

# American Airlines Announces Additional Schedule Changes in Response to Customer Demand Related to COVID-19

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FORT WORTH, Texas — American Airlines Group Inc. (NASDAQ: AAL) today announced additional adjustments to its schedule in response to decreased travel demand due to coronavirus (COVID-19). The company plans to:

- Reduce international capacity for the summer season by 34% versus the previous selling schedule, including a 50% reduction in April trans-Atlantic capacity.
- Continue to operate flights to and from Europe for up to seven days to ensure customers and employees can return home.
- Reduce service to South America, including a suspension of flights to Argentina.
- Suspended flights are expected to resume as early as May 7.

New schedule changes include:

## Europe

- Continue operating flights from Dallas-Fort Worth (DFW), New York City (JFK), and Miami (MIA) to Barcelona (BCN), Madrid (MAD) and Paris (CDG) for up to seven days
- Suspending flights from Charlotte (CLT) and Philadelphia (PHL) to Amsterdam (AMS), Frankfurt (FRA), MAD, Munich (MUC) and Zurich (ZRH) on Friday, March 13, as CLT and PHL are not government-approved gateways
- Suspending service from Raleigh/Durham, North Carolina (RDU) to London (LHR)
- Reducing service from JFK, DFW and Chicago (ORD) to LHR
- Delaying the start of some seasonal routes to early May

## South America

- Suspending service from MIA, JFK, DFW, LAX to Buenos Aires (EZE) and ending service from MIA to Cordoba, Argentina (COR)
- Suspending service from DFW and LAX to São Paulo (GRU)
- Suspending service from DFW to Santiago (SCL)

These capacity reductions assume no slot waivers are in place. At airports where demand exceeds airfield and/or terminal capacity, access is governed by slots that grant airlines permission to take off and land at specific times. Given the decrease in demand related to COVID-19, American has requested temporary relief from this usage requirement — otherwise known as requesting a slot waiver — to better align capacity with demand without the risk of losing valuable takeoff and landing slots for the future. American will continue to review its network and make adjustments as needed if waivers are granted.

#### Taking care of customers

American will continue to take care of customers as this situation develops. The airline announced today that it has offered to waive change fees for customers who purchased tickets prior to March 11 for travel to Europe, including the United Kingdom, through May 31. Additionally, American’s Reservations team will contact customers whose flights have been canceled directly by email or telephone. Customers who booked through a travel agent will be contacted by their agency directly. If a flight is canceled and a customer chooses not to be rebooked, they may request a full refund by visiting [aa.com/refunds](http://aa.com/refunds).

Updated Europe schedules:

Origin	Destination	Schedule change	Expected resumption of service
CLT	Frankfurt (FRA)	Suspended March 13 through May 6	May 7
CLT	Munich (MUC)	Suspended March 13 through May 6	May 7
DFW	Rome (FCO)	Seasonal start delayed	May 7
DFW	FRA	Suspended March 19 through May 6	May 7
DFW	London (LHR)	Reduced from four daily flights to three	May 7
DFW	Madrid (MAD)	Suspended March 19 through May 6	May 7

DFW	Paris (CDG)	Suspended March 19 through May 6	May 7
JFK	Barcelona (BCN)	Suspended March 19 through May 6	May 7
JFK	FCO	Seasonal start delayed	May 7
JFK	London (LHR)	Reduced from four daily flights to three	May 7
JFK	MAD	Suspended March 19 through June 3	June 4
JFK	Milan (MXP)	Suspended through May 6	May 7
JFK	CDG	Suspended March 19 through May 6	May 7
MIA	BCN	Suspended March 19 through May 6	May 7
MIA	CDG	Suspended March 19 through June 3	June 4
MIA	MAD	Suspended March 19 through May 6	May 7
MIA	MPX	Suspended through May 6	May 7
ORD	FCO	Seasonal start delayed	June 4
ORD	LHR	Reduced from four daily flights to three	May 7
PHL	Amsterdam (AMS)	Suspended March 13 through May 6	May 7
PHL	CDG	Suspended March 13 through May 6	May 7
PHL	FCO	Suspended through May 6	May 7
PHL	MAD	Suspended March 13 through May 6	May 7
PHL	Zurich (ZRH)	Suspended March 13 through May 6	May 7
RDU	LHR	Suspended March 19 through May 6	May 7



Updated South America schedules:

Origin	Destination	Schedule change	Expected resumption of service
DFW	Buenos Aires (EZE)	Suspended through June 3	June 4
DFW	São Paulo (GRU)	Suspended March 19 through June 3	June 4
DFW	Santiago (SCL)	Suspended March 19 through June 3	June 4
LAX	EZE	Suspended through October 24	October 25
LAX	GRU	Suspended March 19 through October 24	October 25
JFK	EZE	Suspended through June 3	June 4
MIA	EZE	Suspended through May 6	May 7
MIA	Cordoba, Argentina (COR)		Service discontinued

## About American Airlines Group

American Airlines offers customers 6,800 daily flights to more than 365 destinations in 61 countries from its hubs in Charlotte, Chicago, Dallas-Fort Worth, Los Angeles, Miami, New York, Philadelphia, Phoenix and Washington, D.C. With a shared purpose of caring for people on life's journey, American's 130,000 global team members serve more than 200 million customers annually. Since 2013, American has invested more than \$28 billion in its product and people and now flies the youngest fleet among U.S. network carriers, equipped with industry-leading high-speed Wi-Fi, lie-flat seats, and more inflight entertainment and access to power. American also has enhanced food and beverage options in the air and on the ground in its world-class Admirals Club and Flagship lounges. American was recently named a Five Star Global Airline by the Airline Passenger Experience Association and Airline of the Year by Air Transport World. American is a founding member of oneworld®, whose members serve 1,100 destinations in 180 countries and territories. Shares of American Airlines Group Inc. trade on Nasdaq under the ticker symbol AAL and the company's stock is included in the S&P 500. Learn more about what's happening at American by visiting [news.aa.com](http://news.aa.com) and connect with American on Twitter [@AmericanAir](https://twitter.com/AmericanAir) and at [Facebook.com/AmericanAirlines](https://facebook.com/AmericanAirlines).