

NEWS RELEASE

American Airlines Providing More Flexibility for Customers in June

5/27/2020

FORT WORTH, Texas — American Airlines is providing customers additional flexibility as they navigate air travel amid concerns around the coronavirus (COVID-19) pandemic.

FOR TRAVEL THIS SUMMER

With the expiration of the change fee waiver on May 31, 2020, American is extending its offer to waive change fees for customers who purchase tickets by June 30, 2020 for summer travel through Sept. 30, 2020. This offer applies to tickets that meet the following criteria:

- Any ticket purchased on or before June 30, 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. Fare rules may apply depending on the ticket.
- All AAdvantage® award tickets are included in this offer.
- Customers are allowed to change their origin and destination cities as part of this offer.
- Travel must be completed by Dec. 31, 2021.

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

NOTIFICATIONS TO CUSTOMERS

American will continue to limit the number of customers on each aircraft. Additionally, American Customer Service

agents also may reassign seats to create more space between customers or to accommodate families who need to be seated together. Once boarding is complete — taking in consideration any aircraft weight or balance restrictions — customers can move to another seat within their ticketed cabin subject to availability.

As more people get back to traveling and loads are higher, American is deploying new tools to notify customers and allow them to move to more open flights when available, all without incurring any cost.

CUSTOMER SAFETY IS OUR
PRIORITY

American's ongoing commitment to customer and team member well-being in response to the pandemic has multiple layers, including clean airports and airplanes, healthy team members, and requirements for customers to wear face coverings. At every step of their travel journeys, American is working to give customers more confidence and peace of mind when they travel on American. The airline has expanded the frequency of cleaning in airport areas under its control, including gate areas, ticket counters, passenger services counters, baggage service offices and team member rooms. American has also enhanced aircraft cleaning, distributed sanitizing wipes and gel for customers, and reduced interactions between flight attendants and customers by limiting food and beverage delivery.

About American Airlines Group

American's purpose is to care for people on life's journey. 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.