

American Airlines Update

Below are the highlights from this week.



Serving Those Who Serve

More than 700 care packages are on their way to members of the U.S. National Guard, U.S. Army Reserve and U.S. Navy who are assisting with pandemic efforts. An additional 300 packages will be delivered to the Blue Angels and Thunderbirds in recognition of their nationwide flyovers dedicated to health care workers and first responders. To date, DFW volunteers have assembled more than 6,000 care packages for service members.

[Follow this link for more info](#)

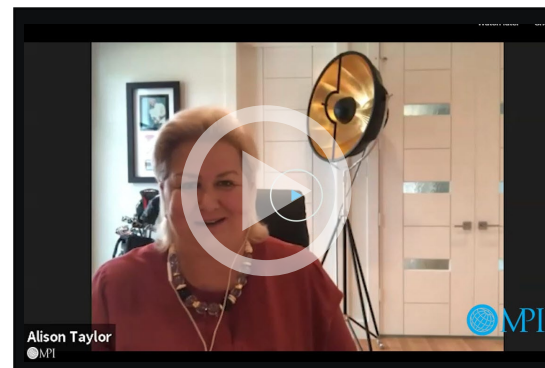


A Warm Welcome Back to Madrid

American became the first carrier to reconnect the U.S. and Spain with the resumption of service between Dallas-Fort Worth and Madrid, after schedule changes and government travel restrictions were imposed in March. With operations based in Madrid, American's joint business partner, Iberia, provides customers with connection opportunities across Europe.

New Health and Cleanliness Efforts by Airlines and Hotels

Alison Taylor, Senior Vice President of Global Sales and Distribution at American Airlines, recently joined Meeting Professionals International for a conversation with event and hotel leaders. The webinar focused on enhanced cleanliness, health, and safety in the air and in hotels.



Safety and Well-Being Resources

American works closely with our trade associations, including Airlines for America (A4A), in their efforts to ensure the aviation industry gets back on its feet as quickly as possible.

The new A4A "Fly Healthy. Fly Smart." campaign educates travelers on the steps they can take to help prevent the spread of COVID-19.

Visit AirlinesTakeAction.com for more information.

Partnering with Qatar Airways for an Expanded Network

Earlier this year, American and Qatar Airways announced a strategic partnership and renewed codeshare to give customers of both carriers access to more destinations. The first codeshare flights launched May 17, with Qatar placing its code on select American Airlines domestic flights. The partnership will continue to roll out in phases, with American placing its code on Qatar flights.

British Airways and Iberia Resume Operations in JFK Terminal 7

Effective May 18, American's joint business partners British Airways and Iberia resumed arrivals and departures in JFK Terminal 7. Since March 25, the carriers had temporarily operated in JFK Terminal 8.



Robert Isom Delivers ITM Keynote

American Airlines President, Robert Isom, delivered the keynote speech at The Institute of Travel Management (ITM) Conference – the UK's leading annual travel trade event. This year's two-day conference took place virtually.



American Airlines Global Sales COVID-19 Policies Quick View

Updated
May 12, 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 May 31, 2020



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 May 31, 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 May 31, 2020 with travel outside the March 1, 2020 through September 30, 2020 window **and tickets purchased** June 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

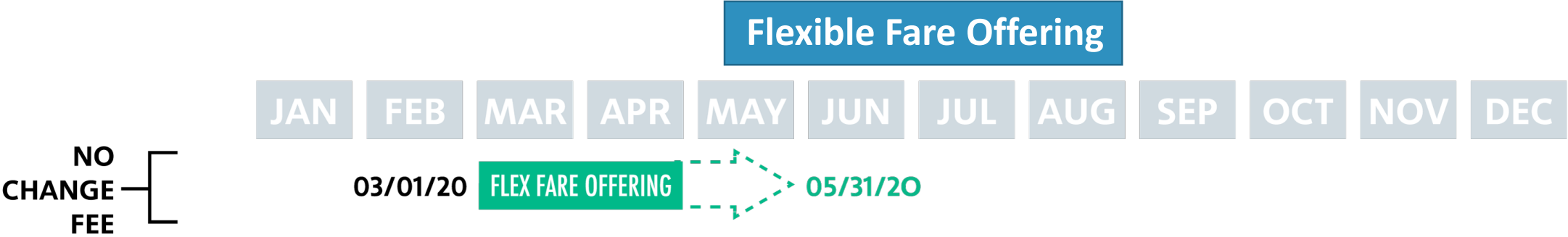


Exception Policies Timeline

Updated
May 15, 2020



*Please note that passengers are responsible for any fare difference



This applies to published non-refundable fares
Global Flexibility Waiver applies to this Flexible Fare Offering for tickets purchased between March 1, 2020 to May 31, 2020

Conditions of Carriage

- For original tickets purchased on or after April 8, 2020
- Tickets will not be refund-eligible unless the flight time moves more than 4 hours (240+ minutes)
- If your confirmed flight cancels, you are still eligible for a refund as usual

