

American Global Sales Update



Issued: April 15, 2020

American Airlines is providing even greater flexibility to our mutual customers in light of travel uncertainties around the coronavirus.

Extending your ticket validity

Today, we are further enhancing our offer to extend ticket validity and waive change fees for customers who have purchased travel through September 2020. Additional updates on existing travel alerts can be found on [SalesLink](#).

- Any ticket purchased on or before May 31, 2020, for travel between March 1, 2020 through September 30, 2020, will not incur a change fee prior to travel. This offer is available for any of American's fares, and customers will have until December 31, 2021 for future travel. In some instances a fare difference may apply.
- In addition, if you have an unused ticket with an expiration date that is between March 1, 2020 and September 30, 2020, the value of your unused ticket can be used for travel through December 31, 2021.
- Customers are allowed to change their origin and destination cities as part of this new offer.
- Travel must be completed by December 31, 2021.

Our flexible fare offering

Our flexible fare offering that includes a waived change fee for customers will continue to be available on new tickets purchased through May 31, 2020 for future travel.

- Any ticket purchased from March 1, 2020 at 4:30 p.m. CT through May 31, 2020 at 11:59 p.m. CT will not incur a change fee prior to travel.
- This is available for any of American's non-refundable published fares.

Customers within the U.S. and Canada can contact our Sales Support Desk at 1-800-621-8489, and international customers can contact their local Sales Support desk or Reservations.

We encourage you to check our [Newsroom](#) for the latest updates on our response to the coronavirus.

We hope these changes demonstrate our commitment to you and your travelers. We truly value your partnership.

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

