

# American Airlines



## Important update on additional Schedule Changes due to government-imposed travel restrictions

Issued: March 12, 2020

This notification is to inform you that we are announcing additional changes to our schedules in order to adapt to customers' plans because of changes to U.S. policy.

### Changes to Europe and South America

With the restrictions placed on travel to and from Europe for the next 30 days, we expect customer demand to significantly decline over the next month. We are making the following proactive cancellations to minimize disruption to our team and customers. These updates include changes to our schedules to Europe and South America including the below. Full details on these schedule adjustments can be found [here](#).

- We have suspended flying from Charlotte (CLT) and Philadelphia (PHL) to Amsterdam (AMS), Frankfurt (FRA), Madrid (MAD), Munich (MUC) and Zurich (ZRH). The last departures from these destinations to CLT and PHL will be westbound flights on Friday, March 13.
- Flights to Barcelona (BCN), Madrid (MAD), and Paris (CDG), will remain in place for up to seven days to ensure customers and team members can return home, and then will be suspended through May 6.
- We're reducing our service to London (LHR) from New York (JFK), Dallas-Fort Worth (DFW) and Chicago (ORD), and will temporarily suspend service from Raleigh/Durham (RDU).
- Most seasonal routes to Europe that we had planned for late March/early April will be pushed to May or June.
- We are reducing service to South America by suspending flights from Buenos Aires (EZE) to Los Angeles (LAX), Miami (MIA), JFK, and DFW. We are also exiting the MIA to Cordoba, Argentina (COR) market.
- We are suspending flights from São Paulo (GRU) to DFW and LAX on March 19. Flights from DFW to Santiago, Chile will also be suspended on that date.

### Caring for our mutual customers

As we make schedule changes, we continue to update our policies to give customers more flexibility and control.

- **Waivers and reaccommodating customers:** This includes offering customers who booked tickets prior to March 1 and are traveling through April 30 the flexibility to rebook without change fees. Customers who book March 1 through March 31 for travel through Jan. 30, 2021, can change their reservation at a later date without change fees, too. And for all customers scheduled to travel to/from Europe, including the United Kingdom, we have additional flexibility through the end of May. All of these waivers are available at [saleslink.aa.com](https://saleslink.aa.com).
- **Refunds:** As it pertains to the restrictions announced Wednesday, foreign nationals who have visited the Schengen Area, Iran or mainland China and are not permitted to travel to the U.S. can cancel their reservation and receive a full refund. Agency bookings are being directed to their Sales Support Team for validation and approval for Foreign National qualifying refunds.

### Changes to lounge procedures

We're making changes to our Admirals Club and Flagship Lounge procedures to provide even more peace of mind for customers. Effective Monday, March 16, American will replace buffet-style food with individually portioned, covered food items and will shift most self-service beverages to individual portions or bartender/wait staff service.

Our [Newsroom](#) remains the best place to receive the latest updates on the evolving coronavirus situation and its potential impacts.

This information as well as other updates and policies related to the coronavirus can also be found on SalesLink  
by viewing:

[Latest Communication Updates](#)