

NEWS RELEASE

American Airlines Providing More Flexibility for Customers Traveling This Summer

4/7/2020

American Airlines is providing customers additional flexibility for customers in light of concerns around the coronavirus (COVID-19).

FOR EXISTING TRAVEL

American has extended its offer to waive change fees for customers who have summer travel through Sept. 30, 2020. The offer is available for any of American's fares, and customers will have until Dec. 31, 2021, for future travel. Fare rules may apply depending on the ticket.

- Any ticket purchased on or before April 7, 2020, for travel through Sept. 30, 2020, will not incur change fees prior to travel. Customers must pay any fare difference, if applicable, at time of ticketing of the new fare.
- All AAdvantage® award tickets are included in this offer.
- Customers are allowed to change their origin and destination cities as part of this new offer.
- Travel must be completed by Dec. 31, 2021.

FOR NEW TRAVEL PURCHASES

American has also extended its offer to waive change fees for customers who purchase new travel through May 31, 2020. Customers will have even more flexibility since any ticket purchased by May 31, 2020, will not incur change fees prior to travel. The offer is available for any of American's published nonrefundable fares.

- Any ticket purchased from March 1 at 4:30 p.m. CT through May 31, 2020, at 11:59 p.m. CT will not incur change fees prior to travel.
- This is available for any of American's nonrefundable published fares.

Additional updates on existing travel alerts can be found on [aa.com/travelalerts](https://www.aa.com/travelalerts).

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 and connect with American on Twitter [@AmericanAir](https://twitter.com/AmericanAir) and at Facebook.com/AmericanAirlines.