

The latest for you and your travelers

American Airlines 



Salutation:

American Global Sales Update



American Airlines is providing even greater flexibility to our corporate travelers in light of travel uncertainties around the coronavirus.

Extending your ticket validity

Today, we are further enhancing our offer to extend ticket validity and waive change fees for customers who have purchased travel through September 2020. Additional updates on existing travel alerts can be found on [SalesLink](#).

- Any ticket purchased on or before May 31, 2020, for travel between March 1, 2020 through September 30, 2020,

will not incur a change fee prior to travel. This offer is available for any of American's fares, and customers will have until December 31, 2021 for future travel. In some instances a fare difference may apply.

- In addition, if you have an unused ticket with an expiration date that is between March 1, 2020 and September 30, 2020, the value of your unused ticket can be used for travel through December 31, 2021.
- Customers are allowed to change their origin and destination cities as part of this new offer.
- Travel must be completed by December 31, 2021.

Waiving name change fees for corporate travelers

On April 2, we announced that we were waiving name change fees through May 31 for corporate accounts with an active contracted Corporate Travel Agreement.

- A contracted Corporate Travel Agreement must be active.

- Tickets purchased on or before May 31, 2020 will get one free name change during the validity of the ticket.
- Your agency of record can now process this complimentary name change in their GDS without requiring a waiver code.
- Tickets must contain a valid Corporate CART or JBID in the endorsement box or tour code field and American will audit on the back-end.

Our flexible fare offering

Our flexible fare offering that includes a waived change fee for customers will continue to be available on new tickets purchased through May 31, 2020 for future travel.

- Any ticket purchased from March 1, 2020 at 4:30 p.m. CT through May 31, 2020 at 11:59 p.m. CT will not incur a change fee prior to travel.
- This is available for any of American's non-refundable published fares.

Customers within the U.S. and Canada can contact our Sales Support Desk at 1-800-621-8489, and international customers can contact their local Sales Support desk or Reservations.

We encourage you to check our [Newsroom](#) for the latest updates on our response to the coronavirus.

We hope these changes demonstrate our commitment to you and your travelers. We value your partnership.

Sincerely,

Ann He

Account Manager-Southern China

American Airlines