

American Airlines Update

Below are the highlights from this week.



Caring for Our Community

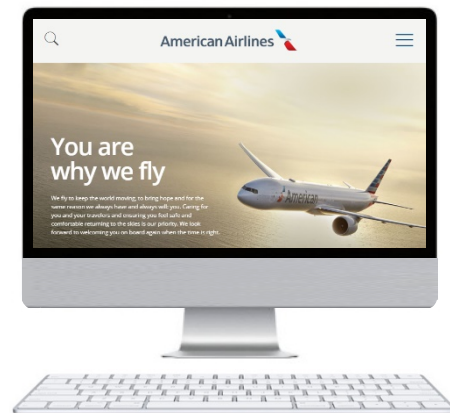
Our team members are coming together and doing what they can to offer support to their local communities across the U.S. In Los Angeles and Miami, volunteers delivered face masks with handwritten thank you notes to hospital staff.

[Follow this link for more info](#)

American and Hyatt Surprise Health Care Team with Free Vacation

In recognition of the extraordinary care they provide to their community, American Airlines and Hyatt Hotels have awarded more than 4,000 health care professionals at NYC Health + Hospitals/Elmhurst with a free three-night vacation to help them recharge and reconnect with their loved ones, once they are able to take time for themselves. Doctors, physician assistants, nurses, and facilities and food service teams will be treated to roundtrip flights on American and accommodations at a Hyatt hotel in select U.S. and Caribbean destinations. The surprise announcement is the latest effort by American and Hyatt to extend care for the well-being of the communities we serve.

[Follow this link for more info](#)



Safety & Well-Being Online Resources

Visit exploreamerican.com/globalsales for tools and information to stay updated on American's safety and cleanliness efforts.

- Traveler safety & well-being [website](#)
- Traveler safety & well-being [PDF](#)
- Traveler journey overview [PDF](#)
- Your account manager can provide **OBT** messaging.
- Visit our [Newsroom](#) or [coronavirus page](#) for more news and information.

Weekly Update – May 8, 2020



A Fond Farewell to Five Fantastic Fleets

American announced plans to accelerate the retirement of older, less fuel-efficient aircraft sooner than originally expected. American has officially retired the Embraer E190 and Boeing 767 fleets, which were originally scheduled to retire by the end of 2020. The airline has also accelerated the retirement of its Boeing 757s and Airbus A330-300s. Additionally, American is retiring 19 Bombardier CRJ200 aircraft operated by PSA Airlines.

[Follow this link for more info](#)

Reminder: Face Coverings Required for Customers this Week

Starting May 11, customers are required to wear a face covering (or mask) while on board our aircraft. Select passengers may be exempt from the new requirement.

[Follow this link for more info](#)

AAdvantage® Program Wins Again

The American Airlines AAdvantage program was named Best Elite Program in the Americas at the 2020 Freddie Awards. This year marks the ninth year the program has received this distinction. Bridget Blaise-Shamai, Vice President of Customer Loyalty, said, "Our constant goal is to ensure the AAdvantage program is valuable, relevant and compelling to our members, especially as they return to travel once we emerge on the other side of the COVID-19 challenge."

[Follow this link for more info](#)



GBT Interview with Robert Isom

President of American Airlines, Robert Isom, spoke with Global Business Travel Association's CEO, Scott Solombrino, about American's recovery plans, the impact of COVID-19 on the airline industry, and how the aviation industry might look in the future.



American Airlines Exception Policies

Weekly Update – May 8, 2020
Updates since last week's highlighted in red

	All tickets affected by 1) Suspended service or 2) Cancelled/Schedule changes	Tickets issued on/before May 31, 2020	Tickets issued from March 1 - May 31, 2020	Tickets issued between June 1 and September 30, 2020
Impacted regions	1) All markets 2) For details by market please see Suspension of Service <ul style="list-style-type: none"> Americas and the Caribbean Europe / Middle East / Africa Asia South Pacific 	All markets	All Markets	All markets
Refund	Allowed if customer is confirmed on the flight when canceled	Per fare rules	Per fare rules	Per fare rules
Travel dates	1) Based on market. See Market Detail in individual Suspension of Service 2) Fare rules apply	March 1, 2020 – September 30, 2020 - or - Unused Tickets expiring March 1, 2020 to September 30, 2020	Through the validity of the ticket Note: Ticket extension applies for tickets issued between March 1 and May 31	Travel dates are not applicable. Ticket extension does not apply.
New travel dates	1) Based on market. See Market Detail in individual Suspension of Service	All Travel must be completed by December 31, 2021	Tickets issued between March 1 and May 31: extended through Dec. 31, 2021	Must travel within normal ticket validity
Change fees	Waived	Waived - see travel dates above	None - per fare rules	Per fare rules
Add collect	If origin/destination/booking class is same, add collect will not apply. If changed, the new fare is applicable and any add collect will apply. Effective March 23, if new itinerary fare is lower than original, residual refund may apply – See Coronavirus Global Flexibility Waiver for details	Even exchange applies only if new itinerary is identical to original Otherwise, follow fare rules	Change fee waiver is in the fare rule – all other fare rules apply	Per fare rules
Change of route/O&D	Yes - difference in fare may apply			
NOGO status	Effective for travel on/after April 16, 2020, all tickets will return to NOGO status if applicable.			
Extensions of 12-month ticket validity	Any ticket issued on or before May 31, 2020 for travel between March 1, 2020 through September 30, 2020, may have the ticket validity extended until December 31, 2021 and will get 1 free change. After reissue, all fare rules apply OR Any ticket expiring between March 1, 2020 and September 30, 2020 will have until December 31, 2021 to complete travel.			

Making Things Easier: Waiver Codes Consolidated to Five

- TNADV2/CORONAFLEX – Global Travel Notice Waiver
- SKCHG/ASIASUSP – Asia Suspension
- SKCHG/SASUSP – Americas/Caribbean Suspension
- SKCHG/EUSUSP – Europe/Middle East Suspension
- SKCHG/SPSUSP – South Pacific Suspension

Waived Name Change Fees

Corporate accounts receive one free name change during the validity of tickets purchased on or before May 31, 2020.

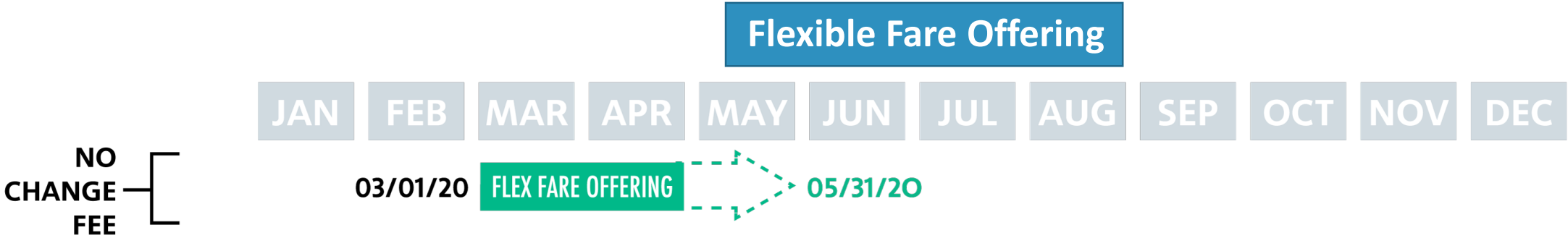
Your agency of record can now process this complimentary name change in their GDS without requiring a waiver code. A contracted Corporate Travel Agreement must be active and the ticket must contain a valid Corporate CART or JBID in the endorsement box or tour code field.

You can also continue to process name changes in SalesLink through May 31, 2020.



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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

