RFTV SSR only

***It is important that you make travelers aware of the U.S. governments' permitted reasons for travel to Cuba and that you understand your obligations as a Travel Services Provider. If you experience difficulty creating a process to document the Reason Code, then please contact American Airlines Agency Relations by email at agency.relations@aa.com. Please indicate the following:
Subject Line: "Cuba – RFTV Documentation"
This may help you find alternative solutions.***

Other Important Requirements for Cuba Passengers

Passenger Contact Information and PNR requirements

- As required in American's Addendum to the Governing Travel Agency Agreements, American requires complete passenger contact information, including but not limited to phone fields, addresses (home or billing) and email addresses in the PNR. This contact information is important in the event that American must contact passengers concerning their Cuba travel.
- Previous round-trip, maximum stay and Cuba point of origin restriction have now been lifted – one-way and Cuba point of origin American Airlines flights are now available for sale.
- Cuba point-of-sale is not permitted.
- The entire journey must be on American Airlines prime flights – no other carriers are permitted in the same PNR.
- Connecting flights to/from other airlines must be issued on separate tickets
- Itineraries containing Cuba travel without complete passenger contact information or otherwise not in compliance with American's requirements will be at risk of cancellation.

Additional Non-PNR Requirements

Ensure that passengers have read the U.S. Government's descriptions of the reasons for which travel to Cuba is permitted. Descriptions can be found as follows:

1	Family visits	http://www.ecfr.gov/cgi-bin/text-idx?SID=068324bdbf52078106ba1cae84f1a635&mc=true&node=se31.3.515_1561&rgn=div8
2	Official business of the U.S. government, foreign governments, and certain intergovernmental organizations	http://www.ecfr.gov/cgi-bin/text-idx?SID=002773db728358cdf8cb594a773db757&mc=true&node=se31.3.515_1562&rgn=div8
3	Journalistic activity	http://www.ecfr.gov/cgi-bin/text-idx?SID=db7ed0405936c89cac6cb39bc9a9950b&mc=true&node=se31.3.515_1563&rgn=div8
4	Professional research and professional meetings	http://www.ecfr.gov/cgi-bin/text-idx?SID=e1022ae33d46f60c530d554d2a254040&node=se31.3.515_1564&rgn=div8
5	Educational activities	http://www.ecfr.gov/cgi-bin/text-idx?SID=e1022ae33d46f60c530d554d2a254040&node=se31.3.515_1565&rgn=div8
6	Religious activities	http://www.ecfr.gov/cgi-bin/text-idx?SID=068324bdbf52078106ba1cae84f1a635&mc=true&node=se31.3.515_1566&rgn=div8
7	Public performances, clinics, workshops, athletic and other competitions, and exhibitions	http://www.ecfr.gov/cgi-bin/text-idx?SID=068324bdbf52078106ba1cae84f1a635&mc=true&node=se31.3.515_1567&rgn=div8
8	Support for the Cuban people	http://www.ecfr.gov/cgi-bin/text-idx?SID=068324bdbf52078106ba1cae84f1a635&mc=true&node=se31.3.515_1574&rgn=div8
9	Humanitarian projects	http://www.ecfr.gov/cgi-bin/text-idx?SID=068324bdbf52078106ba1cae84f1a635&mc=true&node=se31.3.515_1575&rgn=div8
10	Activities of private foundations or research or educational institutes	http://www.ecfr.gov/cgi-bin/text-idx?SID=068324bdbf52078106ba1cae84f1a635&mc=true&node=se31.3.515_1576&rgn=div8
11	Exportation, importation, or transmission of information or informational materials	http://www.ecfr.gov/cgi-bin/text-idx?SID=07ab16622c8bc5ff840ebd57d1d38e92&mc=true&node=se31.3.515_1545&rgn=div8
12	Certain authorized export transactions	http://www.ecfr.gov/cgi-bin/text-idx?SID=07b6c942b714deb2dee98f945bb674ee&mc=true&node=se31.3.515_1533&rgn=div8 and http://www.ecfr.gov/cgi-bin/text-idx?SID=160a64fc75f33324dcb35feb870055ff&mc=true&node=se31.3.515_1559&rgn=div8

13	OFAC specific license (followed by license number)	http://www.ecfr.gov/cgi-bin/retrieveECFR?gp=&SID=f0f367be3e05806e7499b330572a7b1e&mc=true&n=sp31.3.515.e&r=SUBPART&ty=HTML#se31.3.515_1501
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- American's Cuba flights include the cost of specific medical insurance required by the Cuban government for all passengers travelling on U.S. airlines' flights to Cuba. The customer's boarding pass will be the medical insurance document which will be stamped. The boarding pass must be kept and available. The customer should not throw it away.
- The U.S. and Cuba governments require additional passenger information and documentation, including Cuba "Tourist Cards" and special requirements for Cuban-born passengers, as applicable.
- Understand your obligations as a Travel Services Provider and minimize travel complications by staying up-to-date on any additional travel requirements and informing travelers accordingly. Additional travel information can be found on the U.S. and Cuba government websites:
 - <http://www.treasury.gov/resource-center/sanctions/Programs/pages/cuba.aspx>
 - <http://www.cubadiplomatica.cu/eeuu/EN/Home.aspx>

Instructions for Passengers Travelling under Specific Licenses from OFAC

- Some passengers may have a specific license number issued by the Office of Foreign Assets Control ("OFAC") which permits travel that falls outside of the 12 general reasons.
- For such passengers, please (i) document their specific license using the Reason Code LICEN immediately followed by an oblique and the alphanumeric code for the specific license, e.g. LICEN/[CT20161234567](#) and (ii) provide notice that American will require a paper copy of their specific license at the airport.

Example messages

- Example A: Message advising a general reason for travel:

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HDQRMAA
.HDQRM1P
HDQ1P ABCDEF/XYZ/99999992/MIA/1P/US
2EDWARDS/PATRICIAMS/CHLOEMS
AA123C01OCT MIACFG HK2
SSR RFTV AA HK1 MIACFG0123C01OCT-1EDWARDS/PATRICIAMS.FAMILY
SSR RFTV AA HK1 CFGMIA0123C01OCT-1EDWARDS/CHLOEMS.FAMILY

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- Example B: Message advising a specific OFAC license reason (LICEN) and license number:

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HDQRMAA
.HDQRM1P
HDQ1P ABCDEF/XYZ/99999992/MIA/1P/US
2EDWARDS/PATRICIAMS/CHLOEMS
AA123C01OCT MIACFG HK2
SSR RFTV AA HK1 MIACFG0123C01OCT -1EDWARDS/PATRICIAMS.LICEN/CT20161234567
SSR RFTV AA HK1 CFGMIA0123C01OCT -1EDWARDS/CHLOEMS.LICEN/CT20168901234

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Frequently Asked Questions

Questions regarding Reason Code

Why do I need to document travel reasons using IATA Reason Codes?

The U.S. Government currently limits the reasons for which passengers may travel to Cuba. As such, Travel Service Providers, including American and Travel Agencies, must record passengers' reasons for travel to comply with the U.S. Government's documentation requirements. This documentation is required because the U.S. Government requires passengers to certify that they fall within one of the permitted travel categories and airlines and travel agents to capture and store passengers' reasons for travel.

How long will the Reason Code be required?

The Reason Code will be required until the U.S. Government changes its policy.

In which itineraries is the Reason Code required and does the passengers' citizenship matter?

The Reason Code is required for all itineraries that contain American Airlines-operated flights to Cuba, irrespective of passengers' citizenship or the marketing code of the flight.

What happens if the Reason Code or passengers' contact information is not added to the PNR?

If the information American instructs its Travel Agencies to add to the PNR is not present, then the itinerary is at-risk of cancellation. Remember, Travel Agencies must add the passenger's accurate contact information; contact information of the Travel Agency or someone other than the passenger indicated in the PNR will not suffice. *If you experience difficulty creating a process to document the Reason Code, then please contact American Airlines Agency Relations by email at agency.relations@aa.com with subject line "Cuba – RFTV Documentation" which may help you find alternative solutions.*

Do the 13 U.S. Government reasons for travel to Cuba apply when the only travel that is booked is from Cuba to the U.S.?

Yes, if the passenger originating in Cuba is a U.S. citizen then RFTV must be collected. If, and only if, the passenger originating in Cuba is a Cuban or foreign citizen then at this time the RFTV field need not be populated; an agent or kiosk at the Cuban airport will ultimately collect and store the suitable RFTV code.

Will the GDS display a pop-up to remind me of the 13 U.S. Government reasons for Cuba travel?

How the GDS handles U.S. airlines' Cuba flights is solely up to the GDS. Decisions about modifications to the GDS display (e.g. for pop-ups that may or may not currently be in their systems) are made by the GDSs themselves.

When must the Reason Code be submitted?

The Reason Code must be added at the time of booking.

What if multiple passengers are in the PNR; do I need multiple Reason Codes?

Yes, each passenger requires their own Reason Code because it is possible that a given passenger's reason for travel differs from other passengers' reasons for travel in the same PNR.

Can the OTHS and RFTV SSRs accommodate different Reason Codes for different passengers in the PNR?

Yes, both OTHS and RFTV will be name-associated, meaning unique travel reason codes may be entered for each individual passenger in the PNR.

When will my booking source be ready to launch the RFTV SSR?

The RFTV SSR was approved by IATA in early 2016 as an industry standard. Consult your booking source for more information about when it will have the RFTV SSR available for use.

For non-U.S. citizen customers who wish to fly from the United States to Cuba for tourism, what Reason Code could we use?

Tourism is not currently one of the U.S. government's permitted reasons for travel to Cuba. Please refer to the U.S. Government and the list of valid Reason Codes within this document for additional information about current Cuba permitted reasons.

Can I travel to Cuba as a Tourist?

No, travel for the sole purpose of tourism is not currently permitted on any U.S. carrier under the reasons for travel provided by the U.S. Government.

Where can one obtain a General License?

A General License may be obtained through OFAC. General Licenses are very unique and you may find obtaining one a cumbersome process – more information may be found on the U.S. government site http://www.ecfr.gov/cgi-bin/retrieveECFR?gp=&SID=f0f367be3e05806e7499b330572a7b1e&mc=true&n=sp31.3.515.e&r=SUBPART&ty=HTML#se31.3.515_1501

Note that the majority of travelers eligible to travel to Cuba should fall under one of the 12 categories.

Where can US citizen customers purchase a Tourist Card?

The Cuba Tourist Card may be purchased in advance through CTS (www.cubatravelservices.com), and at the gateways (MIA and CLT) also through CTS. This information can be found on www.aa.com/visitcuba.

Miscellaneous Questions

What forms of payment are accepted in Cuba to pay for baggage and other fees?

Currently, American accepts cash form of payment only, in Cuba.

Is the tourist card that is filled out by all travelers being called a visa for Cuba?

A **Tourist Visa**, also known as a **Tourist Card**, is required to enter the country, along with a valid passport.

Note, an entry document is required for all customers.

- Cuban-born customers will enter with either a valid Cuban passport or a HE11 visa.
- All other travelers will require – depending on the purpose of their visit – either a visa (for business or study for example) or a Tourist or Travel card. Some documents use the terms Tourist card and tourist visa interchangeably.

Is American issuing Cuban visas (Tourist Cards) for customers traveling to Cuba? What is the charge?

American provides customers the option to purchase Tourist Cards for \$85.00 from Cuba Travel Services (www.cubantravelservices.com), or for \$100.00 from American at the departing hub airport only. Note that only cash (USD) and credit card are the only accepted forms of payment at the Cuba Ready booth.

Can you provide additional information on the medical insurance costs included in the price of the ticket?

You may visit www.aa.com/visitcuba which contains additional information on travel to Cuba as well as the mandatory Cuba health insurance. Note that effective 07DEC16, the Cuba Health Insurance will appear in the price quote and on the ticket as tax code H3. There are no other changes.

- The cost remains \$25.00USD.
- This applies to both revenue and award bookings.
- For tickets issued prior to 07DEC16 the information will continue to appear on the ticket as YQ.

Special note about Cuba Passenger Services Airport Tax

Even though there is another \$25.00 tax that appears on some tickets as CU, this is not for the Cuba health insurance.

- CU is the tax code for the Cuba Passenger Services Airport Tax
- This tax applies to flights departing Cuba

What baggage fees apply for travel to/from Cuba?

Baggage fees vary, based on ticket origination. Please visit our [Checked Baggage Policy](#) page for more information.

Will Same Day Flight Change (SDFC) be offered to flights to Cuba?

The Same Day Flight Change (SDFC) product offered to Main Cabin customers within/between 50 United States, US Virgin Islands (USVI), Puerto Rico, Canada, and Caribbean will not be offered for flights to/from Cuba.

However, Same Day Flight Change (SDFC) will be offered to customers booked in First/Business, Up-fares or MileSaver Awards booked in T – inventory when traveling to/from Cuba.

If an agency has erroneously issued a ticket to Cuba for tourism, can it be refunded?

Fare rules apply. The traveler is responsible to ensure they have the right to enter Cuba. Any exceptions will be assessed on a case by case basis.

Where can I find more information about American's Cuba flights?

Visit www.aa.com/visitcuba for more information and to stay up-to-date about American's Cuba flights.

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