



Coronavirus / COVID-19 update #7

February 26, 2020

All flight attendants

Here's an updated look at our operational plans in response to the Covid-19 coronavirus:

Canadian U.S. customs pre-clearance

In Canada, passengers clear customs before boarding flights to the U.S. This is referred to as "pre-clearance". Any customer who shows signs of illness or doesn't meet the requirements will not be allowed to board. CBP officials evaluate all customers in Canada, so you can be confident anyone who steps onboard has been appropriately screened.

Travel eligibility for international flights to the U.S.

- Non -U.S. citizens who have traveled to China within 14 days are **not** allowed to travel and are re-booked before they get to the gate.
- Please note: The above restrictions do not apply to U.S. citizens.

Resources for crews

Out of an abundance of caution and consideration, we've authorized meal vouchers for flight attendants laying over in Milan (MXP), Narita (NRT), Haneda (HND), and Incheon (ICN). Those team members will receive a \$75 meal allowance. We've also included additional hand sanitizer for crews, along with sanitizing wipes for customers, on all international flights across the Pacific.

Our top priority is the safety of our employees and our customers. That's why we remain in close contact with the U.S. Customs and Border Protection (CBP), Centers for Disease Control and Prevention (CDC), the World Health Organization (WHO), and domestic and foreign public health officials.

For additional information and other FAQs, please visit [Jetnet](#).

Amanda Freitag
Sr. Manager, Flight Service Operations and Security
amanda.freitag@aa.com