

An update to American's flexible fares and exception policy

Update: 03/16/2021

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Update 3: March 16, 2021

- **Extending future travel date**

As customers prepare to return to travel, American Airlines is ready – and open for business. Effective today, we've extended our [Global Flexibility Exception Policy](#) even further:

- Valid for tickets issued on/before September 30, 2020
- Impacted travel dates March 1, 2020 – March 31, 2021
- Includes tickets **expiring** between March 1, 2020 – March 31, 2021
- This offer is available for any of American's fares, including Basic Economy
- Customers may have until March 31, 2022 for future travel
- Customers are allowed to change their origin and destination cities as part of this offer

We're focused on being the easiest airline to do business with, and this includes adding more flexibility – in addition to the many enhancements we've already implemented:

- **New technology solutions:** American was the [first to collaborate](#) with technology partners ATPCO, ARC, IATA, Sabre, Amadeus, and Travelport – creating industry-wide solutions to automate the processing of extended ticket validity
- **No more change fees:** Outside of COVID-impacted tickets, we removed change fees for most [domestic](#) and [international](#) travel, giving you and your travelers' complete flexibility
- **Prepared for the Air:** Getting there doesn't have to be overwhelming, and we're proactively providing [resources](#) so customers understand location-specific travel requirements, preflight testing options, mobile health passports, and more
- **Launched a dedicated COVID-19 hotline:** American is also the [only U.S. airline to provide this live support service](#) which prioritizes direct access to our customer service representatives, and is available 24/7 to assist travel agents

For questions or assistance:

- COVID-19 Hotline: 1-877-525-0680
- Within the U.S. and Canada, you may contact 1-800-621-8489
- International customers may contact their local Support Desk or Reservations

All of us at American Airlines are ready to welcome you and our mutual customers back onboard.

As always, we appreciate your partnership!



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