

The latest for you and your travelers

Travel Alert: Government-Imposed Travel Restrictions – Novel Coronavirus Update



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Update: 02/02/2020; 559P CT

Added Approved Entry Points: DFW, DTW, EWR, IAD

As a result of the Presidential Proclamation, the U.S. government has imposed the following entry requirements that take effect on Feb. 2, 2020 at 5 p.m. ET:

Any U.S. citizen or lawful permanent resident of the U.S. returning to the U.S. who has traveled to mainland China within the previous 14 days must enter the U.S. through an

approved airport. American Airlines customers will be rebooked, if necessary, to one of those airports by our Reservations and Airport teams.

Foreign nationals who have traveled to mainland China within the last 14 days will be denied permission to travel to the United States.

American continues to work closely with U.S. authorities to comply with these new orders while treating all of our customers with respect. American is committed to taking great care of any affected customers by assisting them with rebooking options and full refunds.

Our Reservations team is proactively reaching out to customers who may be affected by this travel restriction to ensure they are accommodated or refunded for 001 tickets. Our Reservations team will advise customers holding non-001 ticket to contact their ticketing source. Our account managers will be reaching out to their accounts with affected customers.

Customer Q&A

When do these orders go into effect?

These orders apply to all flights departing for the U.S. at or after 5 p.m. ET on Feb. 2, 2020.

What can customers expect when flying American?

Prior to boarding an American Airlines flight departing to the U.S., all customers will be asked if they have visited mainland China (excluding Hong Kong and Macau) within the last 14 days. If a customer traveled to mainland China (excluding Hong Kong and Macau) within the previous 14 days and is authorized to travel, they must enter the United States through an approved airport.

Foreign nationals who have traveled to mainland China (excluding Hong Kong and Macau) within the last 14 days will be denied permission to travel to the United States.

What airports are approved entry points for customers entering the U.S. if the

customer has visited mainland China (excluding Hong Kong and Macau) within the last 14 days?

Atlanta: Hartsfield–Jackson Atlanta International Airport (ATL)

Dallas/Fort Worth: Dallas/Fort Worth International Airport (DFW)

Detroit: Detroit Metropolitan Airport (DTW)

Honolulu: Daniel K. Inouye International Airport (HNL)

Newark, NJ: Newark Liberty International Airport (EWR)

New York City: John F. Kennedy International Airport (JFK)

Los Angeles: Los Angeles International Airport (LAX)

Chicago: Chicago O'Hare International Airport (ORD)

Seattle: Seattle-Tacoma International Airport (SEA)

San Francisco: San Francisco International Airport (SFO)

Washington, D.C.: Washington-Dulles International Airport (IAD)

What if a customer is authorized to travel, but is scheduled to arrive at a non-approved airport?

If a customer traveled to mainland China (excluding Hong Kong and Macau) within the previous 14 days and is authorized to travel, but is scheduled to arrive at a non-approved airport, American will help reroute the customer to one of the approved airports or offer a refund.

Should customers arrive at international airports early?

We encourage customers departing for the U.S. to arrive at the airport three hours early as we expect this additional screening will lengthen the normal check-in process.

Who should customers contact if they need help changing their travel plans as a result of the travel restriction?

Customers should contact their original booking provider.

American's Reservations team can be contacted at:

US Toll Free: 800-582-1573 (for Customers in the US)

China: +86-400-898-1222 (for Customers in China)

US Non-Toll Free: +1 817-786-3818 (for Customers calling from other than US or China)

This information can also be found on SalesLink by viewing:

[Latest Communication Updates](#)

As always, we appreciate your continued business!

Sincerely,

Agency Relations

American Airlines Global Sales
