



Continuing to care for our customers' safety



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Today and every day, your safety and well-being are our first priority. We are working closely with the Centers for Disease Control and Prevention (CDC) and other government agencies, and are constantly reviewing travel demand and the needs of our customers. To address recent changes, we're making the following temporary modifications:

Relaxed seating policies

In response to CDC social distancing guidelines, American will temporarily relax seating policies for customers on most flights and reduce onboard food and beverage service levels.

To encourage social distancing, beginning today, gate agents and flight attendants will be able to proactively reassign seats to create more space between customers. Once boarding is complete – provided there aren't any aircraft weight or balance restrictions – customers can move to another seat within their ticketed cabin. American will also block 50% of all middle seats and all seats adjacent to flight attendant jump seats on every flight.

Further expanding world-class safety and sanitation standards

We have expanded our cleaning process to include additional state-of-the-art fogging procedures. Our fogging process uses an EPA-registered hospital-grade disinfectant to thoroughly disinfect all public areas,

both hard and soft surfaces of our aircraft. Because the disinfectant is electrically charged, it's able to clean a 360-degree area that covers all surfaces including seats, seat belts, carpets and floors, windows and shades, lavatories, galleys, overhead bins (inside and out), tray tables, inflight screens, lights and air conditioning controls.

Reduced food & beverage service

For the safety and well-being of our flight attendants, we will offer limited food and beverage options based on the flight length and destination. These changes will be in place from March 24 through April 30, but we will continue to assess the COVID-19 situation and make changes as appropriate. In addition, we are exploring providing bottled water and snacks at the gate in the near future.

For all flights shorter than 2,200 miles (typically less than 4½ hours):

- Alcohol will not be available in Main Cabin. Alcohol will be available on request in First Class.
- Beverages will be available on request and will be limited to only water, canned beverages, or juice.
- No snacks or food for purchase will be served.
- Meals will not be offered in First Class.

For all flights longer than 2,200 miles (typically more than 4½ hours):

- Alcohol will not be served in Main Cabin or Main Cabin Extra except on long-haul international flights. Alcohol will be available on request in First Class.
- Other Main Cabin beverages will be served as usual.
- No snacks or food for purchase will be served. Main Cabin meals will be served only on long-haul international flights.
- First and Business class meals will be served on one tray versus in courses.

Update on our lounges

American Airlines will temporarily close most Admirals Club lounges, while still providing front desk customer service at large U.S. airports and London Heathrow. These changes go into effect beginning Thursday, March 26.

Eleven Admirals Club lounges will remain open with reduced service in the following locations: Charlotte (CLT), Chicago (ORD), Dallas-Fort Worth (DFW), Los Angeles (LAX), Miami (MIA), New York (JFK and LGA), Philadelphia (PHL), Phoenix (PHX), and Washington D.C. (DCA).

Team members in the locations above will be available to offer customers travel assistance, but lounge services including all food and beverage offerings, restrooms and shower facilities will be temporarily discontinued.

We are closely monitoring government policy changes and mandates, CDC guidelines, and customer demand, and we will continue to make changes as necessary.

Our [Newsroom](#) remains the best place to receive updates on the evolving coronavirus situation and its potential impacts. This is a difficult time for our industry and we will continue to keep you updated.

This information can also be found on SalesLink by viewing:

[Latest Communication Updates](#)

As always, we appreciate your continued business!

Sincerely,

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