



NEWS RELEASE

## Customers save time and money when prepaying for checked bags

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FORT WORTH, Texas — American Airlines is making it easier for customers to save a little time and money when they need to check luggage. The airline recently rolled out a series of digital enhancements to make the process easier and expand self-service luggage options.

"Any time we can make the travel experience streamlined and more convenient before arriving at the airport is a win for our customers," said Heather Garboden, American's Chief Customer Officer. "We continue to update our digital channels to provide our customers with even more self-service options."

### New digital features give customers more self-service bag options

In the past few weeks, American has updated **aa.com** and its mobile app to give customers more control over their trip, especially when it comes to their bags.

- No more waiting until check-in to prepay for your luggage. Customers can add up to three checked bags when booking their flight.
- Customers who prepay for their bags online can now make confirmed same-day changes without needing an agent, creating a more consistent and transparent experience.
- If a customer changes or cancels their trip (or buys an Instant Upgrade), eligible prepaid bags purchases are automatically refunded as a travel credit or returned to the original form of payment, providing customers with more flexibility.
- Customers can now redeem their travel credits when purchasing standalone bags online, a major step toward more flexible checkout options and the future expansion of credits across additional ancillary products.

- For those booked in American's premium cabins, most customers can now add their checked bags on aa.com and the mobile app prior to departure.

Together, these updates make it easier for customers to plan, change and manage their travel on their own terms — no calls, no lines, just a smoother digital experience.

And when customers prepay for their checked bags, they can skip the lines and scan their boarding pass at the kiosk to print Express Bag Tags. In the past year, American has installed approximately 100 new bag kiosks at 16 airports.

#### Adjusting bag fees charged at the airport

American is adjusting bag fees for the second checked bag for travel booked on or after Feb. 18. The new bag fee for domestic flights including Alaska, Hawaii, Puerto Rico and the U.S. Virgin Islands, Canada and short-haul international flights is \$50 when purchased at the airport. Customers who prepay for their second checked bag on aa.com or through the mobile app will receive a \$5 discount, paying the current fee of \$45. There are no changes to bag fees for the first checked bag.

Certain AAdvantage® members and credit cardmembers still receive important benefits:

- All AAdvantage® status members will continue to receive complimentary bags on American Airlines flights.
- Most AAdvantage® credit cardmembers also get their first eligible checked bag free on domestic American Airlines itineraries.

Customers who purchase premium cabins on domestic and international flights will continue to receive complimentary bags. American also offers complimentary bags to active-duty U.S. military personnel on all American flights.

#### 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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