

## *An update on American's current flexible travel policy*

*Update: 08/11/2020*

Issued: May 27, 2020

Update: August 11, 2020

### **Extending our Global Flexibility Waiver**

Today, we are further enhancing our offer to extend ticket validity and waive change fees for customers.

- For any ticket purchased on or before September 30, 2020 and travel is March 1, 2020 – December 31, 2020, the change fees may be waived.
- This offer is available for any of American's fares, customers may have until December 31, 2021 for future travel. In some instances fare difference may apply.
- Customers are allowed to change their origin and destination cities as part of this offer.
- Tickets expiring between March 1, 2020 – September 30, 2020 continue to be extended until December 31, 2021.

### **Extending name changes**

We have also extended name changes on applicable tickets for corporate customers, Business Extra accounts, and On Business accounts.

- A contracted Corporate Travel Agreement ,Business Extra or On Business account must be active
- Tickets purchased that fall under the [Global Flexibility Waiver](#) dates will be allowed multiple name changes during the validity of the ticket. This can be combined with other qualifying waivers.
- Tickets must contain a valid CART/Business Extra number or an On Business number in the Tour Code box.
- Your agency of record can process this complimentary name change in their GDS without requiring a waiver code.

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.

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