An Update from Kurt Stache, Senior Vice President of Customer Experience

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Kurt Stache, American Airlines Senior Vice President of Customer Experience, provides an update on how the airline is addressing coronavirus (COVID-19). In this video, Kurt explains the company’s new relaxed seating policy and reduced food and beverage service to help customers and team members practice social distancing. He also explains additional Admirals Club closures and service changes. Lastly, he details the temporary suspension of checked pets (in-cabin pets and emotional support animals are still allowed).

This video states American will block 50% of all middle seats in response to Centers for Disease Control and Prevention (CDC) social distancing guidelines. For clarity, American will block 50% of standard middle seats.