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

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
Exception Policies Timeline

Global Flexibility Waiver

- Tickets purchased before 05/31/20
- 03/01/20 to 09/30/20: Original travel date
- 09/30/20 to 12/31/21: New travel date

Flexible Fare Offering

- No change fee
- 03/01/20: Flex fare offering
- 05/31/20: New fare offering

*Please note that passengers are responsible for any fare difference

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

Global Flexibility Waiver applies to this Flexible Fare Offering for tickets purchased between March 1, 2020 to May 31, 2020