

An update on American's current flexible travel policy

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Extending our Global Flexibility Waiver

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

- For any ticket purchased and travel is on or before September 30, 2020, the change fee may be waived. This offer is available for any of American's fares, and for an itinerary change, 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 offer.

COVID-19 symptom checklist for travelers

Beginning June 30, we will begin asking customers during the check-in process to certify that they have been free of COVID-19 symptoms for the past 14 days. We worked with Vanderbilt University Medical Center to develop the COVID-19 symptom checklist for each customer using self-service machines in airports or during online check-in at home. We have also been actively engaged with recent efforts by the industry trade group Airlines for America to put customer well-being first.

Notifications to customers booked on more crowded flights

As more people continue to travel, customers may notice that flights are booked to capacity starting July 1. We will continue to notify customers and allow them to move to more open flights when available, all without incurring any cost. This is in addition to our current travel waivers. Additional details regarding travel waivers can be found below and on [aa.com/travelalerts](https://www.aa.com/travelalerts).

If space is available once boarding is complete — taking into consideration any aircraft weight or balance restrictions — customers may move to another seat within their ticketed cabin subject to availability.

For questions, 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 continued commitment to you and your travelers. We value your partnership and continued business.

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