



New public announcements start May 11: Customer face covering policy, deplaning procedure

May 10, 2020

All flight attendants

We've added new public announcements to communicate the [customer face covering policy](#) that starts May 11. We also added an announcement to deliver during deplaning to promote social distancing as customers leave the aircraft.

You'll find these announcements in the COVID-19 Documents section of Comply365.

My Publications >> 01 IFM/PAs/Exemptions >> PAs >> English

The announcements will also be in revision 52.6 of the PA card which becomes effective on May 11:

Safety Demonstration/Health and Safety

- Safety Demonstration >> Health and Safety >> PA for Flights under 2200 miles
- Safety Demonstration >> Health and Safety >> PA for Flights 2200 miles or more
- Safety Demonstration >> Health and Safety >> PA for all IPD flights

Arrival/Taxi-In

- Arrival >> Taxi-In >> Cellphone Use

Boarding:

American Airlines now requires customers to wear face coverings throughout your flight with us. Because some limited exceptions do apply, please be courteous of customers unable to wear face coverings.

Departure:

American Airlines now requires customers to wear face coverings throughout your flight with us. Because some exceptions do apply, please be courteous of customers unable to wear face coverings. It is also acceptable to remove your face covering while eating and drinking.

In the event oxygen masks drop from an overhead compartment, remove any face covering prior to placing the mask over your nose and mouth.

Arrival:

Welcome to____. The local time is____. Please remain seated with your seatbelt fastened until the Seat Belt sign is turned off, and keep the aisles clear of all carry-on items.

In order to support social distancing, we will deplane a few rows at a time starting from the front of the aircraft to the back. We ask everyone to remain seated until the row in front of you has cleared to prevent crowding in aisles.

Take a moment to check your seat back pocket for any personal items, like tablets and cell phones. To help keep our cabin clean, please take any remaining waste items with you and place them in the trash bin as you exit the aircraft or inside the terminal. When you open the overhead compartment, be careful as items may have shifted in flight.

For more information on the new customer mask requirement, please see the [communication and frequently asked questions](#) published on May 8.

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