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FOR IMMEDIATE RELEASE
July 15, 2020

AMERICAN AIRLINES TO INCREASE SAFETY WITHIN CABINS
Select aircraft will feature plexiglass shields

FORT WORTH, Texas—American Airlines is installing retractable plexiglass shields on select flights on Thursday to decrease the risk of droplet and airborne viral spread.

On Boeing 737 flights between [hub cities](#), pull down plexiglass shields will serve as a physical barrier separating each seat, providing open lines of sight while blocking droplets between passengers.

“In such a closed space, social distancing is difficult,” American Airlines CEO Doug Parker said. “By installing retractable plexiglass shields between seats, we can maximize capacity while ensuring the most effective safety measures are taken within our cabins.”

Passengers have the option of utilizing the plexiglass shields between the seats, allowing for families and friends to sit together without a barrier.

American Airlines is adding the new plexiglass shields in conjunction with its other safety measures to provide peace of mind and safety to passengers. All passengers, unless exempt, must wear a face covering while on the flight, except while eating and drinking. Cabins are disinfected with [electrostatic spray](#), which kills 99.999% of viruses and bacteria, and aircraft are equipped with hospital-grade [HEPA](#) filters that provide complete air change every 2-4 minutes.

“American Airlines is putting its customers and crew members first by using these safety precautions,” Jeff Balser, M.D., Ph.D., president of Vanderbilt University Medical Center, said. “The addition of the plexiglass shields will provide one more layer of protection to make sure its passengers not only feel safe but also are safe. These measures allow American Airlines to increase capacity while not sacrificing safety.”

American Airlines has reduced its domestic flight capacity to 55% in July 2020 in the wake of COVID-19. Typically, American Airlines flies 6,800 flights a day and serves 200 million customers annually.

About American Airlines

American Airlines is a multinational airline based in Fort Worth, Texas, and flies to 365 destinations in 61 countries. The airline has nine hub cities: Washington D.C., Dallas, New York, Los Angeles, Miami, Chicago, Philadelphia, Phoenix and Charlotte, North Carolina. For more information, visit [aa.com](#).

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Fact Sheet

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American Airlines COVID-19 Response

WHY

- In the wake of COVID-19, American Airlines has implemented different measures to align with current demand and ensure crew and passenger safety.

WHAT

Mask Policy

- Crew members and passengers are required to wear [masks](#) on aircraft at all times, except when eating or drinking.
- Crew members may not let anyone who is not exempt from wearing a face covering from entering the aircraft. Passengers who refuse to wear a face mask may also be barred from future flights with American Airlines.

Booking and Rebooking

- Passengers will not be charged fees to rebook flights with fewer booked seats at check in, excluding basic economy, if a passenger does not want to be seated next to a stranger.
- American Airlines offers a change flight fee [waiver](#) for all tickets, including basic economy.
- Tickets bought before July 31, 2020 for a flight before Sept. 30, 2020 are subject to no [change](#) fees for new flights before Dec. 31, 2021, excluding basic economy.
- Food and beverage services will be limited on flights.
- American Airlines is offering its summer of deals promotion for [double AAdvantage](#) miles for flights before Sept. 30, 2020.

Safety Precautions

- Gate areas, ticket counters, seats and passenger service counters will be [cleaned](#) regularly, and some kiosks will be shut off to encourage social distancing.
- Surfaces inside aircraft will be disinfected with an [electrostatic spray](#) which kills 99.999% of viruses and bacteria within 10 minutes and provides a protective layer for a week.
- All aircraft will have hospital-grade [HEPA](#) filters that provide complete air change 15-30 times an hour.
- Some [lounges](#) will be open with restricted food and beverage offerings, new plexiglass shields, foot operated door openers, hand sanitizer and social distancing signs.

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Flight Capacity

- 55% of domestic flight [capacity](#) will fly in July 2020, which is up from 41% capacity in May.
- International flight capacity is down 25% compared to 2019.

WHO

- American Airlines employs 130,000 global [team members](#).
- It serves over 200 million [customers](#) annually.
- CEO Doug Parker provides regular COVID-19 [updates](#) for American Airline's team members and customers.

WHERE

- American Airlines headquarters is 1 Skyview Drive, Fort Worth, TX 76155.
- American Airlines flies to 365 [destinations](#) in 61 countries.
- American Airlines operates 644 gates across its nine [hub cities](#).

WHEN

- American Airlines has been responding proactively to the COVID-19 outbreak since February 2, 2020.
- American Airlines frequently revises its COVID-19 response; its most recent update was July 14, 2020.

[Mission Statement](#): Safe travel is American Airlines' highest priority. All crew members are trained to assist in any situation, and every passenger on every flight can depend on American Airlines to get them from gate to gate safely, quickly and reliably.

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Backgrounder

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American Airlines COVID-19 Response

By the Numbers

American Airlines is a multinational airline based in Fort Worth, Texas. Its response to COVID-19 affects its 130,000 [team members](#) and 200 million annual [customers](#).

During a typical year, American Airlines flies to 365 [destinations](#) in 61 countries and averages 6,800 flights a day. Its nine [hub cities](#) alone operate 644 American Airlines gates.

However, 2020 is not a typical year. Between spring 2020 and summer 2021, the airline will run at a smaller [capacity](#) than 2019. Up from 41% in May 2020, domestic flight capacity will be up to 55% of 2019 capacity in July. International capacity will be down 25% from 2019 until summer 2021.

As capacity on flights increases, American Airlines has a breadth of safety measures that will keep crew members and passengers safe.

Safety Measures

All aircraft will be disinfected, including surfaces such as seats, tray tables, seat buckles and air vents using [electrostatic spray](#) that kills 99.999% of all bacteria, viruses and germs within 10 minutes. This spray provides a barrier that protects surfaces from viruses and bacteria for up to a week.

In addition, hospital-grade [HEPA filters](#) completely change the air in the cabin every 2-4 minutes, decreasing the risk of particle and airborne viruses from spreading across the cabin.

On the aircraft, all crew members, as well as passengers, are required to wear [masks](#). While this mask requirement does not apply for eating and drinking on the flight, food and beverage services have been reduced to increase mask usage.

Any passenger refusing to wear a mask or refusing to comply with any other safety regulations will not be allowed to board the aircraft. American Airlines may also prevent these passengers from future travel with the airline.

Children and people with disabilities preventing them from wearing a mask are exempt from the American Airlines mask policy.

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In the airport, some kiosks will be turned off to promote social distancing among passengers checking in to their flights, and at the gate, ticket counters, seats and passenger service counters will all be regularly disinfected.

As some lounges begin to reopen, special social distancing and safety measures will be put into place there as well. There will be limited food and beverage services at these select open lounge locations. The lounges will also have plexiglass shields, foot operated door openers, hand sanitizer stations and signage for social distancing.

Booking and Rebooking Flights

Passengers wishing to reschedule flights booked during the COVID-19 outbreak may do so either complementary or with a waiver, depending on ticket type.

If passengers would like to reschedule a flight booked any time before July 31, 2020 for travel on or before Sept. 30, 2020, they may do so without any change fee for new flights booked on or before Dec. 31, 2021. This excludes basic economy flights; however, change fee [waivers](#) are available for all tickets for new flights before Dec. 31, 2021.

If travel plans are flexible, plans have changed or passengers do not feel comfortable sitting next to a stranger on an aircraft, American Airlines will work with those passengers to change seats if it does not hinder other safety measures or reschedule to a flight not at maximum capacity. For no change flight fee, customers can rebook flights with fewer booked seats at check in.

With the increased safety and sanitation measures and increased capacity, combined with the summer season, American Airlines is offering its summer of deals promotion. This promotion is for [double AAdvantage](#) miles for advance flights booked and taken before Sept. 30, 2020.

[Mission Statement](#): Safe travel is American Airlines' highest priority. All crew members are trained to assist in any situation, and every passenger on every flight can depend on American Airlines to get them from gate to gate safely, quickly and reliably.

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Relevant Quotes

The following two quotes reference the new plexiglass shields.

American Airlines CEO Doug Parker: “In such a closed space, social distancing is difficult. By installing retractable plexiglass shields between seats, we can maximize capacity while ensuring the most effective safety measures are taken within our cabins.”

Jeff Balser, M.D., Ph.D., president of Vanderbilt University Medical Center: “American Airlines is putting its customers and crew members first by using these safety precautions. The addition of the plexiglass shields will provide one more layer of protection to make sure its passengers not only feel safe but also are safe. These measures allow American Airlines to increase capacity while not sacrificing safety.”

The following quote references the Doctors Without Borders Partnership.

American Airlines CEO Doug Parker: “By partnering with Doctors Without Borders, we can help get medical professionals to where they’re needed the most as safely as possible. It’s imperative these selfless health care professionals help out in highly COVID-19 concentrated areas and back home without having to worry about transportation.”

Links to Relevant News Coverage

[CNN](#) reports American Airlines cutting flights from the United States to Hong Kong to reduce the transcontinental spread of COVID-19.

Chicago Fox affiliate, [Fox 32](#), shows and explains American Airlines cleaning procedures and other precautions with quotes from American Airlines’ vice president.

[CNN](#) reports the new alcohol ban on flights to reduce the time spent not wearing a mask.

Multimedia Gallery

This [video](#) features B-roll of flight cleaning and PPE precautions.

This [interview](#) with CEO Doug Parker lays out COVID-19 precautions and outlines American Airlines' commitment to serving the community safely.

American Airlines gives you [peace of mind while](#) you travel, as laid out in this YouTube video.

These two YouTube videos lay out American Airlines' commitment to clean while [boarding](#) and its commitment to clean while [on board](#) the flight.

Video News Release

The purpose of this video is to introduce a new partnership between American Airlines and Doctors Without Borders to provide free round trip flights for health care workers going to work in highly COVID-19 saturated areas. This video will be posted across social media channels including Instagram, Facebook and Twitter.

Video	Audio
Camera on a mother sitting on the flight wearing a mask and scrubs with a clear Doctors Without Borders badge and looking at a picture of her son on her phone.	The music becomes more intense.
Cut to flight landing.	(SFX): plane landing.
Cut to kid wearing a mask and looking out the window, pointing at the plane. His father is standing behind him, also wearing a mask.	Kid (SOF): Look, look! There's mommy!
Cut to mother getting up and exiting the plane. She passes the captain in the cockpit.	Mother (SOF): Thank you, have a nice day.
Cut to Pilot looking at the mother with sympathetic eyes.	Pilot (SOF): No, thank YOU.
Cut to the mother's feet and suitcase walking up the bridge.	The music intensifies.
Cut to the son's feet running.	Son (SOF): Mommy! Mommy!
Cut to mother and son running into each other's arms and hugging.	Narrator (VO): One hug can mean the world. We promise to keep you safe while you keep others safe. American Airlines and Doctors Without Borders have teamed up to provide safe, clean flights for traveling medical professionals.
Text on Screen: American Airlines and Doctors Without Borders. Safe flights for lifesavers. Document your journey using #FlightsForLives	Music swells.

Social Media Links and Relevant Posts

The following two social media posts will promote the partnership with Doctors Without Borders and the accompanying video.

Twitter: Every day, health care workers travel across the country risk their lives to save the lives of our family and friends. That's why American Airlines is Partnering with Doctors Without Borders to safely fly medical professionals to high COVID-19 concentrated areas
#FlightsForLives (Embed Video)

Facebook: Your life is just as important as the lives you save. We see how hard you're working and know how much you care, and we want you to get home to your family safely. We are teaming up with Doctors Without Borders to provide flights for all medical professionals risking their lives to help on the front lines in a COVID-19 saturated area. Round trip flights with robust safety precautions will ensure you get back to your loved ones to give them a hug. (Embed Video)

The following two social media posts will promote the new plexiglass shields between seats.

Twitter: Safety is [key emoji] for all our crew members and passengers. New plexiglass shields on aircraft will prevent droplets and other aerosols from spreading between passengers when staying 6 feet away isn't an option #SafetyFirst

Facebook: We're excited to keep you safe on your next flight on American Airlines! In addition to excellent air circulation and our mask requirement, you can now use plexiglass dividers to protect you and your fellow passengers from particles and aerosols. Traveling with a friend or family member? The plexiglass shields are retractable to allow for easy conversation. Each plexiglass shield as well as seats, tray tables and other surfaces within the cabin are cleaned regularly to provide for the safest flight possible. The next time you need to fly, remember you will have peace of mind while on American Airlines. (Picture of plexiglass shield).

Boilerplate

[American Airlines](#) is a multinational airline based in Fort Worth, Texas. It provides safe and reliable flights for all passengers and crew members from gate to gate to ensure the best travel experience possible.

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