

# American Airlines Update

Weekly Update – May 29, 2020

Below are the highlights from this week.



## Memorial Day Heroes

On Memorial Day, we honored those whose sacrifice has given us the freedom to live and fly freely around the world. We salute U.S. military members and their families, who have endured so much. They are true heroes.

## Health and Safety Resources

The European Union Aviation Safety Agency (EASA) and the European Centre for Disease Prevention and Control (ECDC) issued guidelines to help travelers stay up-to-date on the latest health and safety recommendations.

[Follow this link for more info](#)



## Caring for Our Communities

Last week, team members could be seen across Dallas-Fort Worth (DFW) and Philadelphia giving back in their communities.

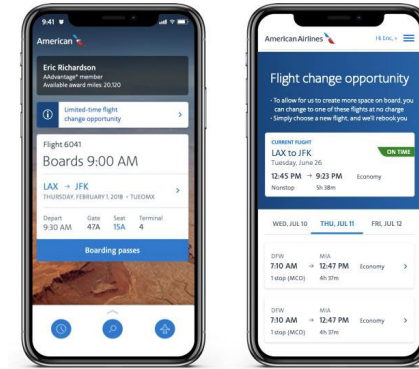
In DFW, they delivered meals to families and medical professionals. Team members also sewed and delivered 800 masks to the UT Southwestern's Moncrief Cancer Institute.

[Follow this link for more info](#)



In Philadelphia, American donated food and critical supplies to 100 unsheltered individuals who have been seeking refuge at the Philadelphia International Airport.

[Follow this link for more info](#)



## More Options Via Flight Notifications

As more customers begin to fly and aircraft become busier, customers who may not wish to take their original flight have options. American will proactively notify customers 24 hours before their flight with options including:

- Moving to another flight that is less full without paying a change fee or fare difference.
- Receiving a travel credit for the full value of the ticket, without change fees, for future travel.

## Providing More Flexibility for Customers

American enhanced its offer to extend ticket validity and waive change fees for tickets purchased on or before June 30, 2020, with travel through September 2020. Customers have until December 31, 2021, for future travel.

Free name changes have been extended for corporate customers with active Corporate Travel Agreements or Business Extra accounts. Tickets purchased on or before June 30, 2020, will get one free name change during the validity of the ticket.

[Follow this link for more info](#)



## Customers Share Memories with American

We appreciate the support of our loyal customers who shared memories with American. When our customers are ready to fly, we'll be here.



# American Airlines Global Sales COVID-19 Policies Quick View

Updated  
May 27, 2020

## Suspension in Service



### Were flights to the destination suspended?

- Follow the [Reduction/Suspension of Service Policy](#) on SalesLink
- Current suspensions: South Pacific, Asia, Europe/Middle East, and Americas/Caribbean

## Schedule Change



### Did the ticket go through a schedule change?

- Follow the [Schedule Change Policy](#) on SalesLink
- Reservation (PNR) must be in UN, WK, UC or NO status to qualify for schedule change policy, otherwise ticket fare rules or waiver policy applies (depending on purchase and travel dates)

## Tickets Purchased On/Before **June 30, 2020\***

*\*For Global Flexibility Waiver Only*



### Flexible Fares

- Details found in [Agency News](#) on SalesLink
- **Applies to Tickets Purchased:** March 1, 2020 to May 31, 2020
- **With Travel Dates:** Any (*tickets with original travel Mar 1 to Sep 30, 2020 qualify for the Global Flexibility Waiver*)
- **Policy:** 1 free change filed in the fare rules



### Global Flexibility Waiver

- Details found in [Travel Notices](#) on SalesLink
- **Applies to Tickets with Original Travel Dates:** March 1, 2020 through September 30, 2020
- **Or Unused Tickets Expiring:** March 1, 2020 through September 30, 2020
- **Policy:** Ticket Validity extended to December 31, 2021 + 1 waived Change Fee



### Corporate Customers

- All corporate customers, including Business Extra, will also get 1 free name change on any ticket purchased on or before **June 30, 2020** (ticket must contain a valid CART/Business Extra number or JBID in the tour code box; combinable with qualifying waivers)



### Normal Ticket Rules / Policy Applies

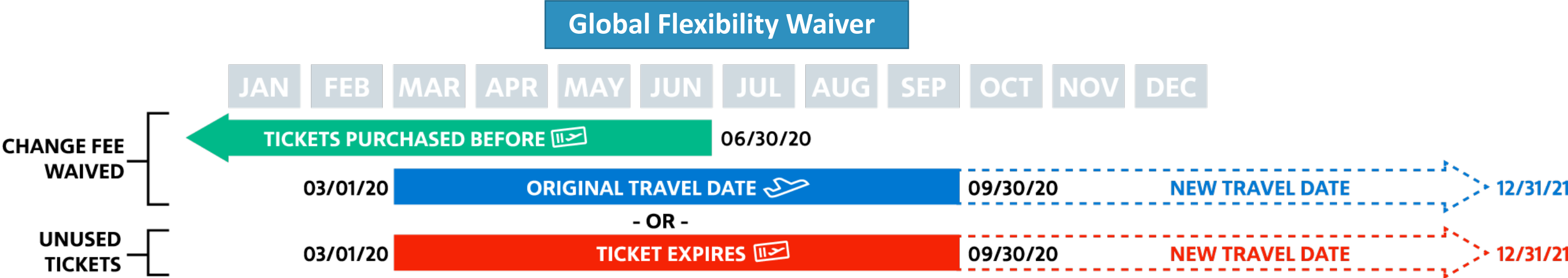
- **Applies to tickets purchased** before **June 30, 2020** with travel outside the March 1, 2020 through September 30, 2020 window **and tickets purchased July 1, 2020** and beyond
- Check [Agency Reference](#) on SalesLink for applicable Travel Notices

- Applies to AA and AA marketed bookings ticketed on 001 stock
- For OA ticket stock, follow the OA policies
- For unticketed bookings, policies apply based on ticket issue date

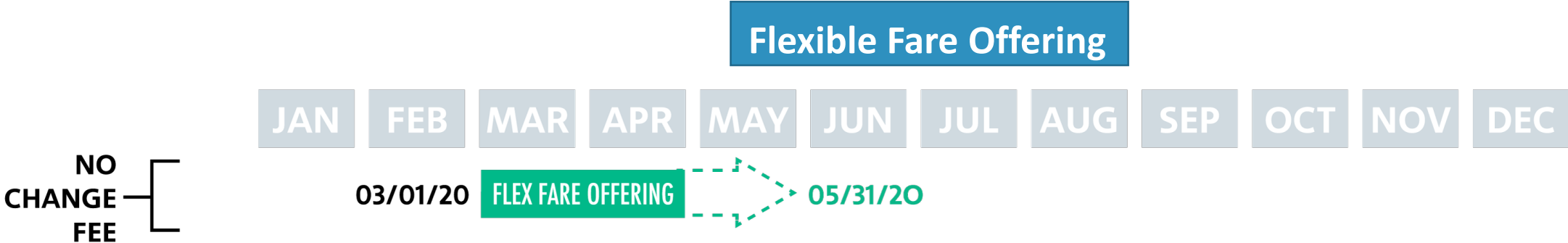


# Exception Policies Timeline

Updated  
May 27, 2020



\*Please note that passengers are responsible for any fare difference



This applies to published non-refundable fares.  
The Global Flexibility Waiver applies to this Flexible Fare Offering for **travel through September 30, 2020.**

