

Government-Imposed Travel Restrictions

3/11/2020

As a result of the amendment to the Jan. 31, 2020, presidential proclamation, the United States government imposed the following additional entry requirements that take effect March 13, 2020, after 11:59 p.m. ET.

- Any U.S. citizen or lawful U.S. permanent resident returning to the United States who has traveled to one of the Schengen Area countries within the previous 14 days must enter the United States through an approved airport. American Airlines customers will be rebooked, if necessary, to one of those approved airports by our Reservations and Airport teams.
- Foreign nationals who have traveled to one of the Schengen Area countries within the last 14 days will be denied permission to travel to the United States.

These entry requirements are in addition to those imposed by the presidential proclamation on March 2 and Jan. 31, which restricted entry to the U.S. from Iran and mainland China (excluding Hong Kong and Macau) respectively.

American continues to work closely with U.S. authorities to comply with these new orders while treating all of our customers with respect. American is committed to taking care of any affected customers by assisting them with rebooking options. Our team is proactively reaching out to customers who may be affected by these travel restrictions to ensure they are accommodated.

Frequently asked questions

When do these orders go into effect?

These orders apply to all flights departing for the United States after 11:59 p.m. ET on March 13. It does not apply to flights that depart prior to 11:59 p.m. ET on March 13.

Which countries are part of the Schengen Area?

Twenty-six countries are part of the Schengen Area: Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden and Switzerland.

The United Kingdom and Ireland are not part of the Schengen Area.

American currently serves seven airports in five countries within the Schengen Area, including France, Germany, Netherlands, Spain and Switzerland.

Which airports in the Schengen Area does American currently serve?

- Four flights: Paris (CDG) via Dallas-Fort Worth (DFW), Miami (MIA), New York City (JFK) and Philadelphia (PHL)
- Two flights: Frankfurt (FRA) via Charlotte (CLT) and DFW
- One flight: Munich (MUC) via CLT
- One flight: Amsterdam (AMS) via PHL
- Two flights: Barcelona (BCN) via MIA and JFK
- Four flights: Madrid (MAD) via DFW, MIA, JFK and PHL
- One flight: Zurich (ZRH) via PHL

Is Italy one of the five countries that American serves?

Yes. However, American previously announced that it suspended service to Italy. Additional details are available on [aa.com/coronavirus](https://www.aa.com/coronavirus).

Does American serve other destinations in Europe?

Yes, American has seasonal service to six other countries in Europe, but that service has not commenced yet.

The United Kingdom and Ireland are not part of the Schengen Area.

What can customers expect when flying American?

Prior to boarding an American Airlines flight departing to the United States, all customers will be asked if they have visited a country within the Schengen Area, Iran or mainland China (excluding Hong Kong and Macau) within the last 14 days. If a customer traveled to a country within the Schengen Area, Iran or mainland China (excluding Hong Kong and Macau) within the previous 14 days and is authorized to travel, they must enter the United States through an approved airport.

Foreign nationals who have visited a country within the Schengen Area, Iran or mainland China (excluding Hong Kong and Macau) within the last 14 days will be denied permission to travel to the United States.

What airports are approved entry points for customers entering the United States if the customer has visited Iran within the last 14 days?

- Atlanta: Hartsfield–Jackson Atlanta International Airport (ATL)
- Boston: Boston Logan International Airport (BOS)
- Chicago: Chicago O’Hare International Airport (ORD)
- Dallas/Fort Worth: Dallas/Fort Worth International Airport (DFW)
- Detroit: Detroit Metropolitan Airport (DTW)
- Honolulu: Daniel K. Inouye International Airport (HNL)
- Los Angeles: Los Angeles International Airport (LAX)
- Miami: Miami International Airport (MIA)
- New York City: John F. Kennedy International Airport (JFK)
- Newark, N.J.: Newark Liberty International Airport (EWR)
- San Francisco: San Francisco International Airport (SFO)
- Seattle: Seattle-Tacoma International Airport (SEA)
- Washington, D.C.: Washington-Dulles International Airport (IAD)

What if a customer is authorized to travel, but is scheduled to arrive at a nonapproved airport?

If a customer traveled to a Schengen area country, Iran or mainland China (excluding Hong Kong and Macau) within the previous 14 days and is authorized to travel, but is scheduled to arrive at a nonapproved airport, American will help reroute the customer to one of the approved airports.

Should customers arrive at international airports early?

We encourage customers departing for the United States to arrive at the airport three hours early as we expect this additional screening will lengthen the check-in process.

Who should customers contact if they need help changing their travel plans as a result of the travel restriction?

Customers should contact their original booking provider. American’s Reservations team can be contacted using the following phone numbers:

- From the United States: 1-800-433-7300
- From outside the United States: +1 817-786-3818 (U.S.) or + 44 207-660-2300 (UK)

About American Airlines Group

American Airlines offers customers 6,800 daily flights to more than 365 destinations in 61 countries from its hubs in Charlotte, Chicago, Dallas-Fort Worth, Los Angeles, Miami, New York, Philadelphia, Phoenix and Washington, D.C. With a shared purpose of caring for people on life’s journey, American’s 130,000 global team members serve more than 200 million customers annually. Since 2013, American has invested more than \$28 billion in its product and people and now flies the youngest fleet among U.S. network carriers, equipped with industry-leading high-speed 3 Wi-Fi, lie-flat seats, and more inflight entertainment and access to power. American also has enhanced food and

beverage options in the air and on the ground in its world-class Admirals Club and Flagship lounges. American was recently named a Five Star Global Airline by the Airline Passenger Experience Association and Airline of the Year by Air Transport World. American is a founding member of oneworld®, whose members serve 1,100 destinations in 180 countries and territories. Shares of American Airlines Group Inc. trade on Nasdaq under the ticker symbol AAL and the company's stock is included in the S&P 500. Learn more about what's happening at American by visiting news.aa.com and connect with American on Twitter [@AmericanAir](https://twitter.com/AmericanAir) and at Facebook.com/AmericanAirlines.