

Sales Support launches new COVID-19 Hotline

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Due to the ongoing coronavirus (COVID-19) pandemic, requirements for travel between various states or countries can change frequently. American Airlines customers must follow all local guidelines and restrictions for their destination, including proof of a negative COVID-19 test or mandatory quarantines as required.

American is offering robust tools and resources to support you and your customers, including the introduction of a **brand new COVID-19 Hotline** dedicated specifically for your COVID-19 questions:

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New Sales Support COVID-19 Hotline:

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You can call into Sales Support with any questions about American's COVID-19 policies, government travel restrictions or government testing requirements. We have even created a **new COVID-19 Hotline, 1-877-525-0680**.

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American is the first U.S. airline to provide live support that prioritizes direct access to our customer service representatives and is available 24/7 to assist travel agents.

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Travel tool powered by Sherpa:

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Customers that are traveling both domestically and internationally can easily stay up to date on local travel requirements [through our travel tool, powered by Sherpa](#).

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The tool makes travel planning easier by providing a destination-specific overview of local guidelines including face covering, health documentation and quarantine requirements. To

use the tool, customers can simply enter their origin and destination for an automatic overview of travel requirements.

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VeriFLY:

- We are the first U.S. airline to introduce an easy way to provide results from a negative coronavirus (COVID-19) test and other completed documents required for international travel into the United States. The VeriFLY app, a mobile health passport that helps customers understand and verify their travel requirements, will be available for travelers starting January 23, for travel from all international destinations.

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- We are expanding access to the app in support of the U.S. government's requirement that all passengers 2 years of age and older, traveling to the U.S. from any international location, test negative for COVID-19 – within three calendar days of departure. [Learn more about VeriFLY](#) and our preflight testing program.

- **Testing:**

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- We're prioritizing our customers safety and peace of mind. That's why we've partnered with LetsGetChecked and CareNow to offer convenient COVID-19 testing for select destinations.

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- 3 ways to get tested - Customers must complete a test that complies with destination requirements. We recommend:

- - At-home test from [LetsGetChecked](#) (with a 48-hour turnaround time on average)
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 - In-person testing at select [CareNow](#) urgent care locations in the Dallas-Fort Worth, Texas (DFW) area
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- Onsite rapid testing at DFW airport, administered by [CareNow](#) (for select destinations). This testing option may add 1 extra hour to the normal check-in time. Keep in mind customers won't be allowed to fly if they test positive for COVID-19 on-site and will be responsible for any associated costs. We'll rebook customers on a flight at least 14 days after the date of their positive test.

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- Customers may also use their own local testing provider. Check the destination government's website for specific testing requirements.

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