

An update to American's flexible fares and exception policy

Update: 12/16/2020

Issued: December 15, 2020

Update: December 16, 2020

- Clarification
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American Airlines has further extended its offer to waive change fees for customers who purchase new tickets by **January 31, 2021**.

Flexible Fare offerings

- Normal ticket validity applies
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- Changes to origin and destination are allowed
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- No penalty will apply for voluntary changes made prior to departure of your ticketed trip as stated in Category 16 of the fare rule. All other fare rules will apply and any fare difference, if applicable, must be paid at the time of the exchange.
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Extending our Global Flexibility Waiver

Additionally, we are further enhancing our [Global Flexibility waiver](#) as follows:

- Impacted travel dates have been extended through **March 31, 2021**
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- This extension includes tickets **expiring** between March 1, 2020 – March 31, 2021
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- This offer is available for any of American's fares, including Basic Economy
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- Customers may have until December 31, 2021 for future travel
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- Customers are allowed to change their origin and destination cities as part of this offer
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For questions or assistance:

- Within the U.S. and Canada, you may contact 1-800-621-8489
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- International customers may contact their local Support Desk or Reservations
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And, as always, we appreciate your continued business!



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