



American waiving change fees for new purchases - Update



Issued: March 5, 2020

Update: March 30, 2020

- extended to April 30, 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 April 30, 2020. Customers will have even more flexibility since any ticket purchased by April 30, 2020 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 to:

- Any qualifying fare that is purchased between March 1 and midnight CT April 30, 2020

Exception Policy details are as follows:

- Qualifying fares will have Category 16 updated within the fare rule

- Waives the Change Fee only
- Change must be made prior to trip departure and occur within ticket validity

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!

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

Connect with us



[Privacy Policy](#)

This email has been sent on behalf of American Airlines, 1 Skyview Drive, Fort Worth, TX, 76155. We are happy to help you with any questions or concerns you may have. For all the inquiries about American Airlines or the AAdvantage program, please visit aa.com/contactaa

A portion of all travel booked on American Airlines may be American Eagle® service, operated by Compass

Airlines, LLC, Envoy Air Inc., Republic Airline Inc., SkyWest Airlines, Inc., Mesa Airlines, Inc., PSA Airlines, Inc.,
or Piedmont Airlines, Inc.

American Airlines, American Eagle, AAdvantage, AAdvantage Million Miler, Great for Business, the Tail Design and the Flight Symbol logo are marks of American Airlines, Inc.

oneworld is a registered trademark of **oneworld** Alliance, LLC.

© 2020 American Airlines, Inc. All Rights Reserved.

[Unsubscribe here](#)

This email and any information or files transmitted with it are solely for the confidential use of the recipient.

This message contains confidential and proprietary information of American Airlines (such as American employee, customer and business data) that may not be read, searched, distributed or otherwise used by anyone other than the intended recipient. If you have received this email in error please notify the sender and promptly delete this message and its attachments.