

American Airlines and British Airways Unveil Exciting Plans for Enhancements to the World-Class Customer Experience at JFK's Terminal 8

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FORT WORTH, Texas — American Airlines and British Airways announced more details regarding plans to co-locate operations at John F. Kennedy International Airport's (JFK) Terminal 8 beginning Dec. 1, 2022. Enabled by a \$400 million investment to redevelop, expand and enhance the terminal, the move will bring the Atlantic Joint Business partners closer together. Jointly, the terminal investments and co-location will offer a more seamless customer experience while supporting the Port Authority of New York and New Jersey's ambitious plan to transform JFK into a leading global airport.

- Preview of plans follows 2019 announcement to redevelop and expand Terminal 8
- Newly released designs showcase an enhanced premium guest experience
- American Airlines and British Airways to launch joint operations under one roof beginning December 2022

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"American is eager to welcome British Airways to their new home at JFK," said American's Chief Customer Officer Alison Taylor. "Their move to Terminal 8 further deepens our longstanding partnership and makes it easier than ever for customers traveling between New York and London or onward across our global networks."

American and British Airways were the first carriers to begin redevelopment efforts at JFK, breaking ground in January 2020 on five new widebody gates, four new widebody hardstand parking positions, an enhanced baggage handling system, new customer amenities and expanded premium guest offerings — including approximately 130,000 square feet of new and renovated terminal space.

“John F. Kennedy International Airport continues to move toward the creation of a unified, world-class airport, and the transformation will begin with Terminal 8,” said Rick Cotton, Executive Director of the Port Authority of New York and New Jersey. “The partnership between British Airways and American Airlines will provide customers with more seamless connections, new, larger light-filled concourses and top-tier amenities. The Port Authority applauds these efforts and looks forward to seeing the new transformed Terminal 8 .”

Tom Stevens, British Airways’ Director of Brand and Customer Experience said: “New York holds a special place in our heart as one of our most well-loved and important destinations. Our move to the redeveloped and expanded Terminal 8 will bring a range of benefits for our customers, including a better transfer experience, enabling them to travel to more than 30 destinations across the U.S., Caribbean and Latin America with American Airlines. British Airways will remain in Terminal 7 until Dec. 1, 2022, and we have continued to invest in the experience for our customers, including our check-in area, concessions and lounges.”

FURTHER ELEVATING THE PREMIUM GUEST EXPERIENCE

When complete later this year, premium customers traveling on both airlines and other oneworld® partners will have access to a reimagined journey through JFK depicted by newly released artist illustrations.

As customers arrive at Terminal 8, a co-branded premium check-in area providing personalized, concierge-style service for top-tier guests will replace American’s former Flagship First Check-In space. Thoughtfully designed architectural elements will also define an exclusive new check-in space for eligible business customers.

Download image »

The expanded and reconfigured terminal will include five new widebody gates and 130,000 square feet of new and renovated space.

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Architectural features will define, guide and direct customers towards an expanded joint premium check-in area on the ticketing level of JFK’s Terminal 8.

Once through security, three distinctive custom lounges combining the best of both brands will provide a refined, welcoming preflight experience for select guests based on cabin of travel and loyalty program status. The expanded premium lounge offerings will incorporate seating for approximately 1,000 of American and British Airways’ most

loyal customers. Each lounge has been designed with original high-end finishes — evoking a unique sense of space while elevating the experience and service offered to every guest.

- The most exclusive lounge will have an all-new champagne bar, fireside lounge and a la carte dining room, which reimagines American’s Flagship First Dining into a fully immersive experience.
- Adjacent, another premium lounge — with sweeping airside views, a wine bar, cocktail lounge, library and buffet — will offer an elevated, lively experience.
- American’s Flagship Lounge and Concourse B Admirals Club will be repurposed into a contiguous lounge for eligible business class customers.

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A high-end champagne bar defines the entry to American and British Airway’s most exclusive lounge.

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Distinctive elements and finishes create a unique sense of place for guests in the adjacent lounge as they dine and relax. While disruptions to the customer journey remain limited, American’s Flagship First Check-in at JFK is expected to close, beginning Feb. 1 for construction. Premium customers traveling on eligible itineraries will be directed to temporary check-in counters located nearby. All lounge spaces will remain open and operational through the duration of the redevelopment project. Following completion, the Concourse B Admirals Club will close. The Concourse C Admirals Club will continue to serve members, qualifying elite customers and those traveling on eligible itineraries.

CREATING A SEAMLESS TRAVEL
EXPERIENCE

As Atlantic Joint Business partners, American and British Airways offer the most flights and the most competitive schedule for customers traveling between New York and London compared to any other partnership — with up to 14 peak daily departures scheduled to operate between JFK and London Heathrow Airport (LHR) this summer.

When co-located, American and British Airways customers will be able to realize even more value from established reciprocal benefits while enjoying unprecedented flexibility and a truly seamless connecting experience when traveling across airlines. Until operations are fully transitioned to Terminal 8 in December, British Airways will continue to provide a world-class experience for their customers at JFK’s Terminal 7.

About American Airlines Group

American’s purpose is to care for people on life’s journey. 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](https://www.facebook.com/AmericanAirlines).

About British Airways

As a global airline and the UK's flag carrier, British Airways has been flying its customers to where they need to be for more than 100 years. The airline connects Britain with the world and the world with Britain, operating one of the most extensive international scheduled airline route networks together with its joint business, codeshare and franchise partners. British Airways flies to destinations in more than 65 countries. Its principal place of business is London, with its main home at Heathrow Terminal 5. In 2021, the airline won six Business Traveller Awards including Best Short-Haul Carrier, Best Airport Lounge, Best Frequent Flyer Programme, Best Travel App and Best New Seat. In September 2021, British Airways launched its sustainability programme, BA Better World, committing to put sustainability at the heart of everything it does and with a clear roadmap to achieve net zero carbon emissions by 2050. British Airways is a founding member of the airline alliance oneworld, which serves around 1,000 destinations across the globe. The latest information on the measures British Airways is taking to ensure its customers have a safe experience when travelling can be found on [ba.com](https://www.ba.com). The British Airways press office can be contacted at press.office@ba.com. To book visit [BA.com](https://www.ba.com) and connect on Facebook [@BritishAirways](https://www.facebook.com/BritishAirways) and Instagram [@british_airways](https://www.instagram.com/british_airways).