

# An Update on South Korea Flying

3/3/2020

Due to the reduction in demand, American Airlines is suspending operations to and from Seoul, South Korea (ICN), and Dallas-Fort Worth (DFW), effective March 4, 2020. Flights to Seoul are scheduled to resume April 25. Our teams are contacting affected customers directly to accommodate their needs.

We will continue to evaluate our schedule and make any adjustments as necessary.

## Frequently Asked Questions

What's American's current schedule to South Korea?

American flies to Seoul, South Korea (ICN), once daily from DFW on a Boeing 787-9.

How will customers know if they are impacted?

American's Reservations team will contact affected customers directly by email or telephone. Customers who booked through a travel agent will be contacted by their agency directly.

My flight was canceled, and I don't want to rebook. Can I get a refund?

Yes. If a flight is canceled and a customer chooses to not be rebooked, they may request a full refund by visiting [aa.com/refunds](https://www.aa.com/refunds).

What will happen with the aircraft?

We are continuing to evaluate what we do with our aircraft as the situation evolves.

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