

---

Salutation:

---

# American Global Sales Update

American Airlines is making travel easier and less complicated for customers. Our new customer-friendly initiatives give travelers more flexibility when they travel with us. 为了使我们的旅客更灵活地选择乘坐我们，我们将提供更灵活的机票条款给旅客如下：

- **No more change fees 没有任何改期费.** Change fees for all domestic and short-haul international flying on Premium Cabin fares and most Main Cabin fares will be eliminated.美国内陆段及短途国际购买美国内陆及短途国际航班的机票更改费用将获得无限豁免。
- **Fly standby for free 免费航班候补.** All customers will have the ability to fly standby on earlier flights for the same destination on the same day at no charge starting October 1, 2020.2020 年 10 月 1 日起, 所有旅客可以免费候补同一天, 相同目的地的更早航班。
- **More to Basic Economy 基础经济舱.** Basic Economy fares now come with the ability to tailor your travel experience including upgrades, Preferred and Main Cabin Extra seats, priority boarding and same-day flight changes.基础经济舱价格会为客人提供量身定制的旅游体验包括升舱, 选择超级主舱座位, 优先登机及同一天的航班更改。
- **Same AAdvantage® benefits during your journey 相同的 AAdvantage 会员权益.** AAdvantage® elite members will be able to apply their current travel benefits on all tickets, including when purchasing a Basic Economy fare. AAdvantage 精英会员的权益将继续适用于所有机票, 包括购买基础经济舱的机票。

## No more change fees and preserving original ticket

value 豁免改期费及保留原机票的价值

Effective immediately, we will eliminate all change fees for First Class, Business Class, Premium Economy and Main Cabin tickets for all domestic and short-haul international flying. The new change fee policy applies to AAdvantage® award tickets as well. 即日开始，我们免除美国内陆段及短途国际段的改期费，适用于头等舱，商务舱，豪华经济舱及主舱的机票。AAdvantage 积分更换的机票也适用于新的该票政策。

No change fee applies with the following locations and cabins:

You're flying to...	And you're flying in...
<ul style="list-style-type: none"><li>Any of the 50 U.S. states</li><li>Canada</li><li>Mexico</li><li>Caribbean</li><li>Puerto Rico</li></ul>	<ul style="list-style-type: none"><li>Main Cabin (except Basic Economy)</li><li>Premium Economy</li><li>Business Class</li></ul>

- U.S. Virgin Islands

- First Class

We will also allow customers to keep the full value of their original tickets if they change their travel plans prior to the scheduled travel. Although customers will have to pay any fare difference for a new flight, customers will not lose their ticket value if the new flight is less expensive. For example, if a ticket cost \$500 and is exchanged for a ticket that cost \$300, the account will retain \$200 to use toward future travel.

### **Fly standby on the same day for free**

Starting October 1, 2020, all customers will have the ability to stand by for flights on the same day as their original departure for the same destination at no charge. This flexibility extends to domestic and international travel, regardless of the ticket purchased.

## **More to Basic Economy**

We are improving Basic Economy fares, keeping the same competitive low price, but now allowing customers to purchase products to enhance their travel experience. Customers who purchase Basic Economy tickets starting October 1, 2020, will also be able to purchase the following:

- Upgrades
- Priority boarding
- Preferred/Main Cabin Extra seats
- Same-day confirmed flight changes

As a reminder, we allow one personal item and one carry-on item at no charge for customers traveling on a Basic Economy ticket.

**Same AAdvantage® benefits during your journey,  
regardless of the fare**

Later this fall, members who have achieved elite status with the AAdvantage® program will receive the benefits they're accustomed to regardless of the ticket they purchase. In addition to enjoying Priority Access/Preferred Boarding, our elite members who purchase a Basic Economy fare will now be able to access their:

- Upgrade privileges
- Elite seat privileges, including access to Main Cabin Preferred and Main Cabin Extra seats
- Same-day confirmed flight change benefit

**Extending flexible fare offering on new tickets for the**

## **rest of the year**

Separate from our new no-change-fee update, we are also extending our current flexible fare offering that includes a free change fee on all tickets globally for any new travel purchased by December 31, 2020. This offer applies to tickets that meet the criteria below.

- Any First, Business, Premium Economy, Main Cabin, or Basic Economy ticket purchased on or before December 31, 2020, for future travel will not incur change fees prior to travel. Customers must pay any fare difference, if applicable, and fare rules may apply depending on the ticket.
- All AAdvantage® award tickets are included in this offer.
- Customers are allowed to change their origin and destination cities as part of this offer.

We value your partnership and look forward to welcoming you on



board when the time is right.

Sincerely,

Ann He

Account Manager, Southern China

American Airlines

---

---

