

# American Airlines Update

Weekly Update – June 12, 2020

Below are the highlights from this week.



## British Airways Welcomes Travelers Back On Board

As the world opens up, our joint business partner British Airways, looks forward to welcoming travelers back on board. With new protective measures on the ground and in the air, traveler safety remains the top priority at every step of the journey.

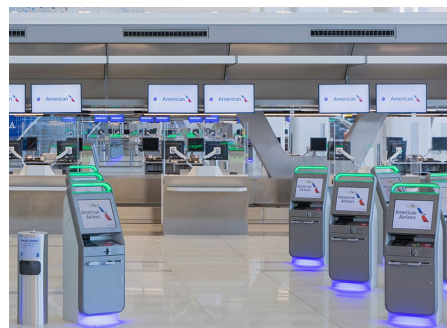
[Follow this link for more info](#)



## American Donates 10 Million AAdvantage® Miles to St. Jude Children's Research Hospital®

Thanks to generous AAdvantage members, American is donating 10 million miles to St. Jude Children's Research Hospital. St. Jude is leading the way the world understands, treats and defeats childhood cancer and other life-threatening diseases.

[Follow this link for more info](#)



## A New Look in New York's LaGuardia Airport

American is proud to welcome customers to the new, state-of-the-art Arrivals and Departures Hall at LaGuardia Airport's (LGA) Terminal B. The space will serve as American's main arrival and departure facility at LGA, including ticketing, check-in, security screening and baggage claim. The hall offers a clean, comfortable, and efficient experience for travelers, with direct connections to all concourses.

[Follow this link for more info](#)



## American's Food Donations Exceed 500,000 Pounds

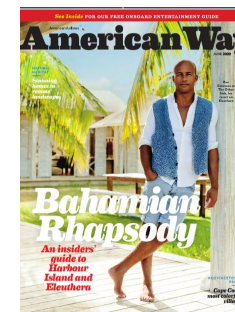
In recent months, American has donated more than half a million pounds of food to communities in need. Valued at more than \$1 million, the food items are filling the depleted shelves of facilities facing shortages due to an increase in demand, related to the coronavirus.

[Follow this link for more info](#)

## Need to Know Where You Can and Cannot Fly?

The International Air Transport Association (IATA) has created an interactive coronavirus travel regulations map which tracks country-by-country restrictions.

[Follow this link for more info](#)



## American Way Magazine – June Issue

Miss flipping through the pages of the *American Way* magazine? Enjoy the latest issue of our onboard magazine online.

[Follow this link for more info](#)

## Stay Updated on Travel News and Information

American is committed to keeping our customers informed. Check out these resources:

- American Airlines Newsroom: [news.aa.com](https://news.aa.com)
- SalesLink: [saleslink.aa.com](https://saleslink.aa.com)
- Traveler Journey: [exploreamerican.com/globalsales](https://exploreamerican.com/globalsales)



# American Airlines Global Sales COVID-19 Policies Quick View

Updated  
June 2, 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

- 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



### 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.



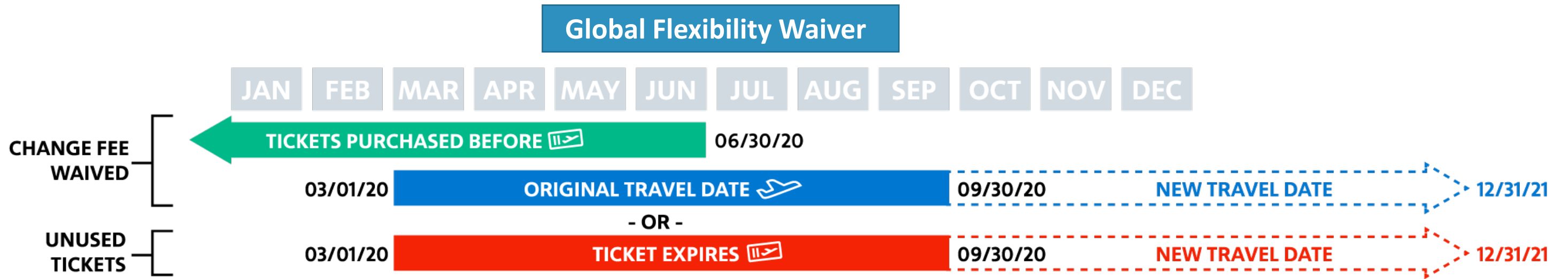
### Normal Ticket Rules / Policy Applies

- **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

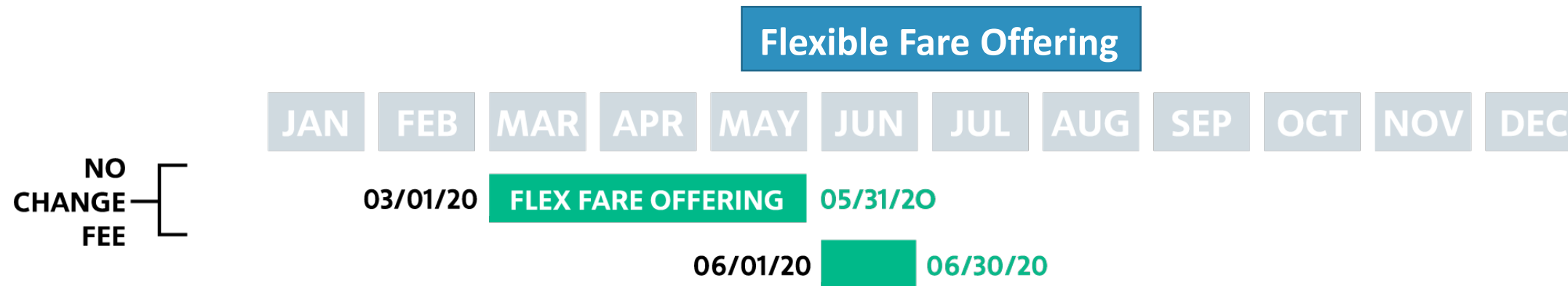


# Exception Policies Timeline

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**.

