

American Airlines Update

April 1, 2022

Congratulations Robert Isom – our new CEO at American Airlines.



“It’s an exciting time for travel, and whether you’ve been flying regularly or you’re planning that first trip with us, the #AATeam is dedicated to making travel easier and more rewarding than ever. As I step into the role of CEO at American Airlines today, we’re committed to taking care of you wherever your journey takes you. We look forward to seeing you soon.”

You can follow Robert on [LinkedIn](#) and [Instagram](#) as he begins his new journey as CEO of American Airlines.



Congrats, Doug Parker! Thanks for all you’ve done for the #AATeam.



“Over the past 35 years, I’ve seen the airline industry change tremendously. And I’m humbled to have been a part of a lot of that change. I started my career at American Airlines and I’m proud to finish my career at American. Tomorrow is my last day as CEO, and I want to thank the #AATeam for your support of me over the years. For your amazing work on behalf of our customers and each other. For your professionalism and commitment to safety. It’s been a blast. And know that I will always be cheering you on and celebrating your successes.”

You can continue to follow Doug on [LinkedIn](#) and [Instagram](#) as he transitions to Chairman of the Board.



American Airlines Update

April 1, 2022

American Provides Flexibility and Technology Solutions for Unused Tickets

In our last update we briefly touched on our exception waivers to extend ticket validity for corporate clients and AAdvantage members, as well as the free corporate name changes. At American, we strive to provide customer-friendly solutions to process these exceptions. In early 2021, we were the first airline to collaborate with technology partners ATPCO, ARC, IATA, Sabre, Amadeus, and Travelport to create automated industry-wide solutions to process extended ticket validity.

For more details on flexibility offerings and technology solutions, please review the last three slides in this update or visit [SalesLink.aa.com](https://www.aa.com/SalesLink).

Flagship Valor: A Flying Tribute to Medal of Honor Recipients

On March 25, National Medal of Honor Day, American Airlines debuted a new livery dedicated to recipients of the Medal of Honor. For more info and a video of how Flagship Valor comes to life at our maintenance base at Tech Ops, Tulsa, [follow this link](#).



Nonbinary gender options for customers during the booking process

March 31 was International Transgender Day of Visibility, celebrating the accomplishments of transgender and nonbinary people while raising awareness of the work that still needs to be done to achieve LGBTQ equality. Our commitment to stand with the transgender and nonbinary community is unwavering. We encourage our team members to bring their full authentic selves to work every day at American.

Our commitment extends to our customers by providing nonbinary gender options for customers during the booking process. The system carries “U” or “X” unspecified options for passengers who do not identify with a binary gender.



Bringing Art to the Skies

Apollo, an ecosystem that is made up of an app, elevated display installation, and a marketplace, has teamed up with American to bring exclusive content and offers to customers in flight or in the Admirals Club®. Apollo can be found in the Lifestyle channel, where customers are able to explore what inspires world-renowned artists with behind-the-scenes content and artwork playlists.

[Follow this link for more info](#)

New AAdvantage Status Benefits on JetBlue

Complimentary Even More® Space seats for all Status Members

AAdvantage® status members are now eligible for complimentary extra legroom seats when traveling on JetBlue operated flights. Once a status member has checked in, they may request a complimentary Even More® Space seat from a JetBlue agent (pending availability). This benefit will be integrated into the JetBlue digital check-in path soon.

Complimentary Same Day Switch

AAdvantage Platinum Pro® and Executive Platinum® status members now have complimentary access to JetBlue’s Same Day Switch product, which allows members to confirm a flight earlier or later in the day compared to their original itinerary. Flights must be both marketed and operated by JetBlue in order to be eligible. All other AAdvantage members have access to this product for a flat fee of \$75.

[Follow this link for more info](#)



More Benefits on JetBlue

Starting in April, Admirals Club® members traveling on JetBlue will be able to access Admirals Club lounges, including the newly opened lounge space at LaGuardia Airport (LGA).

[Follow this link for more info](#)

Stay Updated on Travel News and Information

American is committed to keeping our customers informed. Check out these resources:

- American Airlines Newsroom: [news.aa.com](https://www.aa.com/news)
- SalesLink: [saleslink.aa.com](https://www.aa.com/SalesLink)
- To travel with confidence visit [Prepared for the Air](#)
- American Airlines Domestic & International [Travel Guidelines Tool powered by Sherpa](#)
- Sustainability: [Building a More Sustainable Airline](#)
- AAdvantage®: [Loyalty Program Updates](#)
- oneworld Together: [oneworld.com/covid-19/oneworld-together](https://www.oneworld.com/covid-19/oneworld-together)

Traveler Well-Being Updates From Our Partners

[Aer Lingus](#) [British Airways](#) [Iberia](#) [Finnair](#) [Japan Airlines](#) [JetBlue](#) [Qatar](#) [Qantas](#) [Alaska Airlines](#) [GOL](#)



American Airlines



- ✓ Industry-wide solution for seamless processing of ticket validity extensions
- ✓ American's COVID-19 Ticket Flexibility Policy

For more information, please visit: SalesLink.aa.com



Supporting Ticket Validity Extensions

American's COVID-19 Policy

Special Extended Waiver:

Covers tickets originally issued 01MAR20 to 31JAN22 with travel to/from European Union, Schengen countries, UK, Hong Kong, Australia, New Zealand, Israel, Japan or South Africa – new validity is 31DEC22 Check policy for full details and waiver code.

[Read more >>](#)

Ticket Extension Policy For AAdvantage® members:

Covers AAdvantage member's tickets (regardless of sign-up date) originally issued between 01JAN20 to 31DEC21 – new validity is 31DEC22; Free Name Change policy applies to any tickets exchanged by 31MAR22. Check policy for full details and waiver code.

[Read more >>](#)

Corporate Extension Waiver:

Contracted corporate (does not include Business Extra or On Business) tickets issued between 01JAN20 to 31DEC21 are extended to 31DEC22 with free name changes. Check policy for full details.

[Read more >>](#)

American's Reservation System

- American will keep tickets originally issued between January 01, 2020, and December 31, 2021, active through the December 31, 2022
- As long as a ticket is active in the airline reservation system a travel agency can view and action in their GDS

ARC and BSP

- **ARC:** Updated system to allow up to 39 months validity for tickets
- **BSP:** IATA can process and accept transactions on tickets with extended validity through the BSP



ATPCO

- Implemented the 'Emergency Flexibility for Voluntary Changes and Refunds' which gives airlines the ability to override existing fare rules and waive change fees
- Our free change fee for impacted tickets can be automatically priced in the GDS using Sabre Automated Exchanges

[Read more >>](#)

Sabre GDS

- As long as a ticket is active in the airline reservation system, Sabre will allow agents to display and action tickets
- Automated process eliminates any manual review of change policies against each ticket
- See a list of all carriers using the automated process [here](#) and check out the [Sabre San](#)

[Read more >>](#)

Amadeus GDS

- As long as a ticket is active in the airline reservation system, Amadeus will allow agents to display and action tickets
- Amadeus Ticket Changer (ATC) will now process general rule index 0 for ticket reissues
- Extending storage of pricing data by 1 additional year to allow automated exchanges for Amadeus GDS PNRs that were extended

[Read more >>](#)



Travelport GDS

- As long as a ticket is active in the airline reservation system, Travelport will allow agents to display and action tickets
- Extending storage of pricing data to 2 years to allow automated exchanges starting with tickets purchased March 26, 2020

[Read more >>](#)



Ticket Flexibility Policy

For full details and additional policies, please visit: SalesLink.aa.com

Were flights to the destination suspended?



- Follow the [Reduction/Suspension of Service Policy](#) on SalesLink
- Current suspensions: South Pacific, Asia, Europe/Middle East, and Americas / Caribbean
- Only applies within ticket validity

Was there a schedule change?



- Follow the [Schedule Change Policy](#) on SalesLink
- Reservation (PNR) must be in UN, WK, UC or NO status to qualify for schedule change policy, otherwise ticket fare rules or waiver policy applies (depending on purchase and travel dates)

Is this a corporate ticket?



- All corporate customers, incl. Business Extra or On Business, will get multiple name changes on tickets qualifying under the Global Flexibility, Special Extension or AADV Extension waivers (applicable waiver codes required on new tickets)
- In addition, 'Contracted corporate' (not Business Extra or On Business) tickets issued between 01JAN20 to 31DEC21 are extended to 31DEC22 with free name changes. Follow the [Corporate Extension Waiver](#) on SalesLink.
- **New tickets must contain a valid CART/ Business Extra number, On Business number or JBID(IN #) in the tour code**

Is there international travel?
Specific destinations*



- Follow the [Special Extension](#) on SalesLink
- Covers tickets originally issued 01MAR20 to 31JAN22 with travel to/from European Union, Schengen countries, UK, Hong Kong, Australia, New Zealand, Israel, Japan or South Africa – new validity is 31DEC22

Is the customer an AAdvantage® member?



- Follow the [Ticket Extension for AAdvantage Members Policy](#) on SalesLink
- Covers AAdvantage member's tickets (regardless of sign-up date) originally issued between 01JAN20 to 31DEC21 – new validity is 31DEC22

**Applies to AA and AA*/OA flights that are ticketed on 001 stock. For un-ticketed bookings, policies will apply effective the date the ticket is issued; for OA ticket stock, follow the OA policies.*

Does another waiver or Travel Notice Apply?



- Check the [Agency Reference homepage](#) on SalesLink for the latest news and policy updates

COVID Ticket Flexibility

Policy	Terms	Refund	Change Fee Waived	Ad Collect	Corporate Name Change
Suspension of Service	<ul style="list-style-type: none"> Follow the Reduction/Suspension of Service Policy on SalesLink Current suspensions: South Pacific, Asia, Europe / Middle East, and Americas / Caribbean Only applies within ticket validity 	Yes	Yes	Based on policy	No
Schedule Change	<ul style="list-style-type: none"> Follow the Schedule Change Policy on SalesLink Reservation (PNR) must be in UN, WK, UC or NO status to qualify for schedule change policy, otherwise ticket fare rules or waiver policy applies (depending on purchase and travel dates) 	Yes within policy parameters	Yes	Based on policy	No
Special Extension	<ul style="list-style-type: none"> Follow the Special Extension on SalesLink Covers tickets originally issued 01MAR20 to 31JAN22 with travel to/from European Union, Schengen countries, UK, Hong Kong, Australia, New Zealand, Israel, Japan or South Africa – new validity is 31DEC22 	No	Yes	Yes	Yes
Corporate Extension	<ul style="list-style-type: none"> 'Contracted corporate' (does not include Business Extra or On Business) tickets issued between 01JAN20 to 31DEC21 are extended to 31DEC22 with free name changes New ticket must contain a valid CART number or JBID (IN #) in the tour code 	No	Yes	Yes	Yes
AAdvantage[®] Extension	<ul style="list-style-type: none"> Follow the Ticket Extension for AAdvantage Members Policy on SalesLink Covers AAdvantage members tickets (regardless of sign-up date) originally issued between 01JAN20 to 31DEC21 – new validity is 31DEC22 	No	No* JAN20/FEB 20 waived	Yes	Yes
Global Flexibility	<ul style="list-style-type: none"> Follow the Coronavirus Global Flexibility Policy on SalesLink Covers tickets originally issued between 01MAR19 to 30SEP20 with original travel or expiration between 01MAR20 to 31MAR21 – new validity is 31MAR22 	No	Yes	Based on policy	Yes