

Travel Guide

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General information

Overview

As an employee or retiree with travel privileges of American Airlines Group (“company”) or one of our wholly owned subsidiaries (Envoy, Piedmont and PSA), you enjoy some of the best travel privileges in the industry for you, your family and your friends. This Travel Guide will help you better understand this privilege and the programs associated with it.

In addition to the online travel privileges (which refers to travel on American and American Eagle), you and your eligible family members receive reduced-rate interline travel on many domestic and international airlines through reciprocal agreements. You’re eligible for interline travel (sometimes called OAL) after six months with the company.

While we have your attention, let’s get some of the legalities out of the way. The Travel Guide is not a contract. The privileges, guidelines and programs contained herein (or in any other American Airlines publication or information source) may

be reviewed and revised by the company at any time. The privileges, guidelines and programs discussed in this Guide apply to all employees and retirees unless otherwise specified in an applicable collective bargaining agreement or other negotiated agreement. You are responsible for reading and understanding the contents of this Guide. If you have any questions regarding anything addressed within this Guide, please [contact employee travel](#).

Any violation of the provisions set forth in this Travel Guide, or misconduct by any registered travelers may result in disciplinary action, including but not limited to suspension; termination of employment; revocation of or limitations on the travel privileges; and/or the obligation to pay the full fare of certain travel expenses or fines. If required to pay any amounts to the company, the company may choose to deduct the entire amount or a portion of the amount due from an employee’s paycheck(s) in accordance with applicable law.

Employee travel contacts

We want to be sure you have the information you need to enjoy your travel. That's why we have a number of resources available to help.

Employee websites

Mainline American: newjetnet.aa.com

Envoy: my.envoyair.com

Piedmont: emp.piedmont-airlines.com

PSA: emp.psaairlines.com

Retired mainline American: retirees.aa.com

Retired wholly owned: aa.com/regionalretirees

Employee Travel Services

When to contact:

If you have general questions about non-rev travel

Where to reach us:

employee.travel@aa.com, [Contact Employee Travel](#)
or fax 817-967-2890

American Airlines non-rev travel voice recognition system

When to contact:

If you're looking to ticket discounted
confirmed space tickets (AA20)

Where to reach us:

1-888-WE-FLY-AA (1-888-933-5922)

Interline Pass Bureau for business travel on and by other airlines

When to contact:

If you need assistance with business travel on other
airlines (when online travel isn't available)

Where to reach us:

interline.travel@aa.com

Interline personal travel on and by other airlines

When to contact:

If you need assistance with personal
travel on other airlines

Where to reach us:

myidtravel@aa.com

Non-Revenue Space Available (NRSA) department

When to contact:

If you have questions related to billing
or refunds for pass travel

Where to reach us:

Overnight-/Next Day-type services:

American Airlines

PHX-RWE-ACR Attn: NRSA

1821 W. Rio Salado Pkwy

Tempe, AZ 85281

Regular mail:

American Airlines

P. O. Box 73928

Chicago, IL 60673

Email:

NRSA.refunds@aa.com

Eligibility

As an employee or retiree of American Airlines, Envoy, Piedmont or PSA, you are eligible for travel and the extent of these privileges is based on your employment status (e.g., employee, retiree, etc.). We also extend travel privileges to certain former employees of certain subsidiaries and companies that have been directly affiliated with the company. These privileges may differ from those extended to employees or retirees of the company.

You may also identify a spouse, domestic partner or registered companion, and your eligible children and parents – all of whom may enjoy your travel privileges. Find out more below.

Eligible travelers

Eligible travelers include employees, retirees, spouses, domestic partners (DPs) or registered companions (RCs) and qualified children.

Employee

You qualify as an employee if you are currently on the company's payroll, or on a leave of absence.

Retiree status

To qualify as a retiree and receive lifetime travel privileges pursuant to company policy, as amended from time to time, you must have retired under a previous retirement plan or meet the 65 Point Plan criteria. You are eligible for the 65 Point Plan retirement if:

- Your years of service plus age are equal to at least 65,
- You have at least 10 years with the company,
- You leave the company in good standing and
- You give appropriate notice to your department.

Spouse

A qualifying spouse is defined as a person who is currently and legally married to the employee, retiree or former employee with travel privileges.

Domestic partner (DP)

If you are not married, you may designate a same or opposite gender domestic partner for the purpose of employee travel privileges. To be eligible, your domestic partner must meet the applicable legal definition of a domestic partner, or you must be living in a committed relationship, meet certain requirements and provide the proper documentation as requested by the company, as detailed in the registration section of this Guide.

Domestic partners are considered equivalent to a spouse for travel on other airlines. However, their space-available travel on American Airlines and American Eagle is subject to imputed income. For more information regarding taxable income, please refer to the Taxable travel/Imputed income section.

Surviving spouse/Domestic partner (DP)

In the event of the death of a retiree or an employee who has met the eligibility requirements of the 65 Point Plan, the company will extend retiree travel privileges to the employee's spouse or company-recognized DP. These privileges are currently valid for the lifetime of the spouse or DP until he/she remarries or becomes involved in another domestic partner relationship. The privilege includes unlimited space-available travel for the surviving spouse/DP, qualified children, parents or parent in-laws; privileges include vacation passes, as well as eight guest passes to be shared among registered guest travelers. Travel on other airlines is not included.

Registered companion (RC)

If you are neither married nor have a domestic partner, you may elect to enroll a registered companion (RC) on your travel profile. Space-available travel by your RC on American and American Eagle flights is subject to imputed income. For more information regarding taxable income, please refer to the Taxable travel/Imputed income section. Note that non-rev travel on other airlines for a RC is limited to members of our **oneworld** alliance.

Qualified children

The following qualified children may be added to your travel profile and are eligible for travel: your natural-born or adopted child, stepchild or exchange student*, foster child or court-appointed ward currently placed in your home for which you, jointly or individually, are the legal guardian or legal custodian. The same qualifications apply to your domestic partner's child(ren).

These children mentioned above generally fall into three (3) different classifications:

- Dependent Child – child, up to 19th birthday
- Dependent Student – student child, age 19 up to 23rd birthday
- Nondependent Child – nonstudent child age 19 up to 23rd birthday and all 23-year-old children regardless of student status

Your qualified children will receive travel privileges until their 24th birthday, regardless of whether they are enrolled in college, school or other classes. This will allow your adult children who are serving in the military or pursuing other life goals to enjoy the same travel privileges as students. At age 24, you may add adult children to your Guest Traveler List for D3 guest status.

To comply with IRS guidelines, employees or retirees are required to pay taxes on the value of travel used by children ages 19 through 22 who are not enrolled in school, and all 23-year-old qualified children. The company will reflect this “imputed income” on your paycheck (though it’s noted, it’s not actually deducted from your paycheck) or via the appropriate tax form at year-end.

In addition to the three classifications listed above, qualified children with a disability or who meet special needs requirements, age 24 or older, may be eligible for travel privileges on American Airlines and American Eagle flights. Documentation verifying the dependent’s disability or special needs status must be submitted to employee.travel@aa.com.

*You are eligible to add an exchange student to your travel profile if the high school student from another country is placed in an employee’s or retiree’s home by American Field Services, Youth for Understanding or a similar organization. The employee or retiree must present their supervisor (or Employee Travel Services for retirees) with a copy of their agreement with the sponsoring organization for placement in the personnel file. Additionally, U.S.-based employees and retirees must qualify to claim the student’s expenses as a charitable deduction under Section 170 of the IRS code (Section 1064, U.S. Master Tax Guide).

Parents and parents-in-law

You may register any combination of two parents on your travel profile, and you may choose from your mother, father, stepparent or parent-in-law (parents of your spouse or DP).

Parent travel on American and American Eagle flights is subject to a service charge in addition to applicable segment taxes and fees. Your parents are eligible for travel on most other airlines; however, parents-in-law and parents of DPs are not eligible for travel on other airlines.

Do keep in mind that if you list your parents-in-law, they will pay the same service charges as a guest pass traveler. However, that will not affect your guest pass allotment. If you choose to add your in-laws as parents, all other parents must be registered as guest pass travelers.

If you add your parent as your RC, he/she will not be eligible for non-revenue travel on other airlines except for **oneworld** partners, unless they are also listed as your parent.

Personal travel

Your personal travel privileges are described below. As an employee, on your date of hire, you will receive unlimited space-available travel in coach or a premium cabin for you and your eligible travelers and parents. In addition, you will also receive:

Vacation passes: You and each of your eligible dependents will receive six one-way vacation passes. These vacation passes can be used to give you a higher boarding priority to help you get to your destination. These are your D1 passes.

Guest passes: Employees receive 16 one-way guest passes and retirees receive eight one-way guest passes. You may give your guest passes to anyone you would like, including friends and family. These passes are space available, and have a mileage-based fee associated with them. These are your D3 passes.

How to manage your travel

Travel History is a great tool to monitor all flight activity associated with your employee number, including business and all personal travel for you and those listed on your Traveler Information page. The Travel History display shows dates of travel, city pairs, travel classification, cabin of service flown, NRSA (non-revenue space available) charges and charge/invoice date, if applicable. In addition, management employees may view all A-type (e.g., A9, A12, etc.) travel authorized with their employee number. For “how-to” instructions, see the billing and travel history guide located on your company’s travel page.

Pass bank summary

The pass bank summary tool can be found on the Traveler information page or on your Travel history page. Keep in mind it is your responsibility to monitor the number of guest passes used in a calendar year.

- “D1 Summary” – allows you to monitor allotment of annual one-way vacation passes (D1)
- “Pass Bank Summary” – allows you to monitor allotment of annual one-way passes available for use by your eligible guest pass (D3) travelers

Pass bank considerations

- Your vacation and guest pass banks will be refreshed on or about December 28 of the year prior to the new pass bank being available. Pass

banks are not refreshed each time the eligible traveler’s status or relationship changes (e.g., your RC used two D1 passes at the beginning of the year and you replace your RC with another person, the new RC has four D1 passes remaining for that calendar year). The example also applies to changing a RC to spouse, RC to DP, spouse to RC, etc.

- If you leave the company and return at a later date, or are rehired by the company or a subsidiary in the same calendar year, you will not get a new allotment of vacation and guest passes. Instead, your remaining pass bank balance will be reactivated for use throughout the rest of the year.
- If you are an employee or retiree and married to another employee or retiree of the company, you are both eligible to travel on each other’s annual vacation pass allotment.
- Pilots and flight attendants are eligible to use their jumpseat privileges to travel for personal and specific company business purposes. If listed with travel classification D1, the D1 Pass Bank will be decremented if the employee is accommodated in either the Flight Deck (FDJ) or Cabin (CJ) Jumpseat.
- If you or any of your D1-eligible travelers exceed their annual vacation pass allotment, D1 travel will be deactivated for all eligible travelers. On December 28 of each year, you will have the opportunity to flight list your D1 travelers for flights beginning in the next calendar year; however, D1 travel may not resume until January 1 of the following year.
- When the final one-way Guest Travel (D3) pass has been completed, all of your Guest Travelers will be deactivated until December 28 of that year. On or about December 28 of each year, you will have the opportunity to flight list Guest Travelers for flights beginning in the next calendar year. Although they will be activated, these travelers are not eligible to travel from December 28 through December 31, if you have reached your current year’s pass bank allotment.

One-way definition for vacation and guest passes

Each one-way pass is valid for a maximum of four nonstop segments in a 14-day period. Once a vacation or guest pass traveler begins a fifth segment or travels after the fourteenth day since

the one-way trip commenced, a second one-way trip automatically begins and is deducted from your pass bank. In addition, if the traveler returns to his or her origin city or to a city within 100 miles of their origin city, a second one-way trip is deducted, and any further travel from the origin city will begin a new one-way. This is true even if the return to the origin city is outside of the 14-day window.

Please note that even if the return segment(s) is booked in the same PNR, if you return to your origination or within 100 miles of that city, an additional one-way pass will be assessed.

Traveler registration

You may register your eligible travelers and qualified parents any time after your first effective date on active payroll. If you have questions regarding whether someone is an eligible traveler, please clarify with your manager or prior to adding them. See the Eligibility section for traveler qualifications.

Legacy American and Envoy employees and retirees may be requested to provide documentation for proof of eligibility at time of registration or if selected for an audit.

Legacy US Airways employees and retirees should enroll or update their eligible travelers and qualified parents pass riders on the Benefits Service Center at my.aa.com.

PSA/Piedmont-eligible dependent enrollments and changes are managed by the respective wholly owned HR Travel Department.

Guest travelers will need to be added to your traveler information page prior to listing them for travel. Instructions for registering your guest travelers may be found on the travel page of your company's website. As you are responsible for the actions of your guests, be sure to only include those with whom you have a personal relationship, such as family members, friends or personal acquaintances. You have 12 slots for guests and each of them must remain on your list for 12 consecutive months before you can delete them.

Registration considerations

- Marriage, including common-law, and/or divorce, requires you to process a life event in the Benefits Service Center (available at my.aa.com) prior to making any changes to your travel profile.
- If at any time you discontinue the domestic partner (DP) relationship, you will not be eligible to add another DP for six months for purposes of travel.
- For travel purposes, a DP must either meet the applicable state law definition of a DP, or fulfill the following requirements:
 - Your DP may be the same or opposite gender of you.
 - Both of you must be age 18 or older.
 - You or your domestic partner cannot currently be married to someone else, and any prior marriages to other individuals must be dissolved through death or divorce.
 - You may not be related by blood.
 - You are one another's sole domestic partner.
 - Neither of you has had a different domestic partner in the last six months.
 - You have shared and still share the same principal residence on a continuous basis and have been jointly responsible for the financial management of a household for at least six months preceding the date of traveler registration.

Service charges

Overview of travel service charges

Employees, retirees and former employees with travel privileges and their eligible travelers travel for free in the Main Cabin on American and American Eagle flights. Service charges apply for travel in the premium cabin, effective June 1, 2016, travel in all cabins is free. Government taxes and airport fees associated with the itinerary may apply.

Parents, in-laws and guest pass travelers will pay a service charge for Main Cabin and premium cabin in addition to any applicable government taxes and airport fees associated with the itinerary.

Travel by RCs, DPs and DPs' qualified children is considered taxable by the IRS (see Taxable travel/ Imputed income section).

International taxes

In addition to the U.S.-based international taxes, fees and charges (TFCs) for travel to and from international locations, some governmental entities and/or airport authorities may assess TFCs that are paid at the time of departure from that country. NRSA is unable to refund such departure taxes.

Twenty-five year service charge

If you have accrued 25 years or more of company seniority, when traveling in First or Business class, you and your eligible travelers will pay the difference between the service charge applicable to the class of service flown and D2P economy service charges, plus any applicable government taxes and airport fees.

Determining non-revenue space-available (NRSA) service charges

The Non-Revenue Travel Planner (NRTP) will display NRSA mileage-based service charges, estimated applicable government taxes and airport/user fees for each class of service. NRSA charges are based on years of company seniority, the mileage of each nonstop segment, boarding priority and class of service flown (Main, Business and First). For more information, see the estimating the cost of travel user guide available on your company's travel page.

Methods of payment for travel charges

Active employees

If you are an active employee on U.S., European, Pacific or Canadian payroll and you are eligible for payroll deduction, all personal Non-Revenue Space-Available (NRSA) travel by you and your eligible travelers will be payroll deducted. You will be provided with details of the service charges, including the routing, passenger name, pass type, class of service and date of travel in the NRSA Charges section of your paycheck.

If you are an active employee in Mexico, the Caribbean or Central or South America, payment for NRSA charges will either be by payroll deduction in accordance with applicable law, or via invoice.

Inactive employees or retirees

If you are a retiree or an inactive employee in the U.S., European, Asian or Canadian regions, you will be invoiced for NRSA charges. Invoices are sent to your address on file with the company at the end of the month. Invoices generally cover travel and payment activity through the twenty-fifth of each month. Payment procedures will be listed on the invoice.

If you are an inactive employee or retiree in Mexico, the Caribbean or Central or South America, you will be invoiced through your local accounting office. Questions regarding your NRSA invoice or payment should be directed to your local accounting office.

The invoice total is due within 30 days of the invoice date. Failure to pay within 30 days of the invoice date may result in the suspension of your travel privileges. Please be sure to include your six-digit American ID number on any NRSA correspondence.

Past-due charges

If a payment has not been posted to your NRSA account, you may first check to see if the check/ payment has cleared your bank account. If the payment has cleared your bank, please send an email to NRSA.refunds@aa.com to determine the status of the check. If the payment has not cleared your bank, you should contact your banking institution.

If your travel privileges have been suspended for nonpayment of NRSA charges, payment along with any late fees must be received and processed before travel is reinstated. A \$40 late fee will be assessed and added to the next monthly invoice. You should allow one to three business days for reinstatement of your travel privileges.

Paying your invoice charges on time will ensure there is no interruption to your travel privileges. For this reason, it is especially important to keep your mailing address information updated with the company. If you have traveled and not received an invoice, please email NRSA.refunds@aa.com to advise.

Taxable travel/Imputed income

Imputed income is the estimated value of a trip that is added to your taxable income to comply with IRS guidelines. The IRS uses the term imputed income to describe the value of any benefit or service that is considered income when calculating your federal taxes.

Trips are valued for imputed-income purposes based on mileage for each segment flown and the value is reflected as such on the employee's pay statement when the non-revenue charges are collected. If applicable, the total imputed income will be listed on your pay statement under the category "IMPUTED INCOME – TAXABLE." Imputed income is not deducted from your net or gross pay; instead, it is added to your Gross Taxable Earnings on your pay statement and year-end W2 statement. Former employees with space available travel privileges for which imputed income applies will receive a year-end 1099 with your imputed-income total.

Travelers subject to imputed income will show a (+) beside their name on their Traveler Information and Travel History pages on their travel website. This includes your:

- Domestic partner and their children
- Registered companion (if your RC is your parent, dependent child/dependent student, or is noted as a fellow employee/retiree of the company, travel is exempt from imputed income.)
- Nondependent child
- **Note:** Guest travelers (D3) are not subject to imputed income.

The chart below gives you an estimate of the imputed income you can expect for leisure travel. Imputed income calculation formulas are reviewed and/or updated annually.

Distance of Segments Flown	Imputed Income Space Available (in cents/mile)
0–500 miles	\$0.12 per mile
501–1000 miles	\$0.07 per mile
1001–2500 miles	\$0.04 per mile
2501+ miles	\$0.03 per mile

Example DFW to PHX = 867 miles
Segment mileage 867 miles X .07 (cents per mile) = \$60.69 (the estimated amount of imputed income for this segment)

Imputed income will vary among employees and retirees as it is based on your individual effective tax rate, which is the average rate at which an individual is taxed on earned income. The formula for effective tax for an individual is total tax expense divided by taxable income.

If you have any questions regarding the tax impact of imputed income on leisure travel, please contact your individual tax advisor.

Boarding priority (Travel classifications)

Non-revenue boarding priority, or the process of who is accommodated on a flight first from the priority list, is determined by boarding priority code and the time of check-in for your flight. Additionally, the desired class of service (Main, Business or First) is offered to travelers in order of their boarding priority and subject to availability after revenue demand.

In all cases, revenue customers and employees on company business will be accommodated before non-revenue travelers.

The chart below represents the boarding priority of non-revenue space-available travelers based on the order of how they are accommodated:

Boarding Priority	Traveler	Annual One-Way (OW) Pass Allotment
D1	Employee/retiree and eligible travelers	6 per traveler
D2	Employee and eligible travelers Designated parents when accompanied by employee	Unlimited
D2R	Retiree and eligible travelers Designated parents when accompanied by retiree (certain former employees with travel privileges)	Unlimited, unless otherwise documented
D2P	Designated parents or parents-in-law traveling without the employee or retiree	Unlimited, unless otherwise documented
AAC*	Employees of American's non-wholly owned regional affiliates and their eligible travelers	Unlimited
D3	Extended family members, friends and personal acquaintances	16 one-way passes per employee 8 one-way passes per retiree
ONE	oneworld airline employees, retirees and eligible travelers flying on space-available tickets	Unlimited for all except parents and RC. (Check oneworld policy.)
ZED	Other airline employees, retirees and eligible travelers flying on space-available tickets	Unlimited Parents may have limited travel, check each interline agreement

*AAC – Non-wholly owned regional airline employees and accompanying eligible travelers traveling on their own company-owned aircraft (or metal) operated as American Eagle will be cleared prior to any mainline, wholly owned subsidiary or other non-wholly owned regional airline employees and family, regardless of boarding priority level (e.g., a Republic employee and accompanying eligible travelers traveling on a Republic-operated aircraft operating as American Eagle will board before any other non-revenue travelers, including D1s).

Through passengers

Non-revenue passengers who are not locally boarded (not originating in that city) are granted through (T) status and will be boarded ahead of locally boarding non-revenue passengers with the same boarding priority (e.g., D2T before D2).

If your flight listing (PNR) contains connecting segments, the higher priority will be applied automatically to the connecting flight priority list once you are accommodated at the originating city. If the connecting flights are not in the same PNR or if your connect time is greater than 12 hours, you will need to check in with an agent at the connecting/intermediate city and present your inbound boarding pass from your inbound flight for an agent to add the through indicator ("T") to your priority.

To be considered a through passenger at an intermediate city, you must:

- Arrive on another airline (OAL) flight or another airline-provided transportation at the intermediate city and check in for the first

connecting flight (same day or next day) to your next destination. It is not necessary for you to arrive on the last arriving flight in the intermediate city. You must provide the agent with your inbound boarding pass confirming your arrival.

- Arrive on a flight at the intermediate city but cannot be accommodated to your destination due to revenue demands and/or higher-priority Standbys. You will then be transferred to the next eligible flight as a through passenger.
- Arrive in/out of the same intermediate city but different coterminal. For example, you travel LHR–JFK and then depart later that same day LGA–ORD. You must provide the agent your inbound boarding pass to be added to the priority list as a through passenger from LGA–ORD.
- Arrive at the intermediate city using a full-fare or AA20 ticket, provided you stand by for the next flight on the same day to your final destination.

- **Note:** When connecting through international cities from an OAL, you will need to provide your boarding pass to the American agent to be documented as a through passenger. This will inhibit specific departure taxes from being assessed (e.g., UK departure tax).

Through-flight removal policy

If you are a connecting space-available traveler on a through flight using the same aircraft and same flight number (e.g., VVI-LPB-MIA), you may not be removed except to accommodate revenue customers or positive-space travelers using an A pass travel classification.

Removal will be accomplished in reverse boarding priority order as established by the original check-in time.

Booking your travel

Before you're eligible to be added to a Standby list, you'll need to take two steps. The first is to create a flight listing, which lets us know the details of your desired trip. It doesn't necessarily guarantee that you or your pass travelers will be accommodated on the flight. The second step is to check in for your flight within 24 hours of departure. This determines your position on the Standby list. There are several tools to help you with these steps and those are further described below.

Non-Rev Travel Planner (NRTP)

The Non-Rev Travel Planner tool is accessed through Jetnet, retirees.aa.com, the wholly owned regional employee intranet sites or aa.com/regionalretirees. Through the tool, you can view flight loads and list yourself and all of your registered travelers on American and American Eagle flights. For personal travel instructions, see the booking personal travel user guide on your company's travel page.

1-888-WE-FLY-AA

If you have travel privileges but do not have access to NRTP, you may access the employee travel interactive voice response (IVR) system at 1-888-WE-FLY-AA (1-888-933-5922) using your American ID number and PIN (U.S.-based employees/retirees use last four digits of their SSN) for the following non-revenue transactions:

- Check flight availability by providing airport codes (including connections, if applicable).

- Hear actual seat counts and the number of space available travelers listed in each cabin. (**Note:** traveler counts are subject to change based on flight loads and passenger bookings.)
- Create or cancel flight listings for personal travel.
- Create or cancel positive space bookings for A pass travel.
- Request seat assignments for A pass travel (A10, A11, etc.).

The toll-free number is valid from the U.S., Canada, Puerto Rico, the U.S. Virgin Islands, Bahamas, Bermuda, British Virgin Isles, Cayman Islands, Turks and Caicos, Dominica and Panama. (Non-U.S.-based employees use the last four digits of their American ID number as their PIN.)

1-888-WE-FLY-AA uses your travel profile. Before using the system, please make certain your traveler information is complete and correct.

Guidelines for flight listings

- You are responsible for all flight listings. Eligible travelers and guest pass travelers should not call Reservations for flight availability or gate and time information.
- For customers with disabilities requiring special assistance, complete the reservation flight listing for you and/or your guest(s). Call 1-888-WE-FLY-AA (1-888-933-5922) and select option 3 to speak with a representative. Provide the representative with your flight listing information and advise your special assistance needs.
- If flying with someone traveling with a different boarding priority, NRTP will automatically create separate PNRs for each travel classification (e.g., D2, D3).
- International reservations offices are able to flight list non-rev travelers for non-U.S.-based employees.
- For passengers traveling to international destinations, personal contact name and telephone number must be included in your reservation. You must ensure all non-revenue travelers have the proper documents; documents must be current and correct.

- Travelers from countries that participate in the Visa Waiver Program (VWP) must ensure that they have satisfied the U.S. Customs and Border Protection (CBP) requirements and completed an electronic application (known as ESTA: Electronic System for Travel Authorization) before traveling to or through the United States.
- Children must be a minimum of six years old to be able to travel in a premium cabin.
- If you change flight plans, your original flight listing must be changed or canceled.
- Do not list for multiple flights on the same routes.

Checking in

Overview

Non-revenue travelers are offered several company-approved flight check-in options. No other check-in options or applications may be used to check in for a flight or to be placed on a Standby list. You may not use Sabre (or programs that are similar to Sabre) at work or at home to check in yourself or place yourself or guest travelers on the priority list. In addition, you may not call the airport and ask to be placed on the priority list. Airport check-in may only be done locally at the originating airport. When checking in via NRTP or web-enabled mobile devices, please remember your American ID and password are secure; do not share this information.

When checking in, you will either receive a boarding pass with a seat assignment, or a priority verification card. You may wish to check the priority list to see if you have been assigned a seat prior to leaving for the airport. If you have been assigned a seat, you may stop by the self-service machine to reprint your boarding pass. If you have not been assigned a seat, you may proceed to the gate with your priority verification card and wait to be accommodated.

If you are traveling to, through or from a country that requires documents other than a valid passport (e.g., a visa), you will be able to check in for the flight online and your traveler's names will be added to the priority list. Travelers will not be issued a priority verification card or boarding pass until the travel documents have been physically verified by an airport agent before boarding entitlements can be issued.

Check-in options

Non-Rev Travel Planner (NRTP)

You may check in yourself and any of your registered travelers. Only you, as the employee, should access NRTP to check in yourself and your registered travelers for a flight.

JetAway and Mobi.aa.com

JetAway and Mobi.aa.com are mobile web-enabled tools available for your use. You will need to log in with your American ID and password to:

- Access all the trips you have scheduled through or imported to NRTP
- Check in for American or American Eagle flights listed in your "My Trips"
- View the priority list
- Create flight-status notifications for gate and time updates
- Email a priority verification card or boarding pass
- View gate and time information
- Cancel a trip

If you have bags to check, you may use remote/online check-in. When you get to the airport, check your bags using a self-service kiosk or curbside check-in.

Be sure to allow enough time at the airport to check your bags. Some airports cut off acceptance of checked baggage at 45 minutes prior to departure.

Self-service kiosk

Kiosks are available for use by employees and eligible travelers at most airports and some work locations. Once you have flight listed for your trip, go to any kiosk and swipe a major credit card or a debit card and swipe your passport or enter your record locator, and follow the on-screen prompts. The credit card is used solely for purposes of name verification.

In most airports, the cutoff time to check in using a kiosk is 30 minutes before flight departure, but it can range up to 60 minutes before flight departure in some airports.

The kiosk may not check you in for international segments to countries that require more than a valid passport or even for domestic segments that are connecting to an international flight to one of these countries. You must physically see an agent at the ticket counter to have your international documentation (e.g., passports, visa) checked. This must be done at the originating city.

Ticket counter

Ticket-counter check-in is permitted only at the originating city. You must check in in person when traveling to/from/through a country that requires more than a valid passport. Have your government-issued photo ID and any other required travel documents available to give to the ticket counter agent.

First and Business class check-in positions at the ticket counter are for revenue customers. Travelers may use Main Cabin check-in positions, even if you are listed in First or Business class. Non-revenue travelers will need to check-in with an agent if you desire an alternate flight other than your original listing.

Gate procedures

Please arrive at the gate early due to the following airport operational procedures:

- Prereserved seats may be released 30 minutes before departure to accommodate other confirmed passengers.
 - Confirmed reservations may be canceled 15 minutes prior to departure to accommodate Standby passengers.
 - Jet bridge doors close 10 minutes prior to departure; American Eagle operations may close their doors up to 15 minutes prior to departure.
 - At the airport, remain clear of the gate area until you are called by name to receive a boarding pass. When given a boarding pass, board as soon as directed and take your assigned seat. Do not ask other passengers to move to improve your seating. If asked to change your seat, change your cabin, or deplane, do so quickly and quietly.
 - If you cannot be accommodated on your desired flight, you will be transferred (if you are present) to the priority list of the next scheduled flight and will maintain priority within the same classification based on your original check-in time.
- In some high-frequency markets, operational requirements may govern that you are rolled over to flights in one-hour increments only (e.g., between DFW and ORD).
 - Refusing a seat assignment to take an alternate flight for a more desirable seat or higher class of service is permitted on domestic flights only, whether you have checked bags or not. See the Baggage section for specific limitations for international travel.
 - On flights of five hours or more when there are insufficient meals in the premium class, you and/or your eligible travelers may be accommodated but not offered a premium-service meal. This also applies to travel in Main Cabin on flights offering International Flagship Service. Regardless of whether you receive a meal, normal service charges will apply for the cabin in which you are accommodated. It is important you advise your travelers not to request a meal on board if not offered.

Check-in policies:

- You may check in for travel as early as 24 hours before departure.
 - For domestic travel, you may not check in later than one hour before the flight's scheduled departure time on NRTP or mobile applications.
 - For international travel, you may not check in later than two hours before the scheduled departure time on NRTP or mobile applications.
- Once you have checked in and are on the airport list, you may only change your boarding priority by cancelling your original listing and creating a new PNR, thus receiving a new check-in time. Do not ask airport personnel to change your boarding priority.
- You and your travelers may only be listed and checked in for one flight from the same departure city on the same day.
- If you and your travelers do not intend to travel on a specific flight, you may not check in for that flight in order to be rolled to a later flight for the purpose of obtaining an earlier check-in time. All parties in your group must be present at the gate for the original flight to be rolled over to the next flight.

Child and UMNR travel

Ticketing and service charge requirements

- Children two years old and above are required to be registered travelers, flight listed, pay service charges and have a seat. They may not travel as a lap child.
- Children less than two years old – The Federal Aviation Administration (FAA) requires all passengers traveling with infants to have the infant's name and age recorded on the passenger manifest. All pass travelers traveling with infants must see an airport agent to ensure the proper documentation is recorded.
 - May travel occupying a seat or as a lap child. If traveling with a seat, they must be added to your traveler list and applicable non-rev charges will apply if applicable.
 - If traveling as a lap child, they do not need to be added to your traveler list. Per FAA regulations, you are allowed one lap child per traveler.
 - If more than one child/infant less than two years old is accompanying one pass traveler, each additional child must be added to your registered traveler list. They must be flight listed and assigned a seat. Standard service charges will apply.
 - If traveling to any non-U.S. destinations, lap children/infants younger than two years old are required to be flight listed. A passport may be required for children. You are responsible for providing proper international documents.

Unaccompanied children

- Children ages 5-14 traveling alone will be required to use the Unaccompanied Minor (UMNR) service. The UMNR fee is waived for pass travelers and UMNR traveling on an AA20 and AAdvantage employee-discount award ticket. Although not required, UMNR service is available for children ages 15–17.
- Upon arrival at the originating airport, the adult responsible for the UMNR must complete paperwork obtained from an agent at the ticket counter and escort the child to the gate. The designated contact at the destination airport must obtain a priority verification card from an agent at

the ticket counter, and will be allowed entry to the gate to pick up the UMNR upon arrival.

- UMNR travel systemwide, including all flights on American and American Eagle:
 - Under 5 years of age not allowed
 - 5 to 7 years – accepted on nonstop flights only
 - 8 to 14 years – accepted on nonstop, direct and connecting flights through Hub cities only: CLT, DCA, DFW, JFK, LAX, LGA, MIA, ORD, PHL and PHX
 - UMNRs ages 8 through 14 are discouraged from traveling alone on connecting itineraries due to the possibility of being removed en route to accommodate revenue passengers.
- UMNRs are not accepted from any domestic or international city that includes the last scheduled flight out of the final connection city, unless it is the only flight of the day. The final acceptance of UMNR will be at the discretion of the manager or lead agent on duty at the origin city.
- Flight listings and check-in may be completed via the Non-Rev Travel Planner (NRTP).

International travel

When traveling to non-U.S. destinations, including the U.S. Virgin Islands and Puerto Rico, you must have complete passport (passport number, issuing country, expiration date and nationality) and personal contact information in the PNR. The Non-Rev Travel Planner automatically displays the applicable fields for you to populate for each traveler. In addition, all non-revenue travelers, including children, are required to have appropriate travel documentation, including passports, visas, etc. to enter and return, connect or travel through another country.

For information on specific documents required for travel to another country, visit the Non-Rev Travel Planner. From the top menu bar in the Plan a Trip! page, select "Flight information" and then select "International travel" or contact the consulate for the destination country.

Some countries require your passport be valid for six months or more from the date of travel. Space available travelers, including Industry Discount (ID) travelers on Other Airlines (OAL), are not eligible to transit (TWOV) any country without proper documentation for the transit country. For example, a passenger traveling San Francisco to Manila, Philippines, on a flight that makes a stop in Seoul, Korea, must have the proper documentation for entering both Korea and the Philippines.

If you and/or your eligible travelers do not obtain and carry the documentation required for international travel, it can result in denied boarding, as well as substantial fines for the company and in some cases, to you and your eligible travelers.

When flying on non-U.S. routes, it is best that you flight list for round-trip travel and carry a copy of your itinerary. Print a copy from the Non-Rev Travel Planner. Immigration officers outside your home country may ask to see your itinerary, which provides proof of intent to depart the country within allowable time limits. This requirement applies to both personal and business travel.

You and your eligible travelers must observe warnings posted on the U.S. State Department's travel warnings.

Electronic system travel authorization (ESTA)

International travelers who are seeking to travel to the U.S. under the Visa Waiver Program (VWP)

are subject to enhanced security requirements. All eligible travelers must apply for authorization under the Electronic System for Travel Authorization, also referred to as "ESTA," which is an automated online application used by U.S. Customs and Border Protection (CBP) to determine if travelers can enter the United States. VWP travelers will be required to visit the ESTA website (at <https://esta.cbp.dhs.gov/>) prior to departure to provide specific traveler information before their flight. The online process is in addition to current immigration requirements. Non-revenue travelers from VWP countries will also need to complete the application.

ESTA pertains to anyone who is a national of VWP countries who plans to travel to or through the U.S.

Travelers who need to complete the application:

- May visit the ESTA website for details and to access the online application (current recommendation is to complete the application at least 72 hours prior to departure).
- Will provide passport information, details about their travel plans and answer a few questions.
- Will receive real-time notification whether travel to the U.S. has been authorized, not authorized, or if authorization is pending.
- Pay a \$14 application fee, payable with a credit card online via the ESTA website.
- Receive all applicable information regarding ESTA

Baggage, hazardous materials and pets

Baggage

Non-revenue travelers receive the same carry-on baggage allowances, including the number and size, allowed for revenue passengers. You may have one carry-on item, and one personal item. Personal items include a purse, briefcase, laptop, small backpack or other similar items. Carry-on baggage must fit in an overhead compartment or under a seat. The maximum weight/size is 40 lbs. and 45 inches (length + width + height).

For checked bags, non-revenue passengers may check two bags per person free of charge on all domestic flights. This includes flights purchased using the AA20 discount and AAdvantage employee promotion award tickets. Strollers and car seats are exempt from excess baggage fees and do not count toward your allowable total.

The checked baggage allowance for domestic flights and most* international flights is two checked bags:

- The maximum size is 50 lbs. and 62 inches (length + width + height).
- If you exceed the free baggage allowance, you will need to pay the same excess baggage charges our revenue customers pay for any bags above the free allowance, overweight or oversized.
- Checked bag charges, excess and overweight/oversize baggage charges will not apply to employees traveling on company business or emergency travel.
- Oversized/overweight sports equipment and electronics are not considered an exception for company business, so normal charges apply. They are considered an exception for employees who are relocating and will not be charged.
- During busy seasons, American does place limitations on checked baggage and boxes to various international locations. See aa.com for a comprehensive list.

Due to security restrictions that apply for international/non-U.S. destinations, it is necessary for you to travel on the same flights as your checked baggage. For this reason, once you and/or your pass travelers are placed on the priority list, you must be willing to accept any seat assignment when accommodated. Refusing a seat assignment

for a more desirable seat or a higher class of service on another flight is not permitted, as it will require your bags to be removed from the flight and can result in a possible delay of the flight. If you have no checked bags, only carry-on, you will be allowed to refuse a seat assignment on an international flight. Information on baggage allowances and specific fees for your routing can be found online at aa.com.

Both space-available and positive-space travelers are covered under the Baggage Liability and Claims Policy.

Positive space business travelers

Should you have issues with your positive space checked baggage; the company will pay for all types of claims and deliveries. To initiate the process, you'll need to file mishandling claims at the airport and continue to submit claims to Central Baggage for tracing and compensation.

Space available travelers

Should you have issues with your space available checked baggage, the company will pay for certain types of claims, including:

- Loss
- Damage to bag and contents

Space-available customers will not be compensated for interim expense claims or those incurred due to a delay in baggage (such as purchasing replacement items).

If your checked bag is mishandled, you'll file mishandling claims at the airport. As a non-rev customer, you will need to pay for delivery of your bags or pick them up from the airport. You may submit claims to Central Baggage for tracing.

Hazardous materials and dangerous goods

Many common items can be very dangerous in flight. Temperature and pressure changes can cause leaks, toxic fumes or fires. View a complete list of prohibited items at www.faa.gov. Items listed as restricted will be confiscated by the TSA. The TSA will allow duty-free liquids through the security checkpoint in carry-on baggage, if properly packaged in a security tamper-evident bag (STEB).

You must declare any dangerous goods to the airline. Failure to do so violates U.S. Federal Law. Violators may be subject to a maximum penalty of five years' imprisonment and a fine of \$250,000 or more (49 U.S.C. 5124).

When you are flight listing or checking in for a trip via NRTP, or checking in on [Mobi.aa.com](https://mobi.aa.com) or the JetAway app, you'll need to accept a dangerous goods acknowledgement that will appear as a pop-up message during the process. For guest travelers, the email feature that you use to send the guest's flight information or boarding pass provides the required hazardous materials notice. When checking in for a flight, please allow sufficient time to accept the dangerous goods acknowledgement.

For more information about acceptance of items for travel and baggage restrictions and embargoes, see Restricted Articles located on aa.com.

Traveling with pets

Employees, retirees, eligible travelers and designated parents traveling non-revenue, on an AA20 ticket, or AAdvantage employee-discounted mileage awards may carry a pet in the cabin at no charge. The pet must be in an approved pet carrier. If you check your pet, you will be charged

the applicable checked-pet fee. See aa.com for checked-pet fees and procedures. Cabin pets are not allowed for crew members flying jumpseat.

Guest travelers (D3) and OAL non-revenue space-available travelers may not travel with a pet unless the pet is a service animal (e.g., seeing assist, hearing assist, etc.).

Pets for eligible space-available travelers are accepted on a first-come, first-served basis, subject to the pet capacity of the aircraft. Pets belonging to revenue passengers have priority over non-rev pets.

If you are traveling non-revenue, do not flight list your pet prior to arrival at the airport for check-in; instead, you must see an airport agent once you arrive at the airport. The agent will facilitate the flight listing for the pet, if applicable.

If you are traveling AA20, using an AAdvantage employee-discounted mileage award ticket or an A pass traveler with confirmed space, you should book a pet PNR in advance to ensure your pet is included in the count. You may contact 1-888-WE-FLY-AA (1-888-933-5922) for assistance with the pet PNR.

More information, including applicable fees, can be found on aa.com.

Other travel options

AA20

The company offers a 20 percent discount off published fares displayed on aa.com for positive space travel on American and American Eagle flights.

When you use an AA20 ticket, a confirmed reservation is created and you are considered a revenue passenger. This means that you are subject to all requirements and restrictions applicable to the fare purchased, including ticket-change fees. While you are liable for any excess baggage charges, as an employee or retiree, you and your eligible travelers are exempt from the first and second checked-bag fees.

You are also eligible for all services and amenities provided to revenue passengers. The non-revenue dress guidelines do not apply to AA20 travel.

Eligibility

AA20 travel is valid, without limit, for you and the following pass travelers:

- Your spouse or domestic partner (DP) or registered companion (RC)
- Your qualified children up to age 24
- Your designated parents

Check the eligibility charts for complete information. In all cases, the traveler must be registered before an AA20 ticket will be issued, even if he or she will not be using non-revenue D2 privileges.

Booking and purchasing

If you're booking travel more than seven days out:

- Log on to aa.com to select your itinerary and place your flight(s) on a "24-hour Hold." DO NOT purchase your ticket through aa.com; and then,
- Call 1-888-WE-FLY-AA (1-888-933-5922) within 24 hours to complete the purchase. Follow the prompts to reach a representative to assist you.

If you're booking travel within seven days:

- Determine the itinerary you want and call 1-888-WE-FLY-AA (1-888-933-5922) for booking, pricing and purchasing assistance.

All AA20 discount pricing and ticketing must be done through either 1-888-WE-FLY-AA(option 4),

or by an Airport or Travel Center agent. It is preferred that employees purchase their tickets through 1-888-WE-FLY-AA in lieu of ticketing at an Airport or Travel Center. Advise the representative that you are an employee or retiree of the company and would like to purchase an AA20 ticket. Once validated and priced, an electronic ticket will be issued and an itinerary and receipt will be sent.

Appropriate charges will be assessed for paid upgrades requested on AA20 tickets and will be handled the same as those of revenue customers using upgrade certificates. AAdvantage upgrade requests are permitted and appropriate AAdvantage policies and charges apply.

AAdvantage Employee Award promotion

The AAdvantage program offers active employees, their spouse, domestic partner, or registered companion and qualified children an employee awards promotion (EMP) to use 20 percent fewer miles than normal MileSAAver and AAnytime awards. Not all AAdvantage awards are eligible for the discount. An EMP equivalent was not created for a mileage upgrade, All Partner, reduced mileage (RMA) and specific regional MileSAAver/AAnytime awards.

When you use an EMP, a confirmed reservation is created and you are considered a revenue passenger. This means that you are subject to all requirements and restrictions applicable to the mileage awards, and while you are liable for any excess baggage charges, as an employee or retiree, you and your eligible travelers are exempt from the first and second checked-bag fees. You are also eligible for all services and amenities provided to revenue passengers. The non-revenue dress guidelines do not apply to travel using an AAdvantage employee award promotion.

Eligibility

An EMP is valid, without limit, for active employees and the following pass travelers:

- Your spouse or domestic partner (DP) or registered companion (RC)
- Your qualified children up to age 24
- Your designated parents

Check the eligibility charts for complete information. In all cases, the traveler must be registered before an AAdvantage employee promotion ticket will be issued, even if he or she will not be using non-revenue D2 privileges.

Booking and purchasing

Contact the AAdvantage Department at 1-800-882-8880 and provide your AA ID and your AAdvantage account number.

- AAdvantage member is responsible for paying all applicable taxes, charges and upgrade co-pays:
- Res Service Charge is waived on EMP award-eligible itineraries
- Award charges, reinstatement charges, ticket-change charges are waived for awards claimed from an Active AA Employee account, AA20/ D1-eligible account (Spouse/Domestic Partner/Registered Companion/Eligible Dependents) and Retiree account, including awards issued in someone else's name
- The credit card used must be in the name of the AAdvantage member unless the member is the customer.

Guidelines for AA20 and AAdvantage award promotion

Employees are NOT permitted to price (PQ), issue or reissue revenue or discounted tickets for themselves, friends, family or acquaintances regardless of whether they are on the employee's traveler list or not. This includes full-fare tickets, AA20, ID/ZED or AAdvantage award tickets. Employees must seek the assistance of another agent/supervisor to price/issue or change an itinerary for themselves and/or friends, family or acquaintances.

All services and amenities apply, including:

- Prereserved seats
- Purchase of Preferred Seats
- Special meals
- AAdvantage® mileage credit
- Reservations and Airport Ticket Office ticketing fees waived
- Denied boarding compensation

Travel refunds and ticket changes

All AA20 and ticket-refund requests for full refundable tickets should be made via the refunds page on aa.com.

If you purchased a nonrefundable restricted-fare ticket, you are subject to all applicable rules, change fees and the fare difference for itinerary changes (e.g., changes to origin or destination city, date/time changes, etc.). Contact 1-888-WE-FLY-AA (1-888-933-5922) for changes. Reinstatement and Award Charges do not apply for awards claimed from an AA employee/retiree, spouse, domestic partner, registered companion and qualified children account. Contact 1-800-882-8880 for assistance.

Travel on other airlines (OAL)

American has negotiated reciprocal reduced-rate agreements with other airlines (OAL). These agreements are intended to extend travel opportunities to parts of the world not served by American and, like travel on American, are provided to employees and retirees as a privilege. Personal travel privileges are summarized in the OAL Discount Travel Chart on your company's travel page. The airlines in the chart have been divided by geographic region, based on the airline's "home" operating area. Be sure to first familiarize yourself with the interline travel program policies outlined here.

American's agreements offer flat-rate service charges based on the nonstop mileage of each ticketed segment. These are referred to as Zonal Employee Discount (ZED) and are available for unlimited travel by:

- An employee or retiree;
- Their spouse or domestic Partner (DP); and
- Qualified children (D2 eligible) up to age 24
 - **Note:** Children under age 16 must travel with an adult with the same ticket type.
- Parents (on most airlines)
- Registered companion (RC) of the employee or retiree is eligible for limited travel on our **oneworld** alliance partners only

Guidelines for travel (such as eligibility, dress code, flight listing requirements and embargo periods) vary from carrier to carrier. Before you travel on another airline, please be sure to check the requirements for travel on the intended airline on the ID Agreements page of myIDTravel and at www.flyzed.info. When traveling on a reduced-rate ticket, employees and their eligible travelers must adhere to the same rules of conduct and dress code as specified for travel on American, unless otherwise noted by that other airline.

Ticket purchase

ZED tickets may be purchased using the myIDTravel website. Tickets will be issued electronically and must be paid for with a credit card. (Note that a fee will be assessed by myIDTravel for each coupon issued.)

Employees in the following countries without access to a credit card (bank or prepaid) may submit a ZED Ticket Request Form to have their tickets set up for cash payment: Antigua, Barbuda, Argentina, Bahamas, Belize, Bolivia, Cayman Islands, Haiti, Netherland Antilles, St. Kitts and Nevis and Venezuela.

Ticket refunds

Refund requests must be submitted through the myIDTravel website within one (1) year of the date of purchase. Here are some things to remember:

- Wholly unused tickets will be refunded in full (fare + tax + myIDTravel fee).
- Partially used tickets will take slightly longer to process; the refund will include the fare and applicable taxes of any unused coupons but not the myIDTravel fee.

If the ticket is issued by American (ticket number beginning with 001), American's refund policies will apply. If the ticket is issued by the transporting airline (ticket number not beginning with 001), that airline's refund policies will apply.

Travel on codeshare flights

Codeshare is defined as an agreement between two airlines to place one airline's code on flights operated by the other airline. The carrier placing its code on the other airline's flight is referred to as the marketing carrier; the airline actually operating the flight is referred to as the operating carrier.

The myIDTravel website will provide flight schedules and availability on eligible flights only, so while you may see a Delta flight between Mexico City/MEX and Guadalajara/GDL, it may not be selectable from the myIDTravel website because as a codeshare flight it's not eligible for ZED travel under the American/Delta agreement.

Business travel

Overview

We have established guidelines for business travel that balance the needs of our customers, yet still provide our employees the ability to plan ahead for business trips. While we cannot cover every situation where business travel is appropriate, some examples include travel to represent American in meetings, training, relocation and interviews for another position with the company.

Booking

Your business travel classification is listed on your travel profile. For those employees with an A10 or A11 classification, you are authorized to self-book business travel using NRTP. On the Plan a Trip! page of NRTP, select the confirmed booking radio button and then research and select flights. Complete the Who's Flying page with traveler details and your travel classification to complete the reservation.

If your classification is A12, you do not have the ability to self-authorize your own company business travel, and your manager will need to book for you. Your reservation must be booked through Qik or native Sabre and requires authorization from your manager.

Business Travel Classification	Inventory	Booking window
A10, A11, A12	E (Economy)	Up to 60 days prior to departure

Because every seat saved is potentially lost revenue, please only hold one confirmed seat on your flight at a time. If your travel plans change, don't forget to cancel your bookings and avoid booking duplicate space so that you open up space for your coworkers and our customers.

Spouse, domestic partner or registered companion

On occasion, your leadership team may invite your spouse, domestic partner (DP) or registered companion (RC) to attend a company-sponsored event. With your managing director's approval and where your managing director has agreed to pay for their expenses, company business travel may be booked using your same business travel classification. In all cases, travel must be booked by your manager via Qik or native Sabre.

Combining business and personal travel

You can use your business classification to travel to a city on a company business trip up to seven days before the business will be conducted and/or return from a business destination up to seven days after the business assignment has been completed.

If you need to start or end your business trip in a city other than your base city, personal travel applies. In general, if the distance between the city from which you will be traveling to the city in which the business will be conducted is similar, you may use your business travel classification. Side trips or stopovers are considered personal travel.

New and returning employees

Business travel may be authorized using the exception process for new hires and employees returning from furlough or leave of absence. New and returning employees will not have an active travel profile until after their Payroll Transaction Record (PTR) has been fully processed.

Until the travel profile is fully active, business travel may be requested via [Contact Employee Travel](#) link.

We request that you submit the form at least three days prior to travel. Requests are processed by HDQ on weekdays between 9:00 a.m.–5:00 p.m. Central Standard Time, excluding company holidays. The requestor will receive a booking confirmation that will include the itinerary and record locator. The confirmation email will contain instructions for ticket changes.

Charges for government taxes or fees may be reallocated back to the Hiring/Employing Department.

Job applicants

Business travel can be authorized for external job applicants through the standard business travel request process (e.g., Talent Services, the department's own recruitment team). All other departments must request business travel for their external candidates via [Contact Employee Travel](#).

Contractors and consultants

Contractors and consultants must always travel on Travel Authorization Certificate (TAC) tickets. This includes former employees or retirees who are conducting special assignments with the company. Contact Tac.administrator@aa.com for additional assistance.

Emergency/bereavement travel

Overview

In the event of emergency involving family members, the company, in an effort to help you through this difficult time, offers an emergency/bereavement travel pass on American and American Eagle flights listed in N RTP.

Emergency/bereavement travel is offered to you and certain members of your family when a personal emergency involving death or imminent death due to a life-threatening illness or injury of certain relatives occurs. Every effort will be made to confirm you and your eligible travelers on an eligible flight due to the personal situation.

Emergency/bereavement travel is not intended for nonemergency situations such as planned surgeries or planned medical procedures, even if they may be considered life-threatening.

Emergency/bereavement travel is also not intended for ongoing trips to care for an ill or injured relative. As listed in "when to use," you may request a second emergency/bereavement travel pass in the unfortunate event the illness or injury results in the death of your relative.

If the personal emergency involves the death of certain members of your family and you must travel, emergency travel can be booked up to 30 days after the death, funeral or memorial service, but should be booked at the same time as the originating flight if at all possible to keep the PNR active. We ask that all emergency travel be completed within 30 days of the event. En-route elective stopovers are not permitted.

Who may travel?

In addition to you, family members who can travel as confirmed include:

- Your spouse or DP or RC
- Your children or stepchildren
(including children or stepchildren of your spouse/DP)
- Your parents/stepparents/parents-in-law
(parents of spouse/DP)
- Your sister/step sister/sister-in-law
- Your brother/stepbrother/brother-in-law
- Your grandparents
(including those of our spouse/DP)
- Your grandchildren
(including those of your spouse/DP)

When to use

Emergency/bereavement travel is valid when a life-threatening illness, injury or death occurs to the employee or retiree or to a relative of the employee/retiree as listed below:

- Your spouse (surviving spouse) or DP or RC
- Your children or stepchildren (including children or stepchildren of your spouse/DP)
- Your parents/stepparents/parents-in-law
(parents of spouse/DP)
- Your sister/step sister/sister-in-law
- Your brother/stepbrother/brother-in-law
- Your grandparents
(including those of our spouse/DP)
- Your grandchildren
(including those of your spouse/DP)

Who to contact for assistance

Employees must contact their manager for authorization and to book travel. Employees and employees on a leave of absence (LOA) must contact their management team to verify if they qualify for travel and for assistance booking their flights.

Retirees may call 1-888 WE-FLY-AA (1-888-933-5922) or if you are outside of the U.S., you may call the local reservations number. Be prepared with desired flight details, names, dates of birth and relationships of travelers for whom emergency/bereavement travel has been authorized. You will also need to provide the nature of the emergency. If you are involved in the emergency, your spouse or DP, other family member or RC may call.

A passenger name record (PNR) will be created with an authorization for emergency travel. A copy of your PNR will be sent to your manager. You must notify your manager as soon as possible that emergency or bereavement travel has been authorized for you and any eligible travelers.

Service charges

Service charges do not apply for emergency pass travel for the qualified travelers listed above and guest passes will not be deducted from your pass bank. If travel is completed by anyone other than those listed in the "Who may travel" section, the applicable number of guest passes will be deducted and guest travel service charges will apply.

Shipment of human remains

We understand how painful losing a loved one is and we want to respect the wishes of travelers and employees who wish to carry or transport crematory remains as part of their carry-on luggage.

Employees, retirees or eligible family members are allowed to carry on a crematory container provided Transportation Security Administration (TSA) screening and the laws of the country of destination (if applicable) can be met. This does apply to international employees; however, charges are only waived on American's portion of the transport in cases where interline travel is required.

The company also provides confirmed space for the shipment of an employee's, retiree's or eligible family member's remains between cities on the American Airlines system. At this time, American Eagle is unable to accommodate the shipment of remains. For additional information, you may contact TLC@aa.com.

You will need to contact the funeral home or mortuary to make the arrangements. They will need your employee number, station/branch and your relation to the deceased. The funeral home will contact our Cargo Department to make the arrangements.

Any additional charges will be the responsibility of the next-of-kin or estate. The company is unable to secure courtesy shipment of remains on other airlines.

Eligible family members of employees include:

- Spouse or domestic partner
- Children, stepchildren (dependent and nondependent)
- Sister, stepsister
- Brother, stepbrother
- Father, stepfather, father-in-law
- Mother, stepmother, mother-in-law
- Other relatives who are permanent members of the employee's household

Travel while absent or on leave of absence (LOA)

Overview

Our travel while absent policy provides different travel allowances for different types of leaves with the ultimate goal of providing a program that is fair to our employees and makes good business sense.

Of course, we'll always make exceptions to this policy to allow for employees to travel where it's needed. If you need to travel during these types of leaves, talk to your manager and we'll make sure you're taken care of.

Block leaves covered by Family Medical Leave (FML), Military Leave and Maternity, Paternity and Adoption Leaves

If you are out on block FML (for yourself or an eligible family member), Military leave or Maternity, Paternity and Adoption leaves, you, your eligible dependents and guest travelers will continue to have travel privileges on American, as well as travel on other airlines through our ZED agreements (booked through myIDTravel). When traveling on American, you and your dependents will board at D2, the same as active employees.

Travel privileges for your parents (D2P) and guest travelers (D3) will continue for the duration of your leave of absence.

Block leaves not covered by FMLA – Medical/Sick Leave, Injury on Duty (IOD), Long-term Disability and Personal Leave

If you are out on any other type of leave for medical, injury or personal reasons (including personal leave), your travel will be discontinued effective the first day of your paid or unpaid leave of absence for the duration of your leave. However, you will maintain online travel privileges for your eligible dependents, parents and guest travelers.

Other absences

If you are unable to report for work as scheduled due to illness or any other reason, including intermittent family leave for yourself or to care for an eligible family member, are on an unauthorized absence, or withheld from service and remain on payroll (paid or unpaid), your travel privileges will be discontinued. However, you will maintain travel privileges for your eligible dependents, parents and guest travelers.

Travel standards

Travel is a unique and special privilege we offer to you, your eligible travelers and your guests. As with any privilege, it's important everyone follow the standards and expectations outlined below. Our revenue customers always come first. Be sure you, your eligible travelers and your guests observe the highest standards of courtesy and conduct toward everyone with whom you come in contact. Our employees working the flights are extremely busy serving our customers so it's important to cooperate fully with instructions and decisions given to you by employees on duty. As the sponsoring employee or retiree, we look to you to ensure your guests are ready to travel and understand our expectations. Ultimately, employees and retirees will be held accountable for the actions of anyone traveling on their travel privileges.

General rules of conduct

- Travel passes may not be sold, purchased, donated, bartered or exchanged for goods or services.
- Employees, retirees, eligible travelers and guests may only use travel privileges for personal pleasure travel. Personal travel privileges may not be used for any kind of business-related travel.
 - Employees traveling to attend required training for the military reserves may use their personal travel privileges (Note: employees may be asked to provide a copy of their military reserve orders).
 - Employees may use personal travel for personal charitable efforts, as long as no compensation and no personal benefit is received.
- Employees, retirees, eligible travelers and guests may not enter the secured area of airport terminals through employee portals or entrances with the intention of traveling unless they are a working crew member. SIDA (Security Identification Display Areas) access may be permanently revoked by TSA. All travelers must go through TSA screening prior to boarding a flight.
- Employees, retirees, eligible travelers and guests must not accept denied boarding compensation and/or re-accommodation while traveling on a non-rev space-available pass.
- Employees, retirees, eligible travelers and guests who have purchased a revenue ticket for a flight are not allowed to also list as a non-revenue pass traveler on that flight or any other flights with that same routing within 24 hours from the departure time of the flight a revenue ticket has been purchased.
- Falsifying or manipulating travel records is prohibited; examples of such conduct include creating fake PNRs, booking non-revenue travel for an ineligible traveler or using more guest passes or vacation passes than allotted.
- Travelers who feel they have been treated improperly should report all complaints, concerns and/or problems they experienced to employee.travel@aa.com. Our Customer Relations and social media teams are busy supporting our revenue customers. For that reason, it's important all non-rev travel issues be reported through the email address above.

Dress guidelines while traveling

American's goal on every flight is to provide our customers with a comfortable, safe travel experience. When we travel with our families and friends for leisure, our behavior should enhance the travel experience for everyone, and our attire should never be a distraction.

American has a casual dress code so that our team members and their guests can enjoy a relaxing journey, just like our customers. In general, if attire is appropriate and in good taste for our revenue customers, then it is acceptable for us as well. When traveling to represent American, business or business casual clothing is encouraged. Jumpseat riders should consult their operating department, Flight Manual or their manager for dress guidelines.

Our airport agents and flight attendants are focused on taking care of our customers, not policing the dress code. Still, if what you are wearing is on the "Never Appropriate" list, we may deny boarding to you and/or your guest travelers.

Always Appropriate:

- Clothing that is clean and neat

Never Appropriate:

- Torn, dirty or frayed clothing
- Clothing that is distracting or offensive to others, for example, clothing that is overly revealing (such as extreme miniskirts, halter and bra tops, sheer or see-through clothing), swimwear or sleepwear
- Clothing that is vulgar or violates community standards of decency is never appropriate, including items that have words, terms or pictures that may be offensive to customers and other team members
- Bare feet

First and Business Class:

To ensure an outstanding travel experience for our premium customers, the following items are not acceptable in First or Business class:

- Shorts
- Beach footwear (such as flip-flops and Croc-style shoes)
- Jogging suits, athletic gear, baseball-style caps (of course, it is acceptable to change into a jogging suit or similar attire during long-haul international flights)
- Any item in the Never Appropriate list

Dress Guidelines for Travel on Other Airlines

American's dress code generally applies. You may also refer to the carrier-specific reference files found in at www.flyzed.info. Make sure you verify the dress requirements of the OAL when you travel using a Zonal Employee Discount (ZED) ticket or a Company Business Pass.

Travel Tools

Tool	Contact	Definition
NRTP (Non-Revenue Travel Planner)	Access via Jetnet, Retirees.aa.com , aa.com/regionalretirees or Envoy/Piedmont/PSA employee websites.	Used for non-revenue travel planning on American and American Eagle, including flight listing, flight check-in, viewing priority lists, checking gates/times and estimating applicable service charges. May also be used to book business travel (must have the ability to self-authorize business travel).
Mobi.aa.com website	Open a web browser on your mobile device. Type in mobi.aa.com .	An American website that provides non-rev travel features from any Internet-enabled mobile device. Requires your American ID and password.
JetAway App	Instructions can be found on the travel page of Jetnet, retirees.aa.com , aa.com/regionalretirees and Piedmont/PSA employee websites.	A mobile app that provides non-rev travel features from any Internet-enabled device. This app requires your American ID and password.
myIDTravel	Access via Jetnet, Retirees.aa.com , aa.com/regionalretirees or Piedmont/PSA employee websites.	Used for ZED ticketing transactions for travel on other airlines, including checking flight loads, flight listing, ticketing, refunds and agreement details. You must have a minimum of six (6) months of continuous service to be eligible to access the myIDTravel site.
Global Entry	https://goes-app.cbp.dhs.gov/main/goes	Known Traveler Number (KTN) is a TSA-designated number to allow low-risk travelers the TSA Pre-check option.