



NEWS RELEASE

American Airlines introduces first-of-its-kind Provisions by Admirals Club lounge at Charlotte Douglas International Airport

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FORT WORTH, Texas — Opening late summer 2025, American Airlines is enhancing the travel experience for Admirals Club® customers passing through Charlotte Douglas International Airport (CLT) with the debut of a new, innovative lounge solution: the Provisions by Admirals ClubSM lounge — a first-of-its-kind space for American created for travelers on the go.

Located in Concourse A next to gate A1 and designed for speed, simplicity and convenience, this new lounge concept ensures customers have access to a lounge space created for those with limited time looking for a quick break before continuing on their travel journey. The space is tailored to meet the needs of today's traveler, offering quick access to personalized service and fresh food and beverage options, all within an intuitive, efficient layout.

"We are constantly evolving our lounge strategy to meet the needs of our customers," said Heather Garboden, American's Chief Customer Officer. "This new concept provides a needed respite for our customers traveling through one of our biggest hubs. Whether they're looking for a quick snack or help on their travel journey, they can find what they need at the Provisions by Admirals ClubSM lounge."

American is continuing to redefine the lounge experience with new investments in hub markets. From launching a new Flagship® lounge a la carte experience at Philadelphia (PHL) to announcing a new Flagship® lounge at Miami (MIA), the airline is expanding the premium experience for customers and reinvigorating the customer experience across the various travel journey touchpoints.

The Provisions by Admirals Club lounge features:

- One-on-one customer support: Representatives are available on-site for personalized service and travel assistance.
- Flexible food options: Customers can choose from a variety of sandwiches, salads, snacks and fresh fruit. Vegetarian sandwich and salad options will also be available.
- Streamlined experience: The space will feature a clean design with high-top standing tables and minimal furniture to create an environment that supports quick visits and high-volume traffic.

“As the airline’s second-largest hub, Charlotte plays a significant role in the connectivity of the airline, serving millions of customers every year as they travel to, from and through CLT to destinations across our global network,” said Ralph Lopez Massas, American’s Senior Vice President of CLT Operations. “Our unwavering commitment to our customers has remained at the center of exponential growth at CLT over the past several years and this new concept is yet another example of our focus on improving their travel experience.”

Summer in CLT: American operates more than 670 peak-day departures out of CLT to more than 170 destinations in 27 countries. This summer, American is operating its largest transatlantic schedule from CLT with access to eight European destinations, including new nonstop service to Athens, Greece (ATH).

A NEW WAY TO LOUNGE AT CLT

Access to the Provisions by Admirals ClubSM lounge follows the same policies as traditional Admirals Club[®] locations.

Domestic travelers can access the Admirals Club[®] lounge through an Admirals Club[®] membership, qualifying oneworld status or the Citi[®] / AAdvantage[®] Executive credit card. Eligible AAdvantage[®] status members can access the Admirals Club[®] lounge when traveling on qualifying international flights.

Customers can also purchase a One Day Pass, eligible for 24 hours, for \$79 or 7,900 AAdvantage[®] miles.

By reimagining how lounge benefits are delivered on the ground, American is making the customer experience at CLT more accessible, more efficient and more in tune with the way people travel today.

About American Airlines Group

As a leading global airline, American Airlines offers thousands of flights per day to more than 350 destinations in

more than 60 countries. The airline is a founding member of the oneworld alliance, whose members serve more than 900 destinations around the globe. Shares of American Airlines Group Inc. trade on Nasdaq under the ticker symbol AAL. Learn more about what's happening at American by visiting **news.aa.com** and connect with American **@AmericanAir** and at **Facebook.com/AmericanAirlines**. To Care for People on Life's Journey®.