



Your safety and well-being are our top priority

Caring for your safety and well-being throughout every touchpoint of your journey
to ensure you and your travelers feel safe and comfortable



AT THE AIRPORT-

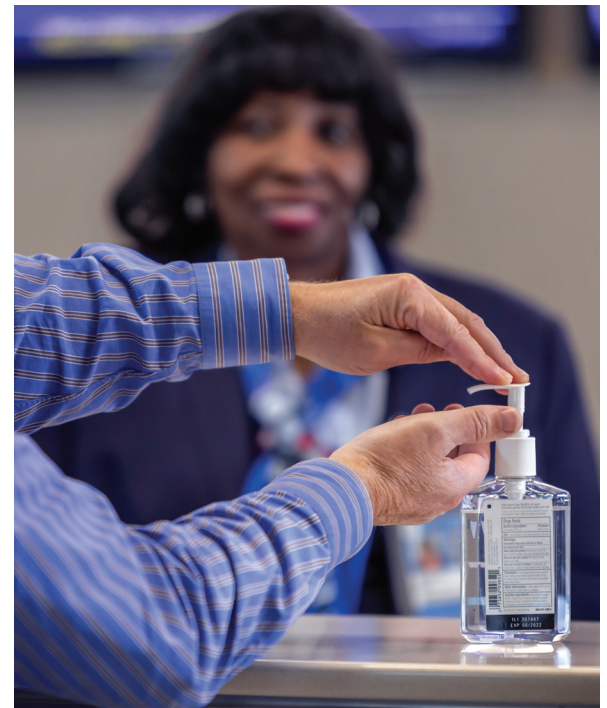
All areas

- By reducing the number of people on our planes, we have added space at airports for travelers.
- We're diligently cleaning all high-contact surfaces multiple times per day.
- We've expanded the frequency of cleaning the areas under our control including gate areas, ticket counters, passenger service counters, baggage service offices and team member rooms.

AT THE AIRPORT-

Ticket counter

- We're using stanchions to provide separation at ticket counters.
- To create more space between customers some computers and kiosks at ticket counters have been turned off.





AT THE AIRPORT-

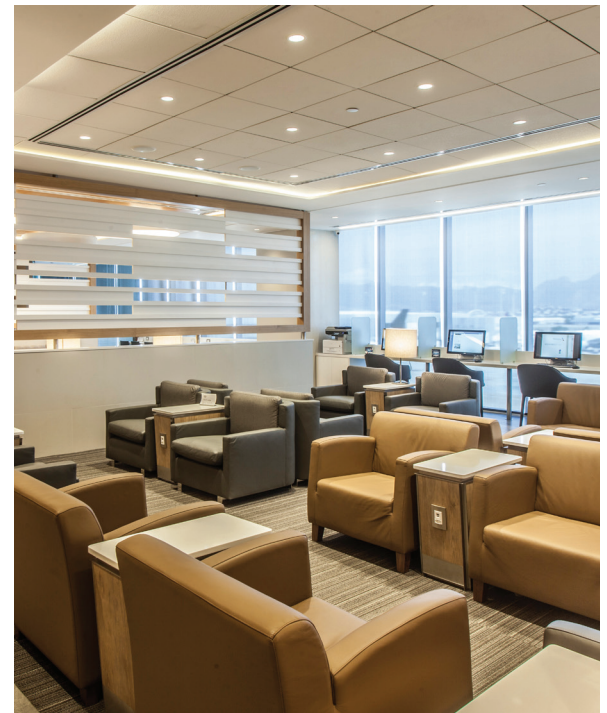
Security

- We're working closely with airport authorities and government agencies to carry out our own extensive protocol for cleaning customer and team member areas.

AT THE AIRPORT-

Lounges

- Flagship® First Dining and Flagship® Lounges are temporarily closed.
- Most Admirals Club® lounges are temporarily closed. However, the following Admirals Club® lounge locations will remain open with reduced service, providing customers with front desk customer service and travel assistance. Lounge services such as food and beverage, restrooms, and shower facilities will be temporarily discontinued.
 - Charlotte (CLT)
 - Chicago (ORD)
 - Dallas – Fort Worth (DFW)
 - Los Angeles (LAX)
 - Miami (MIA)
 - New York (JFK and LGA)
 - Philadelphia (PHL)
 - Phoenix (PHX)
 - Washington, D.C. (DCA)





AT THE AIRPORT-

Gates and boarding areas

- We're using stanchions to provide separation at gates.
- Digital signage and increased gate announcements promote safer boarding practices, discouraging crowding at the gate.
- Gate agents will also continue to reassign seats to create more space between customers or to accommodate families who need to be seated together.
- Plans are in the works to offer snacks and bottled water at the gate prior to boarding.
- Passengers will board using touchless technology to self-scan boarding passes.



ONBOARD OUR AIRCRAFT—

Pre-flight

- Every day every aircraft receives a thorough cleaning with an EPA-approved disinfectant.
- Customer and team member high-touch areas are cleaned prior to every flight using the same EPA-approved disinfectant.
- In customer areas, this includes tray tables, seatbelt buckles, armrests, window shades, seatback screens, as well as wiping the door and overhead bin handles.
- In team member areas, this includes enhanced galley cleaning, jumpseats and crew rest seats. The new enhancements add cockpit surfaces as well.
- All American Airlines mainline aircraft and most of our regional aircraft are equipped with High-Efficiency Particulate Air (HEPA) filters. In addition, the cabin air in all of our aircraft is changed approximately 15 to 30 times per hour, or once every two to four minutes, similar to the standard for hospitals. HEPA filters remove 99.97% of airborne particles during flight.
- We're expanding deeper cleanings and disinfection to all regional flights.
- We've expanded electrostatic spraying (also known as fogging) with a hospital-grade disinfectant in all public areas of the aircraft.
- State-of-the-art process distributes disinfectant 360-degrees to cover hard-to-reach areas, such as under seats, inside overhead bins, and in between crevices.
- Disinfectant is effective on hard areas, such as windows and tray tables, as well as soft areas like seats, seat belts, and carpet.



ONBOARD OUR AIRCRAFT—

Onboard seating

- We're limiting the number of passengers on each aircraft through May 31, 2020.
- We're refraining from assigning 50% of main cabin middle seats.
- Seats near flight attendant jump seats remain unassigned.
- After boarding is complete, customers have the flexibility to move to another open seat within their ticketed cabin to create more space inflight for their comfort, as long as there aren't any aircraft weight or balance restrictions.



ONBOARD OUR AIRCRAFT—

Inflight

- As of May 1, 2020, masks will be required for all flight attendants during every mainline and regional flight.
- In early May, American will start the process of distributing sanitizing wipes or gels and face masks to customers. This offering will expand to all flights as supplies and operational conditions allow.
- As of May 11, 2020, all customers traveling will be required to wear a face covering (or mask) while on board the aircraft.
- To reduce touchpoints inflight, we are offering limited food and beverage options based on the flight length and destination.
 - For all flights shorter than 2,200 miles (typically less than 4½ hours):
 - Alcohol is not available in Main Cabin but is available on request in First Class.
 - Beverages are available on request and limited to water, canned beverages, or juice.
 - No snacks or food for purchase are being served.
 - Meals are not being offered in First Class.
 - An exception for flights between 900 miles and 2,200 miles: customers will be offered snack bags containing a snack and small bottle of water.
 - For all flights longer than 2,200 miles (typically more than 4½ hours):
 - Alcohol is not being served in Main Cabin or Main Cabin Extra except on long-haul international flights. Alcohol is available in First Class.
 - Other Main Cabin beverages are being served as usual.
 - No snacks or food for purchase are being served. Main Cabin meals are being served on long-haul international flights.
 - First and Business class meals are being served on one tray versus in courses.
- Pre-departure beverage service has been suspended on all flights.

For additional information, please visit our dedicated [Coronavirus Travel Update](#) page, or our [Newsroom](#).
You may also download our [Travel Journey Overview](#) (PDF)