

Your Go-To Tool for Travel Guidelines Is Ready for Take-Off

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American Airlines launches new website to make planning travel easier

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Customers can access the Sherpa travel guide from the aa.com travel updates page, under the **Travel Guidelines** section. When a destination is entered, results will show up-to-date guideline information, as well as travel requirements such as face covering guidelines, health documentation and quarantine rules.

American offers several ways to assist customers in making their pretravel experience easier. Customers can:

- Download the free **American Airlines app** for a touchless experience. From booking and check-in to accessing boarding passes for checked baggage and Admirals Club® lounges, American's app can assist at any point throughout the journey. The new app now features a chat function so customers can ask a Customer Care representative for assistance in real time.
- Check if their destination has specific travel guidelines by visiting American's Sherpa travel guidelines **website**.

- Practice safe and healthy travel, including wearing a face covering at all times and using hand sanitizer during your journey. Hand sanitizer is provided to customers free of charge on every American Airlines flight, in gate areas and Admirals Club lounges. For up-to-date information on American's Clean Commitment, **visit this page**.
- Looking for travel inspiration? Read American's inflight magazine **American Way**, now online, or enjoy the **Fall flight deals** to help reconnect with loved ones.

The addition of the new travel guidelines tool is part of the American Airlines Clean Commitment that is designed give customers peace of mind when traveling.

AMERICAN'S CLEAN COMMITMENT

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 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 mainline aircraft is disinfected at every turn, including hand-cleaning seat buckles, seats, tray table 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

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** and at

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