

# Travel Alert: Winter Storm Hits Northeast and Mid-Atlantic Stations

2/1/2021

American is closely monitoring the winter storm currently impacting the Northeast and mid-Atlantic states, bringing heavy snow, strong winds, ice and rain. The safety of customers and team members is the airline's number one priority, and the team will remain in contact with those impacted by this harsh winter storm.

American issued a **travel alert** for 28 airports in 10 states and Washington, D.C., allowing customers whose travel plans are impacted by this storm to rebook without change fees. Customers can reschedule their travel on **aa.com** or by contacting Reservations at 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**.

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.

## About American Airlines Group

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