

NEWS RELEASE

Final Update on Operations Recovery Following Tropical Storm Florence

9/10/2018

Updated Sept. 17, 2018 at 7:30 p.m. CT

TROPICAL STORM FLORENCE
INFORMATION:

Thanks to the hard work of the American Airlines team – both before and after Tropical Storm Florence arrived – operations have resumed at all but four airports in North Carolina. Throughout the region the team was focused on ensuring the best possible care of our customers and team members, along with ground handling equipment and aircraft, in order to resume operations as expeditiously as possible. The remaining four airports are expected to resume operations in the coming days pending airport conditions and runway inspections.

Additionally, thanks to the generosity of our customers and team members, AAdvantage® members have raised more than \$175,000 for the American Red Cross. Monetary donations are the best way to assist those in need at this time, which will help provide shelter, food, relief supplies and health services through trained Red Cross personnel who are on the ground in disaster areas. From now through Sept. 21, AAdvantage® members can earn 10 miles for every dollar donated to the Red Cross with a minimum \$25 donation. Visit the [Red Cross website](#) to donate now.

Travel Alert

The **current travel alert** allows customers whose travel plans are impacted by this storm 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. If a customer chooses not to fly to/from an airport covered by the current waiver, American will waive change fees for future travel. Customers are also encouraged to check the status of their flight on **aa.com**.

Before the storm arrived, American waived fees for bags and in-cabin pets, and added reduced, last-minute fares for flights departing from certain airports that were forecast to be directly impacted by Florence.

Refunds

If an American flight has been canceled or excessively delayed, customers may cancel their itinerary and **request a refund by visiting our website**. Customers who booked through a travel agent should contact their travel agency directly.

Airport Operations

Resumption of service at airports will be based on airport and roadway conditions, including the ability of our team members to get to work. We are also coordinating closely with our partners at the Federal Aviation Administration (FAA), Transportation Security Administration (TSA) and local airport authorities. These agencies must conduct their own assessment of their operations prior to any airline resuming service.

North Carolina Airports

- Greenville, North Carolina (PGV)
 - Plan to resume operations Sept. 20
- Jacksonville, North Carolina (OAJ)
 - Plan to resume operations Sept. 19
- New Bern, North Carolina (EWN)
 - Plan to resume operations Sept. 18
- Wilmington, North Carolina (ILM)
 - Plan to resume operations Sept. 18

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American is monitoring three separate hurricanes which may impact our operation this week. Hurricane Florence

aims to make landfall on the East Coast, while Hurricane Olivia is heading toward Hawaii and Hurricane Isaac is tracking toward the Lesser Antilles. Our thoughts are with those who are in the path of these potentially damaging hurricanes. We are in regular communication with our national partner, the American Red Cross, which has the unique ability to activate immediately and assess critical needs following disaster. We stand ready to activate our disaster response giving platform soon, where our customers and team members can assist those in need.

Storms like these may require customers to change their travel plans and as a result, American has issued a travel alert for more than 30 airports, including our Charlotte, N.C., hub. American has not canceled any flights at this time, however, we will continue to keep **news.aa.com** updated with the latest operational information. The American Integrated Operations Center (IOC) in Fort Worth, Texas, continues to closely monitor the track of these storms, and is closely coordinating with the National Weather Service, Federal Aviation Administration and local airports.

The **current travel alert** allows customers 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**. If an American flight has been canceled or excessively delayed, customers may cancel their itinerary and **request a refund by visiting our website**. Customers who booked through a travel agent are requested to contact their agency directly.

Additional updates will be posted on news.aa.com as the storms begin to impact airports we serve.

About American Airlines Group

American Airlines and American Eagle offer an average of nearly 6,700 flights per day to nearly 350 destinations in more than 50 countries. American has hubs in Charlotte, Chicago, Dallas/Fort Worth, Los Angeles, Miami, New York, Philadelphia, Phoenix and Washington, D.C. American is a founding member of the oneworld® alliance, whose members serve more than 1,000 destinations with about 14,250 daily flights to over 150 countries. Shares of American Airlines Group Inc. trade on Nasdaq under the ticker symbol AAL. In 2015, its stock joined the S&P 500 index. Connect with American on Twitter **@AmericanAir** and at **Facebook.com/AmericanAirlines**.