

An update on American's current flexible travel policy and Schedule Change process

Update: 08/20/2020

Issued: May 27, 2020

Update: August 20, 2020

Extending our Global Flexibility Waiver

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

- The Global Flexibility waiver will now include tickets expiring between March 1, 2020 – December 31, 2020 that were purchased on or before September 30, 2020.

This is in addition to our previously announced enhancement on August 11, 2020.

- 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.

Schedule Change – 500 Mile Upgrades

This is a reminder that 500 mile upgrade requests will need to be manually re-entered if a schedule change should occur.

Please note qualifying Elite Advantage Members are exempt from this requirement. More detail can be found [here](#).

For questions or assistance, you may contact:

- Within the U.S. and Canada, you may contact 1-800-621-8489
- International customers may contact their local Support Desk or Reservations

And, as always, we appreciate your continued business!

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