

Unaccompanied Minor Special Services - UMNR

General Information

American provides special services to accommodate children traveling by themselves. We are committed to ensure their safe arrival when traveling to destinations around the world. To meet this commitment we require strict adherence to company established guidelines, such as their age and connecting points. Below you will find detailed information to ensure compliance when booking unaccompanied minor travel.

Unaccompanied Minor Policy (UMNR)

Travel agents are allowed to book unaccompanied minor travel when meeting the below policy requirements.

UMNR itineraries that include invalid connection cities or other airline flight segments may result in the American flight segment(s) to be canceled in the PNR.

Unaccompanied Minor – Age (UMNR)	Routing Restrictions
5 years of age or younger	<ul style="list-style-type: none"> May not travel alone under any circumstances. Another passenger at least 16 years of age must accompany them
5 – 7 required UMNR Special Services	<p>Routings Permitted</p> <ul style="list-style-type: none"> Travel is booked only on American operated flights May only travel on non-stop/direct flights (a direct flight makes a stop without a plane change) on American <p>Routings not Permitted</p> <ul style="list-style-type: none"> Connecting itineraries Any flight not operated by American Codeshare flights American Eagle flights operated with aircraft not requiring a flight attendant.
8 - 14 required UMNR Special Services Or 15 - 17 requested UMNR Special Services (must follow the UMNR procedures)	<p>Routings Permitted</p> <ul style="list-style-type: none"> Travel is booked only on American operated flights May travel on non-stop/direct and connecting flights Connecting flights: <ul style="list-style-type: none"> ➤ Only on American operated flights ➤ Connection Hub cities: CLT, DCA, DFW, JFK, LAX, LGA, MIA, ORD, PHL, PHX <p>Routings not Permitted</p> <ul style="list-style-type: none"> Codeshare flights Itineraries that include connections to/from <i>other</i>

	<p><i>airlines:</i></p> <ul style="list-style-type: none"> • This includes <i>interline</i> connections on codeshare partners, oneworld carriers or any of the joint business carriers • Co-Terminal connecting itineraries (such as changing from New York LaGuardia to New York Kennedy) because an unaccompanied child under 15 years may not use ground transportation unescorted • Travel on the last flight of the day in the connecting station, unless there's only one flight per day in the market.
15 - 17 Not utilizing the UMNR Special Services	<ul style="list-style-type: none"> • Not required to have UMNR service but will be provided when requested.

SFPD Requirements

Unaccompanied Minor – (UMNR)	Unaccompanied Minor
SFPD Required Documentation	Entry
<p>Add correct SFPD for Child.</p> <p>Ensure all data is accurate at time of booking. Updating inaccurate DOB for the purpose of ticketing will result in the cancellation of any AA flight segments.</p>	<p>Sabre: 4DOCS/DB/GENDER/DDMMYY/LASTNAME/FIRSTNAME/MIDDLE NAME</p> <p>Verify the information is exactly as it appears on the child's birth certificate.</p> <p>If you have any format questions, please check with your OA GDS help desk.</p>

Special Service Request Requirement (SSR)

Unaccompanied Minor – (UMNR) Required Documentation	Unaccompanied Minor Entry
Add Special Service Request (SSR) entry indicating the age of the child	Sabre: 4UMNR/UM8 Example – UM8 denotes the age of the child)
OA GDS Formats: As always it is best to verify with your GDS Help desk to ensure formats are accurate.	Worldspan: 3SAUMNR XYRS Apollo: 3UMNR/UMX Galileo: SI.S1-4P1/UMNR*X YEARS/free text Amadeus: SS1L1/UMX <ul style="list-style-type: none"> SS- Transaction Code / 1-Number of Psgrs / L-Line Number / UM –Unaccompanied Minor Action Code) / X- age of child (X – denotes the age of child)

Endorsement Box Field

Unaccompanied Minor – (UMNR) Required Documentation	Unaccompanied Minor Entry
Endorsement Box: Endorsement box should indicate the UMNR code prior to the fare rules	ENDORSEMENTS/RESTRICTIONS- UMNR NON-FUNDABLE/RESTRICTIONS APPLY/CXL BY FLT DT//

Invalid Itineraries

Unaccompanied Minor – (UMNR)	Invalid Itineraries
Under the age of 15 (or 15-17 using the UMNR services) If the unaccompanied minor PNR has invalid connections or contains interline carriers the system will UC the AA segments which prevents check in.	The system will review all SFPD for UMNR qualification. Those PNR's that are invalid will be documented in the OSI YY as follows: ATTN AGCY/OA,IF PAX IS UMNR UNDER AGE 15 THEY DO NOT QUALIFY FOR TRAVEL ON AN INTERLINE CONNECTION. PLEASE ADD TCP DETAILS REGARDING ADT PNR WITHIN 72HRS OR AA SEGS WILL BE CXL.

	<p>. *Note- If the UMNR is traveling alone the AA segments will be canceled as the unaccompanied minor is not qualified to travel on that type of itinerary.</p>
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<p>Child in a Separate PNR- Traveling with and Adult</p>	<p>Content Information found on the following website:</p>
<p>If a child is in a separate PNR from the Adult they are traveling with there is required information American must receive. Refer to:</p>	<p>Child traveling in Separate PNR</p>

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