



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

Travel tips

Stay home if sick

Both customers and team members play a role in helping protect one another. Stay home and rest if not feeling well or have been exposed to COVID-19.

Bring a face covering

Customers and team members must wear a face covering on board to protect each other, with limited exceptions.

Carry hand sanitizer

The TSA now allows customers to bring up to 12 ounces of hand sanitizer in their carry-on bag.

Download the American app

Limit physical interactions and stay informed by using the app to check in, prepay for bags, get your boarding pass and watch free entertainment onboard.

Eat before traveling

Onboard food service has been modified and some airport restaurants may still be closed.

Review travel restrictions

Check the CDC's Travel Advisories to learn what policies are in effect before traveling.

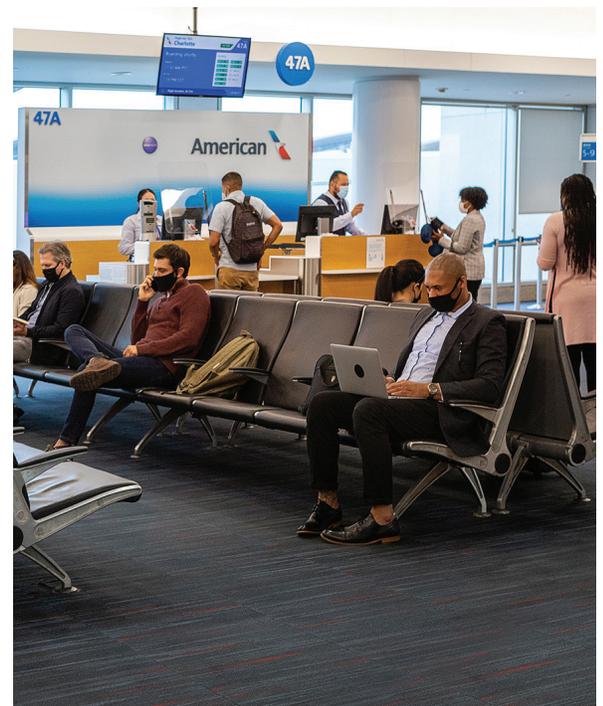
Flight options

As more people get back to traveling and loads are higher, we're deploying new tools to notify customers and allow them to move to more open flights when available, all without incurring any cost.

AT THE AIRPORT-

All areas

- Physical distancing is being encouraged throughout the airport.
- Face coverings are required for all team members and, when local orders require it, we're checking temperatures too.
- More frequent cleaning of kiosks, ticket counters, passenger service counters and baggage service offices is occurring.





AT THE AIRPORT-

Ticket counter

- Installing commercial-grade plexiglass shields at ticket counters.
- Some computers and kiosks at ticket counters have been turned off to create more space between customers.
- Agents are being staffed at alternating work stations to enable physical distancing.

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.
- Hand sanitizer dispensers are being added before security areas in select locations.



AT THE AIRPORT-

Lounges

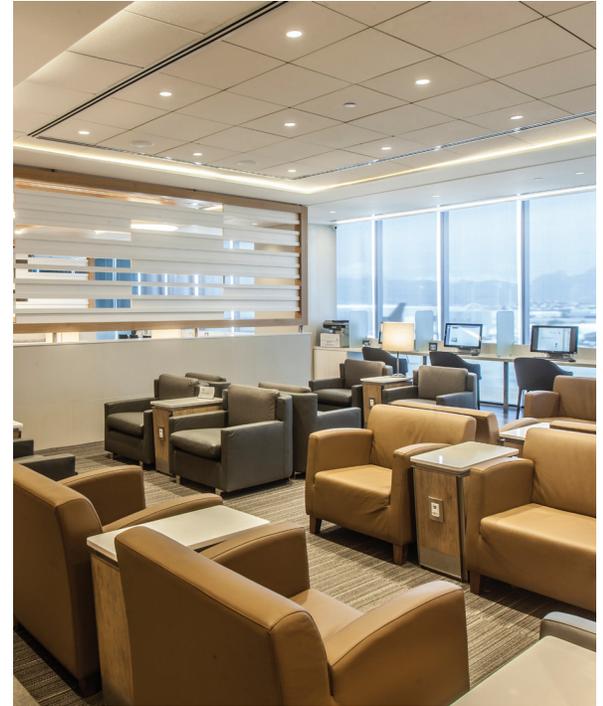
Admirals Club lounges will begin reopening in phases, starting June 22, after making improvements to adapt the clubs and product offerings to reinforce the well-being of customers and everyone who works in the clubs.

The following locations are now open with pre-packaged snack offerings and a full-service bar for customers to enjoy complimentary and premium beverages. Hours vary by location and capacity and offerings could be limited due to Centers for Disease Control and Prevention (CDC) guidelines or local orders or restrictions.

- Charlotte (CLT) – Concourse C
- Chicago (ORD) – Concourse H/K
- Dallas-Fort Worth (DFW) – Terminal A and Terminal C
- Los Angeles (LAX) – Terminal 4
- New York (JFK) – Terminal B *(only prepackaged food and water will be available, per local restrictions)*
- New York (LGA) – Concourse D *(only prepackaged food and water will be available, per local restrictions)*
- Miami (MIA) – Gate D30
- Philadelphia (PHL) – Terminal B/C
- Phoenix (PHX) – Gate A7
- Washington, D.C. (DCA) – Terminal B

Additionally, the following Admirals Club lounges will reopen as service centers and will be available to offer travel assistance. Hours vary by location.

- Atlanta (ATL) – North Terminal, Concourse T
- Austin (AUS) – Gate 22
- Nashville (BNA) – Concourse C
- Boston (BOS) – Terminal B
- Dallas-Fort Worth (DFW) – Terminal D
- Houston (IAH) – Terminal A
- Pittsburgh (PIT) – Main Lobby
- Raleigh-Durham (RDU) – Terminal 2
- Orlando (MCO) – Gate 55
- San Francisco (SFO) – Terminal 1
- Orange County (SNA) – Gate 8
- St. Louis (STL) – Concourse C
- Tampa (TPA) – Gate 85





AT THE AIRPORT-

Gates and boarding areas

- Hand sanitizer dispensers are being added in key locations after security.
- We're encouraging physical distancing at the gate and while boarding the plane.
- Commercial-grade plexiglass shields are being installed at boarding gates and service desks.
- Gate and seating areas are being cleaned and sanitized more frequently.
- Gate agents may 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.
- To limit physical interactions, customers can scan their mobile or printed boarding pass themselves.
- A face covering is required while flying on American, except for very young children or anyone with a condition that prevents them from wearing one. Everyone should be sure their face covering is on before boarding the plane. A limited amount of masks may be available.



ONBOARD OUR AIRCRAFT-

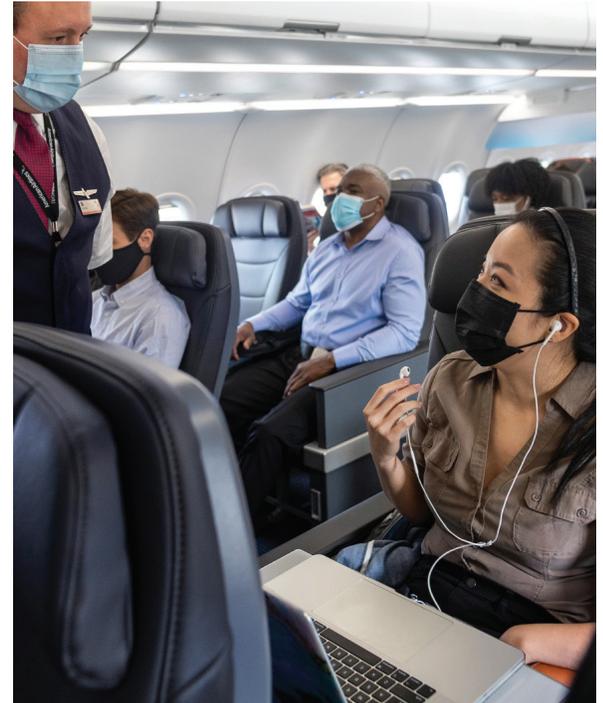
Pre-flight

- Expanded use of an EPA-approved, hospital-grade disinfectant that kills 99.9% of viruses and bacteria within 10 minutes, and lasts up to 7 days
- Similar to hospital standards, HEPA filters on all mainline aircraft and most regional jets refresh the cabin air every two to four minutes.
- Tray tables, seatbelt buckles, armrests, window shades, seatback screens, and doors and overhead bin handles are being deep cleaned.

ONBOARD OUR AIRCRAFT-

Onboard seating

- Once boarding is complete, taking in consideration any aircraft weight or balance restrictions, customers can move to another seat within their ticketed cabin subject to availability.





ONBOARD OUR AIRCRAFT—

Inflight

- Hand sanitizing wipes or gels will be available on most international flights and some domestic flights over 900 miles. Customers are also welcome to bring up to a 12 ounce bottle of sanitizer in their carry-on.
- For everyone's well-being, customers and team members are required to wear a face covering during flight, but it can be removed to eat or drink. Limited exceptions will be made; we ask everyone to please be respectful of fellow travelers.
- Food and drink service in the Main Cabin is limited. On some longer flights, snack bags will be available at boarding. Customers are also welcome to bring their own snacks and drinks to enjoy during flight.
- We've implemented additional cleaning and sanitation procedures in catering kitchens including additional sanitation of food prep areas, carts, and catering vehicles

For additional information, please visit our dedicated [Coronavirus Travel Update](#) page, or our [Newsroom](#).