

# American Global Sales Update



Issued: April 8, 2020

This notification is to advise you that American has made important changes to our Conditions of Carriage with regards to our Schedule Change Policy. This new policy applies to tickets issued on/after April 8, 2020. American remains committed to continue to work with customers who are impacted by a schedule change as follows:

- For tickets issued on/after April 8, 2020, American has new guidelines in place [here](#) – allowing for refund if the overall delay is greater than four hours
- For tickets issued prior to April 8, 2020, American will honor our 60 minutes or more schedule change policy, located [here](#)
- For tickets issued before April 8, 2020 and reissued on/after April 8, 2020 the guidelines will apply based on the original date of issue

Additionally, with regards to irregular operations which may occur within 72 hours of departure, American has changed our policy to allow for full refund on delays of 90 minutes or greater for tickets with an original date of issue as April 8, 2020 or beyond.

This information can also be found on SalesLink by viewing:

[Latest Communication Updates](#)

As always, we appreciate your continued business!  
Sincerely,

*Agency Relations*

American Airlines Global Sales