

Tropical Storm Michael information

10/9/2018

Updated Oct. 11, 2018 at 12:00 p.m. CT

American resumes operations in areas impacted by the storm, scattered regional flight cancellations at Charlotte Douglas International Airport (CLT).

American Airlines is closely monitoring Tropical Storm Michael, which was downgraded this morning and is currently impacting a few communities we serve in Georgia and the Carolinas. Our thoughts are with those who are in the path of this storm. Most of our affected stations along the Gulf Coast have resumed service. However, due to the winds at our CLT hub, scattered cancellations will continue through afternoon. The majority of these cancellations will be on smaller, regional aircraft. As the storm quickly departs the East Coast, American expects to resume a near-normal operation Oct. 12.

We have activated our **disaster response fundraising platform** for the American Red Cross so that customers and team members can assist those in need. The Red Cross has the unique ability to activate immediately and assess critical needs following a disaster, and now through Nov. 2, AAdvantage members can earn 10 miles for every dollar donated to the Red Cross with a minimum \$25 donation.

Travel Alert

The **current travel alert** allows customers whose travel plans are impacted by Tropical Storm Michael to rebook without change fees. Customers can reschedule their travel on **aa.com** by retrieving their reservation, or by contacting American reservations at +1-800-433-7300 in the U.S. or Canada. If a customer chooses not to fly to/from an airport covered by the current waiver, American will waive change fees for future travel. Customers are also encouraged to check the status of their flight on **aa.com**.

Refunds

If an American flight has been canceled or excessively delayed, customers may cancel their itinerary and **request a refund by visiting our website**. Customers who booked through a travel agent should contact their travel agency directly.

Airport Operations

Resumption of service at airports will be based on airport and roadway conditions, including the ability of our team members to get to work. We are also coordinating closely with our partners at the Federal Aviation Administration (FAA), Transportation Security Administration (TSA) and local airport authorities. These agencies must conduct their own assessment of their operations prior to any airline resuming service.

Gulf Coast airports

- Destin / Fort Walton Beach, Florida (VPS)
 - Operations have resumed
- Panama City, Florida (ECP)
 - Operations are canceled through Oct. 11
- Pensacola, Florida (PNS)
 - Operations have resumed
- Tallahassee, Florida (TLH)
 - Operations have resumed

North Carolina airports

- Charlotte, North Carolina (CLT)
 - Scattered cancellations are expected through Oct. 11
- Raleigh, North Carolina (RDU)
 - Scattered cancellations are expected through Oct. 11

Flight cancellations

- Oct. 10: 75 flights canceled
- Oct. 11: 450 flights canceled
- Oct. 12: 40 flights canceled