

Airport Closures and Flight Cancellations Due to Recent Storms

9/20/2017

As we survey how Hurricane Maria impacted operations in affected areas, American Airlines is monitoring conditions to determine how best to serve our colleagues and our customers.

Airport closures and flight cancellations

Hurricane Maria is impacting some of our operations in the Dominican Republic, Puerto Rico and Turks and Caicos, causing airport closures and flight cancellations. We plan to resume service once affected airports pass inspection, in close coordination with our partners at the Federal Aviation Administration (FAA), Transportation Security Administration (TSA) and U.S. Customs and Border Protection (CBP).

Providenciales, Turks and Caicos Islands (PLS)

We plan to resume service on Saturday, Sept. 23, pending an assessment of airport conditions.

Puerto Plata, Dominican Republic (POP)

Service resumed Sept. 22.

Punta Cana, Dominican Republic (PUJ)

Service resumed Sept. 22.

San Juan, Puerto Rico (SJU)

We operated three flights into SJU on Sept. 22. Due to connectivity challenges, including FAA ATC issues, additional flights to SJU have been canceled. We plan to operate two roundtrip flights on Saturday, Sept. 23, pending a review

of airport conditions.

Santiago, Dominican Republic (STI)

Service resumed Sept. 21.

Santo Domingo, Dominican Republic (SDQ)

Service resumed Sept. 21.

St. Croix Island, U.S. Virgin Islands (STX)

Operations remain suspended.

St. Maarten, Saint Maarten (SXM)

Operations remain suspended.

St. Thomas Island, U.S. Virgin Islands (STT)

Operations remain suspended.

What we're doing to help customers

We added extra flights on Sept. 18 and 19 to evacuate customers out of St. Croix, USVI and San Juan, Puerto Rico before the storm and bring supplies to the region.

We also have capped our fares at \$99 each way for Main Cabin, and \$199 for premium cabin, on direct, single leg flights from select cities covered under our **travel alert for Hurricane Maria**. These fares will apply for flights to, from or through these locations through Sept. 24.

The travel alert allows customers whose travel plans are impacted by Hurricane Maria to rebook without change fees. Customers can reschedule their travel on aa.com by retrieving their reservation, or by contacting American reservations at 1-800-433-7300 in the U.S. or Canada. Customers calling from outside the U.S. or Canada should check **aa.com** for our worldwide reservation phone numbers. Customers are also encouraged to check the status of their flight on **aa.com**. Customers who booked through a travel agent are requested to contact their agency directly. If a flight is canceled, customers can request a full refund.

Since many flights are already sold out, we encourage customers traveling to only go to the airport if they have a confirmed ticket and their flight is operating. Customers are encouraged to check their flight status at aa.com prior to arriving at the airport.

In addition to our Hurricane Maria recovery efforts, we also continue to provide assistance to those impacted by Hurricanes **Harvey** and **Irma**.

How you can help

American Airlines has partnered with American Red Cross for many years and is part of a select group of leading corporations that provide the highest level of support to the Red Cross preparedness and relief efforts. With the unique ability to activate immediately and assess critical needs during times of disaster, the Red Cross has the infrastructure in place and relationships with local and foreign governments allowing immediate accessibility to affected areas and approved relief items.

From now through Sept. 24, 2017, AAdvantage® members can earn 10 miles for every dollar donated to the Red Cross with a minimum \$25 donation. AAdvantage® members can direct their donation to relief efforts for Hurricanes Harvey, Irma or Maria.

Donate today