

Alternative Uniform FAQs

Q: Can I order the Alternative Uniform even if I have not experienced a suspected reaction?

A: Yes. Anyone who is concerned about wearing the current collection may order the Alternative Uniform.

Please be aware that when Flight Attendants place an order through the Aramark website, the order form will include a statement that “this order serves as your acknowledgement that you have experienced issues with” the current uniform. But the Company has confirmed that the Alternative Uniform is available to all Flight Attendants who have experienced a reaction or don’t feel comfortable wearing the current collection.

Q: Can I continue wearing my legacy uniform or self-purchased gray uniform?

A: For now, yes, but once all orders for the Alternative Uniform have been delivered Flight Attendants will be required to be in either the Twin Hill or Aramark collection.

Q: Can I order even if I have not filed an IOD or a reaction report?

A: Yes. This option is available to all Flight Attendants.

Q: How long do I have to place my order?

A: The deadline for submitting an order is May 21, 2017.

Q: I am on probation. May I order the Alternative Uniform?

A: Yes. The Alternative Uniform is available to all Flight Attendants, including those on probation.

Q: Will Uniform Dollars be deducted from my account if I place an order?

A: No. The Company will provide the core garments at no cost to the Flight Attendant.

Q: I received my confirmation email and it looks like an invoice. Do I have to pay it?

A: No. Although the confirmation email has a dollar amount, those expenses will be paid by American. There is no charge to the Flight Attendant.

Q: When can I expect to receive my order?

A: Orders will be processed with current stock. Once the current stock has been sent out, backorders could take up to six months to be filled.

Q: Do I need to return my Twin Hill uniform?

A: No, you do not need to send back your current uniform.

Q: Is the sizing of the Aramark collection the same as the Twin Hill collection?

A: Not in all cases. Please refer to the [sizing guide](#) for more information.

Q: The order form refers to 12-inch braids. What are those?

A: The braids are the stripes on the uniform jacket. Once you receive the braids, take them, along with your jackets, to someone who can sew the braids onto the jackets. The Company will reimburse you for that service up to \$25.00.