Pre-reserved seats for AA*/BA codeshare
Overview

American Airlines customers can pre-reserve their seats when traveling on a British Airways operated flight using the deeplink function between aa.com and ba.com

- aa.com recognizes customers eligible for seat selection on our Atlantic joint business partner, British Airways
- Eligible Atlantic joint business customers can retrieve their reservation on aa.com and deeplink to ba.com to select seats
- Customers will be informed that they are being redirected to ba.com
- BA.com headers and footers are removed to deter customers from navigating away from the Seats landing page
- Return to Booking link allows customers to return to aa.com after seat selection
- Choose Seats link becomes Change Seats after seat selection
- Locale (language) setting allows customer to continue the seat selection process in ba.com supported language (English, French, German, Italian, Portuguese, Spanish and Japanese)
  - English will be used where ba.com cannot support the language setting of the incoming customer

Note: Currently, pre-reserved seats are available for purchased revenue tickets only. AAdvantage® Award and AirPass ticket customers cannot use this function at this time
Pre-reserve seats

1.1 Optimal Path

- Customer retrieves reservation on aa.com Find Reservation page
• Reservation Details page displays all segments of the booking
• Choose Seats option is offered for the AA*/BA segment
• Redirection pop-up displays after selecting Choose Seats
• ba.com transition page displays when customer elects to ‘continue'
• ba.com Seats landing page displays all segments of the booking where the customer can Purchase a Seat (AA*/BA flights)
• ba.com transition page displays when customer elects to ‘continue’

• British Airways seat map displays when customer elects to Continue
• ba.com transition page displays when customer elects to ‘continue’
• System returns to ba.com seats landing page and displays seat price in the Shopping Basket
• Customer selects ‘Go to Payment’
• Customer enters details, accepts ‘Terms and Conditions’ and selects ‘Continue to Payment’
• Customer enters payment method, billing address and clicks on ‘Pay now’ to finalize purchase
• Purchase is complete:
  • System displays confirmation page
  • Customer selects ‘Return to Booking’ to return to aa.com

• Customer returns to aa.com Reservations Details Page
1.2 Complimentary Seating

- Select customers are eligible for complimentary seating
  - First Class, Business, Class, Full fare Main Cabin ticket holders (W, Y)
  - AAdvantage® Executive Platinum members – from time of booking
  - AAdvantage Platinum members – from time of booking, except for exit row seats
  - AAdvantage Gold members - from 7 days prior to date of travel, except for exit row seats
  - Infant (SSR INFT)
  - Special Needs passengers (SSR BLND, DEAF, WCHC, WCHS)
1.3 No cross reference PNR

- In the event that the British Airways cross reference PNR cannot be retrieved in ba.com due to an error or system delay, a pop-up will display to inform the customers that they are unable to select seats for the British Airways flight.
- By selecting the American Airlines link the customer will be redirected to the Contact American page in a new window.
  - Contact American
1.4 Seat information on aa.com
• Seats selected on ba.com will display on aa.com only when the customer selects a seat the first time.
• Changes cannot be made, with the exception of top tier customers.

1.5 Seat selection during booking
• Once the booking process is complete, customers will be offered the option to select a seat
• Since the itinerary must be ticketed, only customers eligible for complimentary seating will be able to pre-reserve a seat at this time
• All other customers will be able to purchase seats once the e-ticket has been issued

1.6 Seat selection at Check-In
• The option to pre-reserve seats will be available if:
  • Not all passengers have checked-in
  • Time to departure is not less than one hour
1.7 Pricing

- The price to pre-reserve the seat is based on the point of origin.
  - Example: Original booking made on aa.com Canadian site, in CAD, for flight originating Paris, France, will be charged in Euro
  - The currency will remain as Euro even when the billing address is in the U.S.

1.8 Refunds

- Refunds for seats purchased on ba.com will be processed by British Airways.
  - The customer fills in the Refund for paid seating form
FAQ

**Q:** Can I book a pre-reserved seat on British Airways?

**A:** Yes, if you have a flight segment in your itinerary that is marketed by American Airlines and operated by British Airways and you have already purchased your ticket, you may book a pre-reserved seat on British Airways. At this time, pre-reserved seats are available for purchased revenue tickets only, and may not be reserved on AAdvantage Award or AirPass tickets.

**Q:** When can I book a pre-reserved seat on British Airways?

**A:** Once you have purchase your reservation on aa.com and your e-ticket has been issued, you may book your seat on the eligible BA flight(s). You may also pre-reserve a seat on British Airways up until one hour before your scheduled flight departure. However, once you have checked-in or you are within one hour of flight departure, you may no longer pre-reserve a seat in advance.

**Q:** How do I book a pre-reserved seat on British Airways?

**A:** To begin, access your reservation on aa.com from the ‘Reservations Details’ page, the ‘My Reservations’ page or the ‘Flight Check-In’ page. Once you have retrieved your reservation, look for the “Choose Seats” link in the section of your itinerary that contains the British Airways segment(s). Once you click on “Choose Seats”, you will be redirected to British Airways.com to complete the seating process.

If you have questions during the process, contact British Airways for assistance.

**Note:** If the e-ticket for your reservation has not yet been issued, you will not be able to reserve a seat and will receive a message that they may be assigned once the e-ticket is processed. You will then need to start the process over.
Q: Is there a charge to pre-reserve a seat on British Airways?
A: If you are an American Airlines AAdvantage Executive Platinum, Platinum or Gold member, there is no charge to reserve a seat on British Airways. For all other customers, a charge will be assessed and will vary in cost depending on the BA flight segment. If your origination is from the U.S., the charge will be displayed in U.S. dollars (USD) regardless of the original form of payment. If your origination is from the U.K., pricing will be displayed in British Pounds (GBP).

Q: What if I change my mind once I’ve selected the “Choose Seats” link?
A: If you decide not to book a pre-reserved seat on British Airways, simply select the “Return to Booking” link during the seat process, and you will be redirected to your reservation on aa.com. No charge will be assessed if you do not complete the process.

Q: What occurs after I book my pre-reserved seats on British Airways?
A: Once you complete the seating process for your British Airways flight(s), select the “Return to Booking” to be redirected to your reservation details on aa.com. Please note that at this time, your pre-reserved seat for the British Airways flight(s) will not display on aa.com even though they are confirmed.

You will also see that the link to return to BA’s website has changed to “Change Seats.”

Q: What if I have questions about my seats or payment on British Airways?
A: Since seating rules are different for each airline, please contact British Airways for assistance with your pre-reserved seats on their flight segments.