

# American Airlines Update

Weekly Update – June 5, 2020

Below are the highlights from this week.

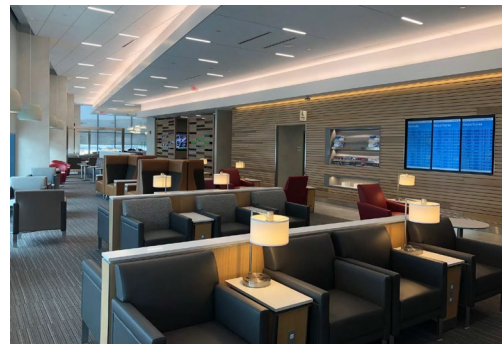
## Increased Flying for Summer Travel Season

In response to improving customer demand, American will increase frequency of flying to destinations customers are searching and booking most. In July, we plan to fly 55% of our domestic, and nearly 20% of our international schedule, compared to the same period last year.

The airline also resumed select international routes on June 4:

- Amsterdam, Paris and Frankfurt from DFW
- Antigua, Guayaquil and Quito from Miami (MIA)
- London from Chicago (ORD) and New York (JFK)

[Follow this link for more info](#)



## Select Admirals Club® Lounges to Reopen June 22

American will begin reopening Admirals Club lounges, beginning June 22, after making improvements to reinforce the well-being of customers and team members. Clubs in 10 hub cities – Charlotte, Chicago, Dallas/Fort Worth, Los Angeles, New York's Kennedy and LaGuardia airports, Miami, Philadelphia, Phoenix and Washington, D.C. – will offer pre-packaged snacks and full-service bar service (where permitted). Admirals Club lounges in 13 additional cities will reopen as service centers to offer travel assistance.

[Follow this link for more info](#)

## Alison Taylor Named Chief Customer Officer

Alison Taylor has been named American Airlines Chief Customer Officer. Since Alison's arrival in 2016, she has revitalized our Sales organization and demonstrated the leadership traits that produce a collaborative, winning team. In this new role, Alison will serve as the voice of the customer and work closely with a secure, comfortable and welcoming environment for our customers as they return to flying.



## Gifts of Happenstance and an Emotional Conversation

Doug Parker and Southwest Airlines flight attendant, Jacquerae Hill, sparked an emotional dialogue onboard a Southwest Airlines flight. The flight attendant was moved to tears during a discussion on race with Doug, who only later identified himself as American's Chairman and CEO.

[Follow this link for more info](#)

## Free Changes for Flights Booked by June 30

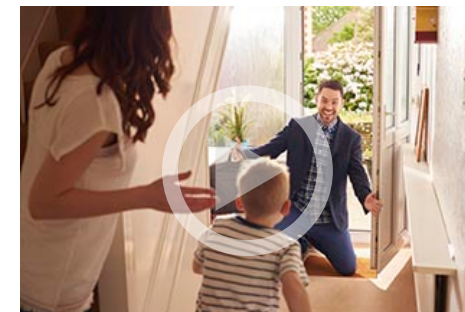
To provide customers more flexibility, American is extending its offer to waive change fees for customers who purchase tickets by June 30, 2020, for future travel.

[Follow this link for more info](#)

## Summer of Deals

American launched a Summer of Deals promotion with offers including low fares, vacation packages and double miles that travelers can enjoy on their next flight. The double miles promotion can be used for business trips or leisure vacations with friends and family. Travelers should register for this promotion through their AAdvantage® account before booking and paying for flights.

[Follow this link for more info and video](#)



## The Best Places Are People

As we're starting to go places again, *our* people can't wait to take you to *yours*. Book this summer and enjoy our best deals to help you reconnect with your loved ones, because **you are why we fly.**



# 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 June 30, 2020



### Flexible Fares

- Details found in [Agency News](#) on SalesLink
- **Applies to Tickets Purchased:** March 1, 2020 to June 30, 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
- Basic Economy tickets issued on/after June 1, 2020 are not included in this offer. Check fare rules for itinerary changes and applicable fees.



### Global Flexibility Waiver

- Details found in [Travel Notices](#) on SalesLink
- **Applies to Tickets** (including Basic Economy) **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 or OnBusiness will also get 1 free name change on any ticket purchased on or before June 30, 2020 and is combinable with qualifying waivers (ticket must contain a valid CART/ Business Extra number, JBID or OB number in the tour code box). For purchases June 1-June 30, Basic Economy fares not eligible.



### Normal Ticket Rules / Policy Applies

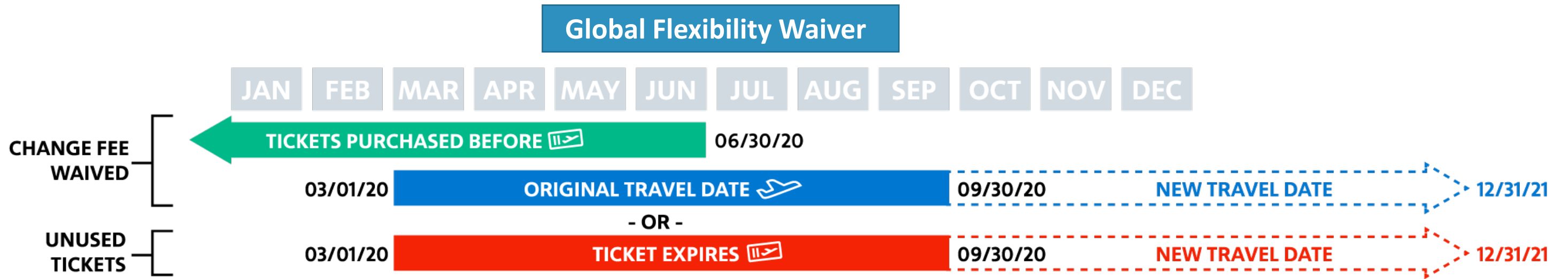
- **Applies to tickets purchased** on/before June 30, 2020 with travel outside the March 1, 2020 through September 30, 2020 **and tickets purchased** July 1, 2020 and beyond
- Check [Agency Reference](#) on SalesLink for applicable Travel Notices

- **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**

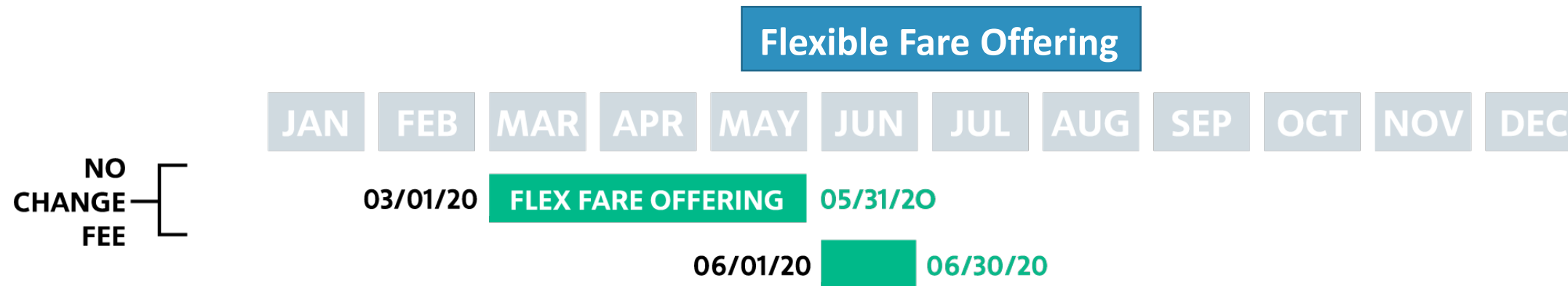


# Exception Policies Timeline

Updated  
June 5, 2020



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



The Global Flexibility Waiver applies to this Flexible Fare Offering for travel through September 30, 2020.

\*\*Flex Fare Offerings between June 1, 2020 through June 30, 2020 exclude **Basic Economy**.

