

An Update on Hong Kong Flying

2/6/2020

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).

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 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.