NEWS RELEASE

Relax Before the Runway: 5 Things to Know About the Admirals Club Experience

9/14/2020

FORT WORTH, Texas — As American Airlines customers begin planning travel for the holiday season, seven more Admirals Club lounges are reopening throughout October. As part of airline’s multifaceted Clean Commitment in response to the coronavirus (COVID-19), the experience in all of the reopened lounges has been upgraded to bring back many customer favorites in ways that protect the wellbeing of customers and team members.

Admirals Club lounges reopen in seven more airports to give customers even more ways to grab a light bite and unwind, all with the airline’s Clean Commitment in mind.

Here are five things to know about the Admirals Club experience:

In October, seven additional clubs will reopen:
- Austin Bergstrom International Airport (AUS)
- Boston Logan International Airport (BOS)
- Denver International Airport (DEN)
- George Bush Intercontinental Airport (IAH)
- Nashville International Airport (BNA)
- Orlando International Airport (MCO)
San Francisco International Airport (SFO)

These are in addition to current open clubs at Charlotte Douglas International Airport (CLT), Chicago O'Hare International Airport (ORD), Dallas Fort Worth International Airport (DFW), Los Angeles International Airport (LAX), Miami International Airport (MIA), John F. Kennedy International Airport (JFK), LaGuardia Airport (LGA), Philadelphia International Airport (PHL), Phoenix Sky Harbor Airport (PHX) and Ronald Reagan Washington National Airport (DCA).

Beginning Oct. 1, complimentary customer favorites like avocado toast in the morning or guacamole with chips in the afternoon will return. These items will be prepared by lounge staff members wearing face coverings and gloves, behind protective acrylic screens at a safe social distance and served in disposable containers to reduce touchpoints between customers and team members. All menus and service hours will vary by location. Also new in October, self-service choices like cheese cubes, hummus, hard-boiled eggs and fruit will be pre-packaged and individually portioned. Signature food-for-sale menu items are currently available all day and accessed using QR codes, menu offerings vary by location.

Health and well-being improvements customers can expect at Admirals Club lounges include:

- A face covering requirement for all customers and team members in the lounge. These can only be briefly removed to eat or drink.
- Glass shields at reception and service desks.
- Foot-operated door openers to enable touchless operation of restroom doors (where feasible).
- Purell Hand Sanitizer stations for customers.
- Signage and floor decals to remind customers to practice social distancing.
- Capacity limited to 50%.
- Frequent and enhanced cleanings throughout the day.

Digital magazines and newspapers are free to download on your device and enjoy in flight. All customers need to do is connect to the Admirals Club Wi-Fi and visit read.aa.com for unlimited downloads.

American continues to build on its commitment to the safety and well-being of its customers and team members throughout their travel journey. The airline has implemented multiple layers of protection, including enhanced cleaning of American's spaces in airports, Admirals Club lounges and its airplanes and enforcement of its face coverings policy. Only those under the age of 2 are exempt from wearing a face covering while traveling with American.

American has expanded the frequency of cleaning in airport areas under its control, including gate areas, ticket
counters, passenger service counters, baggage service offices and team member rooms. Customers on every flight receive sanitizing wipes or gel, and American has also limited food and beverage delivery on board aircraft to reduce touchpoints between flight attendants and customers.

In addition to using SurfaceWise2 as its new electrostatic spraying solution in the coming months, every aircraft is disinfected at every turn, including hand-cleaning seat buckles, seats, tray tables and numerous other surfaces. Located in the seatback pocket, American Way magazine is now printed with a new paper treatment process called Biomaster®, which is an antimicrobial technology that helps prevent the growth of unwanted microbes.

American continues to work with the Global Biorisk Advisory Council for GBAC STAR® Accreditation for its fleet of aircraft and customer lounges. American is the first airline to seek GBAC STAR accreditation and expects to receive the designation by the end of 2020.

About American Airlines Group
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