



NEWS RELEASE

A new Admirals Club lounge inspired by Music City coming to Nashville International Airport

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FORT WORTH, Texas — American Airlines continues to invest in elevating the customer experience with plans for a new, expanded Admirals Club® lounge at Nashville International Airport®'s (BNA®) new Concourse A.

When complete, the approximately 17,400-square-foot lounge will be the largest airline lounge at BNA and nearly three times the size of the current lounge space, offering customers a more spacious and premium place to relax, work or recharge before their flight. The new location will feature sweeping views of the airfield and a design inspired by Nashville's vibrant culture and the natural landscapes of Tennessee.

A standout feature of the new lounge will be its outdoor terraces providing airfield views and an indoor balcony overlooking the concourse — unique spaces with a nod to Nashville's welcoming and social atmosphere.

"The new Admirals Club® lounge at BNA reflects American's ongoing commitment to enhancing the travel experience," said American's Senior Vice President of Customer Experience Design and Strategy Rhonda Crawford. "This lounge is designed to give customers the spirit of Nashville while enjoying the comfort, amenities and service they expect from American."

The Nashville project is part of American's broader strategy to modernize and expand its Admirals Club® footprint across the system, with new and renovated lounges designed to reflect the character of the cities they serve while delivering consistent hospitality, comfort and amenities for customers nationwide.

Construction on the new Admirals Club® lounge is targeted to begin in 2027. American's existing lounge space in Concourse C, Level 4 at BNA will remain open for customers throughout construction to ensure uninterrupted



lounge access.

“The airport authority is grateful for our long-standing partnership with American Airlines and their decision to continue investing in BNA. The long-term investment by American Airlines in the new Concourse A ensures we will continue to elevate the passenger experience as we grow to more than 40 million passengers over the next decade,” said Metropolitan Nashville Airport Authority President and CEO Doug Kreulen. “As we continue to grow, we are committed to working together with our airline partners to provide outstanding customer service and enhanced facilities that meet the ever-evolving needs and interests of travelers. Thank you to American Airlines for continuing to raise the bar.”

INSPIRED BY NASHVILLE, DRIVEN
BY CARE

The Admirals Club® lounge at BNA reflects more than premium design — it reflects the values of the Premium Guest Services team that brings it to life. A signature example is the club’s “celebrity guitar,” which captures autographs from artists and celebrities traveling through Nashville before it’s donated to a nonprofit selected by the lounge team. Often supporting causes close to their hearts, the guitar transforms Music City moments into meaningful community impact. That same spirit of care and purpose carries through every interaction in the lounge, where team members play distinct roles in creating a thoughtful, premium experience for every guest.

At the heart of Premium Guest Services is genuine care. These team members approach each itinerary — and each guest — with compassion, recognizing that every trip is personal and every solution matters.

Karen Crandall has worked in Premium Guest Services for 15 years.

Premium Guest Services representatives play a key role in delivering American’s most personalized experiences. From planning and booking trips to managing itineraries when plans change, dedicated team members like Karen Crandall work behind the scenes to ensure premium guests enjoy a seamless journey from start to finish.

For customers looking for a more personalized journey, American’s Five Star Service offers just that — with help from team members like Brenda Deley, a Premium Guest Services representative at BNA. From curb to gate, Brenda helps escort customers through the airport, delivering thoughtful, one-on-one service inspired by the welcoming spirit Nashville is known for.

Brenda Deley has worked in Premium Guest Services for 11 years.

Penn Mason has worked in Premium Guest Services for five years.

Premium Guest Services representatives like Penn Mason serve as dedicated advocates for guests, listening closely and acting with care to support their needs. Whether planning ahead or responding in real time, he approaches every interaction with thoughtfulness and accountability.

THE AADVANTAGE® PROGRAM

MAKES ACCESS EASY

American Airlines is making it easier than ever for AAdvantage® members to enjoy premium lounge experiences.

For those traveling domestically, Admirals Club® lounge access is available through an Admirals Club® membership, qualifying oneworld status or the Citi® / AAdvantage® Executive World Elite Mastercard®. Citi® / AAdvantage® Globe™ Mastercard® cardholders can also use one of their four Admirals Club® Globe™ passes, valid for 24 hours. Customers can also purchase a One-Day Pass, valid for 24 hours, for \$79 or 7,900 AAdvantage® miles.

About American Airlines Group (NASDAQ: AAL)

American Airlines is a premium global airline connecting more of the U.S. to the world. With roots tracing back to an air mail carrier in the Midwestern United States in 1926, American now operates more than 6,000 daily flights to more than 350 destinations in more than 60 countries and serves more than 200 million customers annually. Powered by a proud and talented team of 130,000 aviation professionals, American's team lives out the airline's purpose of caring for people on life's journey every day.

The world's largest airline proudly celebrates its centennial year in 2026, reaching a milestone that reflects a century of innovation and the Forever ForwardSM spirit that changed the industry and the world. American introduced the first scheduled air cargo service, the first airport lounge and the first airline loyalty program and continues to reinvent the customer experience today. The airline is also a founding member of the oneworld alliance, whose members serve more than 900 destinations around the globe.

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