

American Global Sales Update

Issued: March 5, 2020

American Airlines is providing additional flexibility in purchasing travel in light of concerns around coronavirus (COVID-19). Every journey you and your travelers take with us, your safety and well-being, and that of our team members, is our top priority.

We have extended our offer to waive change fees for customers who purchase travel through March 31. Customers will have even more flexibility since any ticket purchased by March 31 will not incur change fees prior to travel. The offer is available for any of American's published non-refundable fares. Additional updates on existing Travel Notices and Suspensions of Service related to the impact of Covid-19 can be found on saleslink.aa.com.

As a reminder, the Change Fee Exception Waiver applies on:

- Any ticket that is purchased between March 5 and midnight CT March 31, 2020

Exception Policy details are as follows:

- Waives the change fee only on published Non-Refundable fare tickets
- Change must be made prior to trip departure and occur within ticket validity
- Fare difference may apply
 - Category 16 in the published fare rules has been updated

Lastly, we encourage our customers to keep informed with regards to the coronavirus by visiting the CDC website at cdc.gov/coronavirus.

Our newsroom remains the best place to receive updates on the evolving Coronavirus situation and its potential impacts. Please read more about these latest initiatives [here](#).

As always, we appreciate your continued business!