

Coronavirus information – Schedule adjustments and customer flexibility

Updated Apr 5 at 8:00 p.m. CT.

Reducing American's New York schedule

In a letter to team members, [David Seymour](#), Senior Vice President, Operations, shared an update on American's plan to further reduce service to LGA and JFK, along with service to nearby Newark (EWR). [Read the full letter »](#)

Updated Apr 2 at 5:00 p.m. CT.

Summer 2020 schedule changes match reduced customer demand

Today we announced we're making further capacity cuts this summer to address record low customer demand. In short, we'll:

- Suspend more than 60% of international capacity for the peak summer travel season versus the same period last year.
- Delay the launch of new routes, including service from Philadelphia (PHL) to Casablanca (CMN), Chicago (ORD) to Krakow (KRK) and Seattle (SEA) to Bangalore (BLR) to 2021.
- Delay the launch of new winter seasonal service from Los Angeles (LAX) to Christchurch (CHC) and from Dallas-Fort Worth (DFW) to Auckland (AKL) to winter 2021.
- Suspend 25 total summer seasonal flights until summer 2021.

[Find out more »](#)

Updated Mar 30 at 5:45 p.m. CT.

American extends change fee waiver for tickets purchased through April 30

In an effort to provide customers additional flexibility in purchasing travel in light of concerns around the coronavirus (COVID-19), American has extended our offer to waive change fees for customers who purchase travel through April 30.

Customers will have even more flexibility since any ticket purchased through April 30 will not incur change fees prior to travel. The offer is available for any of American's published nonrefundable fares. Additional updates on existing travel alerts can be found on aa.com/travelalerts.

Updated Mar 25 at 12:30 p.m. CT.

American extends change fee waiver for tickets purchased through April 15

In an effort to provide customers additional flexibility in purchasing travel in light of concerns around coronavirus (COVID-19), American has extended our offer to waive change fees for customers who purchase travel through April 15.

Customers will have even more flexibility since any ticket purchased through April 15 will not incur change fees prior to travel. The offer is available for any of American's published nonrefundable fares. Additional updates on existing travel alerts can be found on aa.com/travelalerts.

Updated Mar 20 at 12:00 p.m. CT.

American extending change fee waivers for customers with travel plans through May

American is providing customers additional flexibility in light of concerns around coronavirus (COVID-19). American has extended its offer to waive change fees for customers who purchased tickets prior to March 1 for travel through May 31. The offer is available for any of American's fares and customers have until December 31 to rebook travel for future flights. Additional updates on existing travel alerts, including international travel waivers that are available for travel through May 31, can be found on aa.com/travelalerts.

- Any ticket purchased prior to March 1 will not incur change fees prior to travel. Customers must pay any fare difference, if applicable, at time of ticketing of the new fare.
 - This is available for any of American's fares for travel through May 31.
 - Customers are allowed to change their origin and destination cities as part of this offer.
 - The new ticket must be reissued on/before December 31 or 12 months from the original ticket date (whichever is earlier). Travel must also commence on/before December 31 or one year from original issue date -- whichever is sooner.
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Updated Mar 16 at 2:30 p.m. CT.

Update on schedule changes in response to customer demand related to COVID-19

American will implement a phased suspension of additional long-haul international flights from the United States starting on March 16. This suspension will last through May 6. International capacity will be reduced by 75% over the same period last year. This change is due to decreased customer demand in light of U.S. government travel restrictions related to coronavirus (COVID-19).

Beginning March 16, most international long-haul flights will be suspended. London (LHR) service will be suspended in phases between March 16 and March 23 to ensure our team members and customers can return home.

American will continue one flight daily from Dallas-Fort Worth (DFW) to LHR, one flight daily from Miami (MIA) to LHR and three flights per week from DFW to Tokyo (NRT). We will continue short-haul international flying -- including flights to Canada, Mexico, the Caribbean, Central America and certain markets in the northern rim of South America -- as scheduled.

In addition to the international changes, we anticipate domestic capacity in April will be reduced by 20% compared to last year and May's domestic capacity will be reduced by 30% on a year over year basis.

Updated Asia schedules:

Origin	Destination	Schedule change
DFW	Tokyo-Haneda (HND)	Delayed inaugural flight; moved to May
DFW	Hong Kong (HKG)	Suspended March 16 through July 1
LAX	Tokyo-Haneda (HND)	Suspended March 16 through May 6
LAX	Tokyo-Narita (NRT)	Suspended March 16 through May 6

Updated Australia schedules:

We previously announced our LAX-AKL seasonal service would be suspended from March 16; however, this has been further reviewed based on customer demand, and flights will operate through the remainder of the scheduled season which ends on March 28.

Origin	Destination	Schedule change
LAX	Sydney (SYD)	Final westbound flight will return to LAX on March 18; suspended through May 6

Updated Europe schedules:

Origin	Destination	Schedule change
BOS	London (LHR)	Delayed inaugural flight; moved to May

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CLT	London (LHR)	Final eastbound flight on March 15; final westbound flight on March 23; suspended through May 6
JFK	London (LHR)	Phased suspension gradually implemented between March 23; suspended through May 6
LAX	London (LHR)	Phased suspension gradually implemented between March 23; suspended through May 6
PHL	London (LHR)	Final eastbound flight on March 15; final westbound flight on March 23; suspended through May 6
PHX	London (LHR)	Final eastbound flight on March 15; final westbound flight on March 23; suspended through May 6
ORD	London (LHR)	Phased suspension gradually implemented between March 23; suspended through May 6

Updated Latin America and Caribbean schedules:

Origin	Destination	Schedule change
CLT	Aruba (AUA)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
CLT	Saint Maarten (SXM)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
DFW	Aruba (AUA)	Suspended through May 6
DFW	Bogota (BOG)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
DFW	São Paulo (GRU)	Will fly all legs as scheduled through end of day on March 16; suspended through June 3
DFW	Guatemala City (GUA)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
DFW	Guayaquil (GYE)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
DFW	El Salvador (SAL)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
DFW	Santiago (SCL)	Will fly all legs as scheduled through end of day on March 16; suspended through June 3
DFW	Quito (UIO)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
DFW	Lima (LIM)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
JFK	Georgetown (GEO)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
JFK	Rio de Janeiro (GIG)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
JFK	São Paulo (GRU)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6

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LAX	São Paulo (GRU)	Will fly all legs as scheduled through end of day on March 16; suspended through October 24
LGA	Aruba (AUA)	Suspended through May 6
MIA	Aruba (AUA)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
MIA	Barranquilla (BAQ)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
MIA	Bogota (BOG)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
MIA	Brasilia (BSB)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
MIA	Cali (CLO)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
MIA	Cartagena (CTG)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
MIA	Georgetown (GEO)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
MIA	Guatemala City (GUA)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
MIA	Guayaquil (GYE)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
MIA	Rio de Janeiro (GIG)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
MIA	Lima (LIM)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
MIA	Manaus (MAO)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
MIA	Medellin (MDE)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
MIA	Pereira (PEI)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
MIA	Quito (UIO)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
MIA	El Salvador (SAL)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
MIA	Saint Maarten (SXM)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
MIA	São Paulo (GRU)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
MIA	Santiago (SCL)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6

ORD	Aruba (AUA)	Suspended through May 6
PHL	Aruba (AUA)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
PHL	Saint Maarten (SXM)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6

Updated Mar 12 at 9:00 p.m. CT.

Update on schedule changes in response to customer demand related to COVID-19

Updated Europe schedules:

Origin	Destination	Schedule change	Expected resumption of service
CLT	Frankfurt (FRA)	Suspended March 13 through May 6	May 7
CLT	Munich (MUC)	Suspended March 13 through May 6	May 7
DFW	Rome (FCO)	Seasonal start delayed	May 7
DFW	FRA	Suspended March 19 through May 6	May 7
DFW	London (LHR)	Reduced from four daily flights to three	May 7
DFW	Madrid (MAD)	Suspended March 19 through May 6	May 7
DFW	Paris (CDG)	Suspended March 19 through May 6	May 7
JFK	Barcelona (BCN)	Suspended March 19 through May 6	May 7
JFK	FCO	Seasonal start delayed	May 7
JFK	London (LHR)	Reduced from four daily flights to three	May 7
JFK	MAD	Suspended March 19 through June 3	June 4
JFK	Milan (MXP)	Suspended through May 6	May 7

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JFK	CDG	Suspended March 19 through May 6	May 7
MIA	BCN	Suspended March 19 through May 6	May 7
MIA	CDG	Suspended March 19 through June 3	June 4
MIA	MAD	Suspended March 19 through May 6	May 7
MIA	MXP	Suspended through May 6	May 7
ORD	FCO	Seasonal start delayed	June 4
ORD	LHR	Reduced from four daily flights to three	May 7
PHL	Amsterdam (AMS)	Suspended March 13 through May 6	May 7
PHL	CDG	Suspended March 13 through May 6	May 7
PHL	FCO	Suspended through May 6	May 7
PHL	MAD	Suspended March 13 through May 6	May 7
PHL	Zurich (ZRH)	Suspended March 13 through May 6	May 7
RDU	LHR	Suspended March 19 through May 6	May 7

Updated South America schedules:

Origin	Destination	Schedule change	Expected resumption of service
DFW	Buenos Aires (EZE)	Suspended March 16 through June 3	June 4
DFW	Sao Paulo (GRU)	Suspended March 19 through June 3	June 4
DFW	Santiago (SCL)	Suspended March 19 through June 3	June 4
LAX	EZE	Suspended March 16 through October 24	October 25

LAX	GRU	Suspended March 19 through October 24	October 25
JFK	EZE	Suspended March 16 through June 3	June 4
MIA	EZE	Suspended March 16 through May 6	May 7
MIA	Cordoba, Argentina (COR)		Service discontinued

Updated Mar 10 at 4:30 p.m. CT.

Schedule changes in response to customer demand related to COVID-19

Today, we are announcing additional changes to adapt to our customers' plans, and strengthen our financial position on things within our control. Making these changes now, and continuing to adjust as needed, means American Airlines will emerge in a stronger competitive position than when we entered this period of uncertainty.

Here are some of the changes you'll see:

- Reducing international capacity for the summer peak by 10% versus the previous selling schedule, including a 55% reduction in trans-Pacific capacity.
- Reducing domestic capacity in April by 7.5% versus the current schedule.

New schedule changes include:

Asia

- Suspending service to mainland China and Hong Kong (HKG) from Los Angeles (LAX) through the summer.
- Suspending service to mainland China from Dallas-Fort Worth (DFW) through the summer.
- Suspending service to HKG from DFW through June. DFW-HKG will resume with a reduced schedule in July.
- Extending the suspension of service to Seoul, South Korea (ICN) from DFW into early May.
- Flights to Tokyo's Narita International Airport (NRT) and Haneda International Airport (HND) from LAX and DFW will be operated with smaller widebody aircraft beginning in May.

Europe

- Suspending service to Rome (FCO) from Philadelphia (PHL) effective immediately through the end of April.
- Extending the suspension of service to Milan (MXP), and suspending flights to FCO from Chicago (ORD) and Charlotte (CLT) through early summer.

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- Delaying the seasonal resumption of flights to Barcelona (BCN) from CLT and to Venice (VCE) from ORD to early June. Also delaying the seasonal resumption of flights to FCO from New York (JFK) and DFW through the end of April and suspending operation of our second daily flight to FCO from DFW for the summer.
- Reducing service to Paris (CDG) and Madrid (MAD) for parts of May and June.

South America

- Flights to Montevideo, Uruguay (MVD) from Miami (MIA) will become seasonal, with service ending in May and resuming in December.
- Flights to Santiago, Chile (SCL) from DFW will be suspended through April.

Domestic network

For April, we will reduce domestic capacity by 7.5% to match demand. We will decrease frequencies on markets with robust schedule patterns and will cancel routes where customers can be easily reaccommodated. Widebody aircraft will be redeployed on key domestic routes in our network, and we will also introduce new seasonal service between ORD and Honolulu (HNL) this summer on a Boeing 787-9.

Slot waivers

These capacity reductions assume no slot waivers are in place. At airports where demand exceeds airfield and/or terminal capacity, access is governed by slots that grant airlines permission to take off and land at specific times. Given the drop-off in demand related to COVID-19, we have requested temporary relief from this usage requirement - otherwise known as requesting a slot waiver - to better align capacity with demand without the risk of losing valuable takeoff and landing slots for the future. We'll continue to review our network and make adjustments as needed if waivers are granted. Full details on the schedule adjustments can be found below. We are working closely with leadership in these impacted locations to minimize the uncertainty and disruption to our international colleagues.

Taking care of customers and each other

We will continue to take care of our customers as this situation develops further and know that this kind of volatility will pass. With the right proactive decisions, we will be well-prepared to weather anything that comes our way as we continue to take care of our customers and each other.

Updated Pacific schedules

Original
change
service

Suspended
(through
Oct.
23

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~~Scheduled~~
~~through~~
Oct.
23

~~Scheduled~~
~~through~~
~~(NYC)~~
Resume
3x/
week
through
Oct.
23

~~Downgauge~~
~~Narita~~
~~(NRT)~~
Boeing
777-200
and
789
mix
to
a
788
beginning
May
7

~~Downgauge~~
~~Haneda~~
~~(HND)~~
777
to
a
788
beginning
May
7

~~Scheduled~~
~~through~~
~~Narita~~
~~(ICN)~~
Downgauge
from
a
789
to
a
788
effective

May
7

~~END~~ pended
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Oct.
23

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a
789
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788
effective
May
7

~~End~~ of
~~6~~ times
daily
flights
to
6x/
week
in
May
and
June

Updated Europe and South America schedules

~~Origin~~ of
change
service

~~Sub~~ to
Spain
(BCN)
through
June
3

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~~SUSPENDED~~
March
(FCO)
through
June
3

~~SUSPENDED~~
March
29
through
April
23

~~SUSPENDED~~
July
Additional
through
frequency
planned

~~SUSPENDED~~
April
(SCL)
through
May
6

~~SUSPENDED~~
March
29
through
April
23

~~SUSPENDED~~
Spain
(MAD)
through
June
3

~~SUSPENDED~~
May
(MXP)
May
1

~~SUSPENDED~~
Friday/
(GAT)
service
from
April
14
through

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May
6

~~ended~~
~~(CAG)~~

7
through
June
3

~~video,~~
~~Friday~~

~~(MVD)~~
from
May
7
through
Dec.
17

~~ended~~
~~through~~

May
1

~~ended~~
~~through~~

~~(VGE)~~
3

~~ended~~
~~March~~

28
through
June
3

~~ended~~
~~March~~

10
through
April
23

Updated Mar 9 at 11:59 p.m. CT.

American extending change fee waivers for customers with travel plans through April

American is providing customers additional flexibility in light of concerns around coronavirus (COVID-19). American has extended its offer to waive change fees for customers who purchased tickets prior to March 1 for travel through April 30. The offer is available for any of American's fares and customers have until December 31 to rebook travel for future flights. Additional updates on existing travel alerts can be found on aa.com/travelalerts.

- Any ticket purchased prior to March 1 will not incur change fees prior to travel. Customers must pay any fare difference, if applicable, at time of ticketing of the new fare.
- This is available for any of American's fares for travel through April 30.
- The new ticket must be reissued on/before December 31 or 12 months from the original ticket date (whichever is earlier). Travel must also commence on/before December 31 or one year from original issue date whichever is sooner.

Updated Mar 5 at 9:00 a.m. CT.

American extends change fee waiver for tickets purchased through March 31

In an effort to provide customers additional flexibility in purchasing travel in light of concerns around coronavirus (COVID-19), American has extended our offer to waive change fees for customers who purchase travel through March 31.

Customers will have even more flexibility since any ticket purchased March 5 through March 31 will not incur change fees prior to travel. The offer is available for any of American's published nonrefundable fares. Additional updates on existing travel alerts can be found on aa.com/travelalerts.

Updated Mar 3 at 9:00 a.m. CT.

An update on South Korea flying

Due to the reduction in demand, American Airlines is suspending operations to and from Seoul, South Korea (ICN), and Dallas-Fort Worth (DFW), effective March 4, 2020. Flights to Seoul are scheduled to resume April 25. Our teams are contacting affected customers directly to accommodate their needs.

We will continue to evaluate our schedule and make any adjustments as necessary.

Frequently Asked Questions

What's American's current schedule to South Korea?

American flies to Seoul, South Korea (ICN), once daily from DFW on a Boeing 787-9.

How will customers know if they are impacted?

American's Reservations team will contact affected customers directly by email or telephone. Customers who booked through a travel agent will be contacted by their agency directly.

My flight was canceled, and I don't want to rebook. Can I get a refund?

Yes. If a flight is canceled and a customer chooses to not be rebooked, they may request a full refund by visiting [aa.com/refunds](https://www.aa.com/refunds).

What will happen with the aircraft?

We are continuing to evaluate what we do with our aircraft as the situation evolves.

Updated Mar 1 at 4:00 p.m. CT.

American will waive change fee waiver for tickets purchased through March 1

On Sunday, we announced American will waive change fees up to 14 days prior to travel for customers who purchase tickets between March 1 and March 16. We understand that our customers may be apprehensive about purchasing future business trips or summer vacations and with this offer, our customers can make plans with confidence, knowing that they may change.

As Doug and Robert said on Friday, our business is the world. We continue to work closely with government authorities to comply with any travel restrictions and currently offer travel waivers for customers with bookings to Italy, South Korea, mainland China and Hong Kong.

Updated Feb 29 at 8:00 p.m. CT.

Flying to/from Milan, Italy

American is making an update to our Milan, Italy flying and is complying with the additional entry requirements imposed by the United States government that begin March 2 after 5 p.m. ET. Here's what you should know: Due to the reduction in demand, American Airlines is suspending operations to and from Milan, Italy, from New York (JFK) and Miami (MIA). Flights to Milan are scheduled to resume April 25.

American continues to review the airline's flight schedule to ensure that customers' needs are accommodated and will make additional refinements as necessary.

Frequently Asked Questions

Which airports in Milan does American serve?

American serves Malpensa Airport (MXP) from JFK and MIA. There is one flight to and from each city per day.

When will the flight schedule change? When do you plan to inform customers who were booked on these flights?

On March 1, American will run a formal schedule change, and customers who are booked on impacted flights will see their reservation updated on [aa.com](https://www.aa.com). Our teams will contact affected customers directly to accommodate their needs. Customers who booked through a travel agent will be contacted by their agency directly beginning March 1. Customers also can reach out to their travel agency.

My flight was canceled, and I don't want to rebook. Can I get a refund?

Yes. If a flight is canceled and a customer chooses to not be rebooked, they may request a full refund by visiting [aa.com/refunds](https://www.aa.com/refunds).

Updated Feb 11 at 12:00 p.m. CT.

Update on mainland China and Hong Kong flying

Due to the reduction in demand, American has extended the suspension of flying to and from mainland China and Hong Kong from DFW and LAX hubs.

- Flights between DFW/LAX and mainland China are suspended through April 24.
- Flights between DFW and Hong Kong (HKG) are suspended through April 23.
- Flights between LAX and HKG are suspended through April 24.

We continue to evaluate this schedule and make any adjustments as necessary.

Frequently asked questions:

Which airports in mainland China does American serve?

American serves Shanghai Pudong Airport (PVG) and Beijing Capital International Airport (PEK) from DFW and LAX. We also serve Hong Kong International Airport (HKG) from DFW and LAX. On average, there is one flight to each city per day from both DFW and LAX for a total of six flights.

When will the flight schedule change. When do you plan to inform customers who were booked on these flights?

On Feb. 16, American will run a formal schedule change, and customers who are booked on impacted flights will see their reservation updated on [aa.com](https://www.aa.com). Our teams will contact affected customers directly to

accommodate their needs. Customers who booked through a travel agent will be contacted by their agency directly beginning Feb. 16. Customers also can reach out to their travel agency.

My flight was canceled and I don't want to rebook. Can I get a refund?

Yes. If a flight is canceled and a customer chooses to not be rebooked, they may request a full refund by visiting [aa.com/refunds](https://www.aa.com/refunds).

Updated Feb 6 at 10:30 a.m. CT.

An update on Hong Kong flying

Due to the reduction in demand, American Airlines has extended the suspension of flying to Hong Kong from our Los Angeles hub through March 27. Flights to Hong Kong from Dallas/Fort Worth are scheduled to resume Feb. 21. We will continue to review our flight schedule to ensure we can accommodate the needs of our customers and will make additional refinements as needed.

Frequently Asked Questions

When will American run a schedule change and inform customers who were booked on these flights?

On Feb. 9, American will run a formal schedule change, and customers who are booked on impacted Hong Kong flights will see their reservation updated on [aa.com](https://www.aa.com). Our teams will contact affected customers directly to accommodate their needs. Customers who booked through a travel agent will be contacted by their agency directly beginning Feb. 9, or customers can reach out to their travel agency.

My flight was canceled and I don't want to rebook. Can I get a refund?

Yes. If a flight is canceled and a customer chooses to not be rebooked, they may request a full refund by visiting [aa.com/refunds](https://www.aa.com/refunds).

Updated Feb 4 at 7:30 p.m. CT.

American Airlines update on Hong Kong flights

We have suspended flying to Hong Kong from both Dallas and Los Angeles through Feb. 20 due to demand. We will continue to monitor the situation closely and make any updates as needed.

Updated Jan 31 at 10:30 a.m. CT.

American Airlines update on China flights

Based on the U.S. Department of State's recent increase of the China Travel Advisory to a Level 4 (Do Not Travel), American is suspending its operations to and from the Chinese mainland beginning today through March 27. Our teams are contacting affected customers directly to accommodate their needs. We will continue to evaluate the schedule for March 28 and beyond and make any adjustments as necessary.

Updated Jan 29 at 9:00 a.m. CT.

Update on American Airlines flights to China

Given the significant decline in demand for travel to and from China, American will suspend travel between LAX and Shanghai Pudong Airport (PVG) as well as LAX and Beijing Capital International Airport (PEK) from Feb. 9 through Mar. 27, 2020.

American's Reservations team will contact affected customers directly by email or telephone. We will continue to review our flight schedules to ensure we can accommodate the needs of our customers -- and will make updates as needed.