

# Amendment to Presidential Proclamation

2/29/2020

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 2, 2020, after 5 p.m. ET:

- Any U.S. citizen or lawful U.S. permanent resident returning to the United States who has traveled to Iran 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 airports by our Reservations and Airport teams.
- Foreign nationals who have traveled to Iran 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 Jan. 31, which restricted entry to the U.S. from mainland China (excluding Hong Kong and Macau).

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 and full refunds. Our team is proactively reaching out to customers who may be affected by this travel restriction 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 5 p.m. ET on March 2. To be clear, it does not apply to flights that depart prior to 5 p.m. ET on March 2.

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 Iran or mainland China (excluding Hong Kong and Macau) within the last 14 days. If a customer traveled to 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 traveled to 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)
- Dallas-Fort Worth: Dallas Fort Worth International Airport (DFW)
- Detroit: Detroit Metropolitan Airport (DTW)
- Newark, New Jersey: Newark Liberty International Airport (EWR)
- Honolulu: Daniel K. Inouye International Airport (HNL)
- New York City: John F. Kennedy International Airport (JFK)
- Los Angeles: Los Angeles International Airport (LAX)
- Chicago: Chicago O’Hare International Airport (ORD)
- Seattle: Seattle-Tacoma International Airport (SEA)
- San Francisco: San Francisco International Airport (SFO)
- 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 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 or offer a refund.

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 normal 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 at:

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

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