

Flying to/from Milan, Italy

2/29/2020

Due to the reduction in demand, American Airlines is suspending operations to and from Milan, Italy, from New York (JFK) and Miami (MIA). Flights to Milan are scheduled to resume April 25.

American continues to review the airline's flight schedule to ensure that customers' needs are accommodated and will make additional refinements as necessary.

Frequently Asked Questions

Which airports in Milan does American serve?

American serves Malpensa Airport (MXP) from JFK and MIA. There is one flight to and from each city per day.

When will the flight schedule change? When do you plan to inform customers who were booked on these flights?

On March 1, American will run a formal schedule change, and customers who are booked on impacted 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 March 1. Customers also 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).

As a result of the amendment to the Jan. 31, 2020, presidential proclamation, the United States government has imposed the following additional entry requirements that take effect March 2, 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 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)

Will American ask questions of all customers traveling to the United States from an international location?



Yes, American will question all passengers about their travel to Iran or mainland China (excluding Hong Kong and Macau).

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.

Even though American doesn't have flights to Iran, how does this affect crew members?

Working crew members, including those deadheading, who are traveling to the United States are not affected.

Team members must have their valid American identification in hand. Keep in mind, American doesn't have flights to Iran.

How does this affect non-rev travelers traveling for personal or business?

Team members flying non-revenue for personal travel and business travel (excluding working crew members as mentioned above) will be required to follow the same procedures as revenue customers.

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:

- U.S. Toll Free: 800-582-1573 (for customers in the United States)
- U.S. Non-Toll Free: +1 817-786-3818 (for customers calling from country other than United States)

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.