American Airlines

Contents

Updated May 2, 2024 (To view updates > Go to Resources > Travel Guide Updates)

Overview

As a team member or retiree with travel privileges of American Airlines or one of our regional affiliated subsidiaries (Envoy, Piedmont and PSA), you enjoy some of the best travel privileges in the industry for you, your family and your friends. This Travel Guide will help you better understand this privilege and the programs associated with it.

In addition to the online travel privileges (which refers to travel on American and American Eagle), you and your eligible family members receive reduced-rate space available interline travel on many domestic and international airlines through reciprocal agreements. You're eligible for interline travel (sometimes called OAL) after six months plus two full days with the company.

There are a few legalities we should get out of the way. The Travel Guide is not a contract. The privileges, guidelines and programs contained herein (or in any other American Airlines publication or information source) may be reviewed and revised by the company at any time. The privileges, guidelines and programs discussed in this Guide apply to all team members and retirees unless otherwise specified in an applicable collective bargaining agreement or other negotiated agreement. You are responsible for reading and understanding the contents of this Guide, including any and all changes and updates. If you have any questions regarding anything addressed within this Guide, please contact the Team Member Service Center.

Travel expectations and procedures

Anyone with travel privileges is responsible for understanding the following:
Anyone you authorize for travel:

- Is a person with whom you have an established personal relationship.
- Is a person who does not pose a safety or security risk to the company.
- Is a person who understands all rules of non-revenue travel as outlined in the Travel Guide.
- Is not a former team member who was discharged for any type of misconduct or who resigned in lieu of discharge or any type of misconduct.
- Is not any team member or any individual whose travel privileges have been revoked/restricted or any team member on a Leave of Absence (LOA), which does not allow non-revenue travel.

Additionally, you acknowledge that:

- The company reserves the right to remove travelers who the company believes may pose a safety or security risk.
- The company reserves the right to remove travelers who do not follow the rules of non-revenue travel as outlined in the Travel Guide.
- You will be held responsible for persons who misuse travel privileges and for the conduct of the traveler, which may include termination, suspension or permanent loss of my travel privileges.
- Abuse of this system may result in suspension or permanent loss of travel privileges or further disciplinary action up to and including termination of employment and where warranted, criminal prosecution.

Travel is a "privilege" that comes with responsibilities. Travel is not a right of employment; it is not a form of compensation; and it is not a benefit. The company reserves the right in its discretion to modify, suspend, revoke, or terminate these privileges, in any way, with or without cause or notice, at any time if the company deems it is in the best interest of the organization or the team members or retirees.
In exchange for the privilege of team member travel, you should understand and agree that:

- All travel privileges provided to team members, retirees, family members, and others are strictly for personal, leisure use only. Travel privileges may not be used for non-AA business purposes or commercial gain, including activity that would deny revenue to American or any other carrier.
- Team member travel cannot be sold, purchased, bartered, traded, assigned, transferred, decreed, or donated.
- You must be truthful when obtaining travel privileges for family members.
- While traveling, you will conduct yourself in a safe and respectful manner.
- Family members and others using your team member travel privileges will demonstrate respect for our team members and customers when traveling.

- Travel privileges are subject to suspension for non-payment of travel charges.
- It is a violation of company policy to obtain, or attempt to obtain travel privileges from the company or other airlines for another person by deceitful or fraudulent means. This includes, but is not limited to, falsifying marriage, divorce, and birth or adoption documents for the purpose of meeting the travel eligibility requirements or imputing false information into the system.

Misuse or dishonest use of travel privileges, or any other violation of travel privileges by yourself as a team member or retiree, your family member or others traveling on your travel privileges can result in various company actions, up to and including termination. Other corrective action as determined by the company may include but is not limited to: suspension of all travel privileges for a period of time, revocation of all travel privileges permanently, legal action including criminal prosecution, and/or full-fare reimbursement.

Additionally, violations of the Conditions of Carriage, aa.com site usage policy, fraud, misrepresentation, abuse, or violation of application rules may subject participants to termination of their AAdvantage Program eligibility. Such action may include, without limitation, the forfeiture of all award tickets and any accrued mileage in a member's account, as well as cancellation of the account and the member's future participation in the AAdvantage program.

Termination of employment for reasons related to, but not limited to, egregious violation of the Work Environment Policy, illegal transport of contraband, theft or any termination resulting from travel infractions will result in the permanent removal of all travel privileges, including retiree travel privileges.

Privacy requirements for travelers living outside the US

Those who live outside the United States have certain rights regarding the collection, transfer and use of their personal information. You must obtain a written copy of the "Travel Consent" for person you register as a traveler who lives outside the United States.

Travelers under 18 years of age who reside outside the US, except for your own child or legal dependent, must have the Travel Consent form completed by the parent or legal guardian of that child to authorize permission and legal authority to travel.

You are required to keep a copy with your own personal records of the travel consents completed by your travelers for as long as they are registered for travel, and agree to provide copies of these consents to American upon request, if audited. Failure to provide American with travel consent for your travelers living outside of the United States will result in termination of your travel privileges. Here is the link to the travel consent form.

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Team members travel contacts

Team member websites • Mainline American: newjetnet.aa.com • Envoy: my.envoyair.com • Piedmont: mypiedmont-airlines.com • PSA: mypsaairlines.com • Retired mainline American: retirees.aa.com • Retired Envoy/Piedmont/PSA: fly.aa.com
Team Member Services When to contact: If you have general questions about non-rev travel Where to reach us: Team Member Service Center or employeeservices@aa.com
American Airlines Non-Rev Travel Desk (WE FLY AA) When to contact: If you don't have access to a computer/device--and need to list for non-rev travel, or not able to price and purchase an AA20 through the myIDTravel Tool. Where to reach us: 1-888-WE-FLY-AA (1-888-933-5922)

The toll-free number is valid from the U.S., Canada, Puerto Rico, the U.S. Virgin Islands, Bahamas, Bermuda, British Virgin Isles, Cayman Islands, Turks and Caicos, Dominica and Panama. The local number for the Non Rev Travel Desk is 1-817-786-4314 (Team Member Service Center), choose prompt for Travel--then Non Rev Travel Desk (booking travel).
Interline Pass Bureau for Business Travel on and by other airlines When to contact: If you need assistance with business travel on other airlines (when on-line travel isn't available) Where to reach us: interline.travel@aa.com
Interline Personal Travel on and by other airlines When to contact: If you need assistance with personal travel on other airlines Where to reach us: myidtravel@aa.com
Non-Revenue Space Available (NRSA) Department When to contact: If you have questions related to billing or refunds for pass travel For additional information, see the Trips tab in Travel Planner to open a case or dispute charges associated with non-revenue travel. Where to reach us: **Regular mail:** American Airlines PHX-RWE-ACR Attn: NRSA 4000 E. Sky Harbor Blvd Phoenix AZ 85034 Be sure to add your AA ID on all correspondence; including check payments **Email:** NRSA.refunds@aa

Travel tools

Tool	Location	Description
Travel Planner	Access via Jetnet, retirees.aa.com, fly.aa.com or the Piedmont/PSA employee websites on any device (desktop, tablet or mobile).	Used for non-revenue travel planning on American and American Eagle including flight listing, flight check-in, viewing priority lists, checking gates/times, and estimating applicable service charges. May also be used to book business travel (must have the ability to self-authorize business travel).
myIDTravel	Access via Jetnet, retirees.aa.com, fly.aa.com or the Piedmont/PSA employee websites.	Used for purchasing AA20 discounted tickets for travel on American and American Eagle and for ZED tickets for travel on other airlines, including checking flight loads, flight listing, ticketing, refunds and agreement details.
Global Entry	Global Entry/US Customs and Border Protection (cbp.gov)	Known Traveler Number (KTN) is a TSA designated number to allow low-risk travelers the TSA Pre-check option.

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Eligible travelers

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As a team member or retiree of American Airlines, Envoy, Piedmont or PSA, you are eligible for travel, and the extent of these privileges is based on your employment status (e.g., active team member, retiree, etc.). We also extend travel privileges to certain former team members of authorized subsidiaries and companies that have been directly affiliated with the company. These privileges may differ from those extended to active team members or retirees of the company.

Eligible travelers include team members, retirees, spouses, domestic partners (DPs) or registered companions (RCs), qualified children and parents. You also have the opportunity to add D3 guests to your travel list.

Spouse, DP, or RC (one (1) designated slot)	Qualified Children under the age of 24	Parents	Parents-in-law	Guests
• Married = **Spouse or Registered Companion (RC)** • Single, Divorced, or Widowed = **Domestic Partner (DP) or RC**	Children of team member/retiree, spouse, or DP (For progression of travel for children, see table below)	Parents or step-parents of team member/retiree	Parents of Spouse or DP	Extended family and friends
Dependent verification process (DV) Spouse/DP—DV* RC—No DV	DV*	DV*	DV*	No DV
* When adding a dependent traveler (Spouse, Domestic Partner (DP), qualified child or designated parents), you will be asked to provide additional verification documentation, and your dependent travelers must be verified before they are allowed to travel. If documentation is needed, you'll be notified via email, phone or home address on file with the company. For more information, see the Dependent Verification section. **Retirees** will not be prompted to submit verification documentation; however, travel profiles are still subject to audits and disciplinary action.				

For more explanation about your travel privileges (pass types, who can utilize, etc.), refer to Overview of travel privileges.

Team member
You qualify as a team member if you are currently on the company's payroll, or on a leave of absence.
Retiree
To qualify for retiree travel, you must have retired under a previous retirement plan or meet the 65 Point Plan criteria. You are eligible for the 65 Point Plan if meet all the requirements below: **General requirements:** • You have at least 10 years of continuous active service at the time of separation (see Notes below) • Your years of service + your age = at least 65 • You leave the company in good standing • You give appropriate notice to your department Notes: • If a team member resigns from a wholly owned subsidiary and is hired by AA (or vice versa) within thirty days of their resignation date, their time with the subsidiary/mainline will be used to determine eligibility (continuous service) toward retiree travel calculation ("65 point rule"). This would also apply when transferring or being rehired within the same company.

- If you are involuntarily separated from the Company due to a Reduction in Force (RIF), but fall short of the time required for the 65-Point Travel Plan at the time of separation, your severance period can be used in the eligibility calculation for the 65 Point Travel Plan. However, you must have reached a minimum of at least 10 years of service at the time of separation (plus qualifying subsidiary or wholly-owned company seniority). The severance period cannot be used to reach the 10 year minimum.
- For AA mainline union-represented team members, active service does not include time spent on furlough.
- If you received an early out travel package, then you may have different privileges than a qualifying retiree. If you leave the company under a separation package and are rehired at a future date, you may be required to waive your rights to any previous travel privileges as a condition of re-employment.
- Travel privileges will cease and be deactivated if the retiree is incapable of authorizing travel.

Spouse

A qualifying spouse is defined as a person who is currently and legally married to the team member, retiree or former team member with travel privileges. Once you add a Spouse, they remain on your traveler list for a minimum of 12 months prior to deletion or replacement, unless you have completed a life event, such as divorce.

Notes:
- As of May 1, 2019, for travel purposes, you can add a Registered Companion (RC) in lieu of a Spouse, but they must remain as your RC for at least one calendar year before you can choose to delete or replace them with another RC or your Spouse.
- Certain early out packages do not allow adding a RC in lieu of a Spouse.
- If you choose to replace your spouse with a RC, note that unlike the spouse who is eligible for travel on all of American's ZED partners, the RC is only eligible for travel on American's **one**world Alliance partners. For more information, refer to Registered Companion section below.

Domestic partner (DP)

If you are single, divorced or widowed, you may designate a same or opposite gender DP. A qualifying DP is defined as two people in a spouse like relationship for at least six (6) consecutive months, reside in the same permanent residence, and have evidence of joint financial responsibility. For more information, see the Verification documentation section of this Guide. Once you add a DP, they must remain on your traveler list for a minimum of 12 months prior to deletion or replacement.

Notes:
- As of May 1, 2019, for travel purposes, you can add a Registered Companion (RC) in lieu of a DP, but they must remain as your RC for at least one year before you can choose to delete or replace them with another RC or your DP.
- If you choose to replace your DP with a RC, note that unlike the DP who is eligible for travel on all of American's ZED partners, the RC is only eligible for travel on American's **one**world Alliance partners. For more information, refer to Registered Companion section below.
- It is your responsibility to verify DP qualifications prior to adding them to your travel list. If traveler does not qualify or if you are not able to provide the appropriate documentation, then they will need to be added as a Registered Companion (RC).
- Domestic partners are considered equivalent to a spouse for travel on other airlines.

Travel by a Domestic Partner is subject to imputed income, and you will be taxed on the value of their travel. For more information regarding taxable income, please refer to the Imputed income section.

Registered companion (RC)

A Registered Companion is defined as anyone with which you have a personal relationship, such as an aunt, best friend, sibling, etc. Once you add a RC, they must remain on your traveler list for a minimum of 12 months prior to deletion or replacement. Registered Companions will not require any verification to remain on your travel list.

Notes:
- You can add a Registered Companion (RC) in lieu of a Spouse or Domestic Partner (DP), but they must remain as your RC for at least one calendar year before you can choose to either delete or replace. **Reminder**: Certain early out packages do not allow adding a RC in lieu of a Spouse/DP.

- Non-rev travel on other airlines for a RC is limited to members of our **one**world alliance.
- If you choose to register a qualified parent (except parent-in-law) as your RC, that individual must also be registered as a Parent if you wish them to have full OAL/ZED privileges. Otherwise, they will only be able to travel on **one**world partners.

Travel by a Registered Companion is subject to imputed income, and you will be taxed on the value of their travel. For more information regarding taxable income, please refer to the Imputed income section.

Qualified children

The following qualified children may be added to your travel profile:

- Your natural-born or adopted child(ren)
- Your stepchild(ren)
- Your domestic partner's child(ren)
- Your exchange student (**see note below)
- Your foster child or court-appointed ward/dependent currently placed in your home for which you, jointly or individually, are the legal guardian or legal custodian

For more information, refer to the Dependent verification section.

These children mentioned above generally fall into three (3) different classifications:

Dependent Child	Your children under age 19	D1/D2/AA20/OAL—For children less than 2 years old, refer to Child and UMNR travel section.
Dependent Student	Your children age 19-22	D1/D2/AA20/OAL—Once they turn 19, they will automatically change to Student regardless of student status. If child is not attending or enrolled full-time in college, school or other classes, it is your responsibility to re-add them as Non-Dependent Child.
Non Dependent Child	Your children age 23 (or children age 19-22 who are non-students)	D1/D2/AA20/OAL—Once they turn 23, they will automatically change to Non-Dependent Child in the system, regardless of student status. If your child is listed as a Non Dependent Child, either from being a non-student between ages 19-22 or turning 23 years of age, their travel is subject to imputed income to comply with IRS guidelines. You will then be taxed on the value of their travel during that time. **Note**: Travel by your Domestic Partner's Child(ren) is always subject to imputed income regardless of age. For more information, see Imputed Income section.
	Your children age 24 or older	Your qualified children will receive travel privileges until their 24th birthday (at the end of that day to be exact), regardless of whether they are enrolled in college, school or other classes. Once they turn 24, they will automatically be deleted from your dependent travel list. You may then add adult children either as a D3 guest or as your RC in lieu of your Spouse/DP.

It is the responsibility of the team members/retiree to verify that the status of your child(ren) is updated accordingly.

In addition to the three classifications listed above, your qualified dependents age 24 or older with a **disability or who meet special needs** requirements may be eligible to receive dependent travel privileges. To verify your dependent's disability or special needs, please complete these forms, which outlines the requirements. You will submit this form by fax or email along with copy of your federal tax form to Human Resources. If approved, they will manually add the Disabled Dependent profile to your travel list. Disabled dependents may not travel without an accompanying adult traveling with the same ticket type (non rev/revenue). If the adult is in a separate booking/listing, then PNRs must be cross-referenced by a reservation or airport agent. Additionally, because they are 24 years and older, disabled dependents are not eligible for travel on other airlines (OAL/ZED).

** You are eligible to add your **exchange student** to your travel profile if the high school student from another country is placed in a team member's or retiree's home by American Field Services, Youth for Understanding or a similar organization. You will go through the Dependent Verification process to add an exchange student. Supporting verification documentation for an exchange student includes a birth certificate and the exchange paperwork that list you as the host. Additionally, U.S.-based team members and retirees must qualify to claim the student's expenses as a charitable deduction under Section 170 of the IRS code (Section 1064, U.S. Master Tax Guide).

Parents and parents-in-law

You have two (2) D2P designated slots, and you may choose any combination from:

- Your mother/father
- Your stepparents
- Your Parents-in-law (parents of your Spouse or Domestic Partner)
- Your Stepparents-in-law (stepparents of your Spouse or DP)
- Your legal guardian (*see note below)

Notes regarding parents:

- Once you have registered your two (2) D2P travelers, any other(s) can or must be listed as a D3 guest, and guest passes will be deducted from your annual guest pass allotment.
- Your D2P travelers need to remain on your traveler list for a minimum of 12 months prior to deletion or replacement.
- D2P parent travel is subject to a service charge in addition to applicable segment taxes and fees. However, parents-in-law and parents of DP's will pay the same service charges as a D3 guest, but this will not affect your guest pass allotment.
- Your parents or stepparents are eligible for travel on most other airlines. However, parents-in-law and parents of DPs are not eligible for travel on other airlines.
- If you choose to register a qualified parent (except parent-in-law) as your RC, that individual must also be registered as a Parent if you wish them to have full OAL/ZED privileges. Otherwise, they will only be able to travel on **one**world partners.

*If adding a **legal guardian** to your travel profile, you must present verification documentation to support the legal guardian relationship. Supporting documentation includes a copy of the court order to qualify your legal guardian for travel.

Surviving Spouse/Surviving Domestic Partner (DP)

In the event of the death of a retiree or a team member who has met the eligibility requirements of the 65 Point Plan, the company will extend survivor travel privileges to the spouse or company-recognized DP, as the retiree's or team member's travel profile will be deactivated. For a Surviving DP, they must be verified in the team member's travel profile prior to the death for these travel privileges to be extended (refer to Dependent Verification section).

Reminder: There are certain early out packages where a surviving spouse/DP may not be eligible to receive travel privileges upon the death of the former team member. Also, if an early out package included a bridge to obtain the 65 Point Plan, then the surviving spouse/DP is not eligible to receive travel privileges.

In the event of the death of a team member who does not meet the eligibility of the 65 point plan, the company will extend retiree travel privileges for one year from the date of the team member's death to the Surviving Spouse or Surviving Domestic Partner.

The team member's/retiree's travel profile will remain active for a 30-day period to allow bereavement travel for qualified family members (see Emergency/Bereavement Travel section). After the 30-day period, the travel profile will be deactivated.

Travel privileges for the Surviving Spouse or Surviving DP are the same as a retiree except for the following: • Travel on other airlines (OAL/ZED) is not included for Surviving Spouse/Surviving DP and eligible dependents. • Surviving Spouse/Surviving DP is not eligible to have a Spouse, Domestic Partner, or Registered Companion. As long as the team member was eligible for the 65 Point Plan or was already a retiree, then travel is valid for the lifetime of the spouse or verified DP. Travel privileges will cease and be deactivated for the surviving spouse/surviving DP and surviving family members when any of the following events occur: • Surviving spouse/surviving DP is incapable of authorizing travel • Surviving spouse/surviving DP remarries or enters into another domestic partner relationship • Death of surviving spouse/surviving DP **Note**: If a surviving spouse is also a retiree or active team member, they are not eligible for surviving spouse privileges as they would have their own travel privileges.
D3 Guests
Once you have been with the company for six (6) months and two days, you can elect to add up to twelve (12) D3 guests to your travel list at one time, and these guests will share a separate pass bank. These guests are your family and friends that you know personally who do not qualify as a dependent traveler. Your D3 guests must be listed on your traveler list for a minimum of 12 months prior to deletion or replacement. Only register guests with whom you have a personal relationship, as you will be responsible for their travel and how they conduct themselves while traveling. D3 guests will not require any verification to remain on your travel list.
Travelers who reside outside the US
If you are adding any travelers who reside outside the US, be sure to refer to the Privacy requirements for travelers living outside the US section.
Active and former team members
You may register an active or former team member under your travel privileges provided their travel is not suspended for any reason (violations, disciplinary action, investigation, certain LOA, nonpayment of travel charges, etc.)—or they separated from the company in good standing and were not separated for any misconduct. For more information, please refer to Travel Expectations and Procedure section.

For instructions how to add travelers to your list, go to Travel Planner > Tools > Help.

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Eligible travelers FAQ's

Once I add a dependent traveler, will they be able to travel immediately?
No. Any dependent traveler (spouse, DP, child, or designated parent) must first be verified before their travel privileges are active. However, if you list anyone as your RC or D3 guest, they will be able to travel right after creating their profile, since they are not required to be verified.

I am single, and I do not have any living parents. Am I able to add someone in the designated parent "slots"?
No, unfortunately. Since you are single, only your parents or stepparents are allowed to be designated D2P travelers. However, if you have a domestic partner, then you can add parents of your domestic partner.

I am married, and I have different sets of parents—my parents, stepparents and my in-laws. Can I switch out my D2P designated travelers to allow each to utilize my dependent travel privileges?
Yes. Once any of your parents are listed as a D2P for a year, you can then choose to switch at that time. However, any other parents besides your designated D2P's would have to be listed as a D3 guest.

My parents are deceased. Can I add my in-laws in place of my parents?
In-laws can always be added as D2P travelers, but they must listed as "In-laws"—not as "Parents."

If I live with my significant other in the same residence, will this count to add them as a Domestic Partner (DP)?
Not exactly. You must also share a joint life together (financially, mortgage/lease, beneficiary, etc.) for at least six (6) months to qualify as a DP. If they do not qualify under these parameters, then you would just need to add them as a RC.

My Spouse does not have an interest in traveling. Can I add an RC, so they could use my dependent travel privileges?
Yes. If you are married or have a DP, you can add a RC in lieu of your Spouse. However, they must be remain as your RC for at least one year before you can choose to delete or replace them with another RC or your Spouse.

I added a RC instead of my Spouse. Can I go back and replace my RC with my Spouse at any time?
No. You will have to wait until your RC has been listed for a least a year before you can replace or delete.

If I'm married, can I also have a Domestic Partner (DP)?
No, if you are married, you can only have either a Spouse or Registered Companion (RC).

Three months ago I registered my boyfriend as my current RC, but we have now broken up. Am I able to replace him with another RC right now?
You will be able to replace your RC after your current RC has been listed for one year. So, you will not be able to replace him immediately. However, you can restrict his travel for now until either you remove or replace him.

I added my current RC less than a year ago, but we have now recently married. Do I have to wait the full calendar year to change my RC to my Spouse?
No. Once your marital status has been updated to Married in the system, you will just need to contact Team Member Service Center (TMSC) to assist you.

I have a Registered Companion (RC), but we have lived together for four years and qualify with all the parameters to be a Domestic Partner (DP). What would be the benefit of having them registered as my DP rather than just my RC with my travel privileges?
Both a RC and DP are subject to imputed income, so there is no difference in this aspect. However, the main difference would be the travel on other airlines (OAL/ZED). The DP would have the full OAL privileges, whereas the RC is limited to **one**world partners only. Also, if your DP has children, you would be able to add them as dependent travelers—and they would also be subject to imputed income.

My Domestic Partner (DP) has been verified, and she has two children of her own, ages 5 and 10. Are they able to receive dependent travel privileges?
Yes. You will add her children as Domestic Partner Dependents. However, their travel is subject to imputed income regardless of any age under 24, so you will be taxed on the value of all their travel.

Do I have to update my children's travel status when they turn 19 and 23?
No. Once you have added them, the system will automatically update their status once they reach the next age group. When they turn 24, they will be automatically deleted.

I have children between the ages of 19-22, but they are no longer attending college or taking classes. Can they remain as a student?
No, you will need to manually re-add them as a Non Dependent Child. They will still retain all their dependent travel privileges, but any travel during this time will be subject to imputed income.

My niece and nephew live with me. Can I list them as dependent travelers?
As long as you have court-ordered custody and can provide documentation, then you may add them as dependent travelers. Keep in mind the power of attorney document will not be sufficient. Otherwise, they must be listed as D3 guests.

My son is 25 years old, but he is completing his Master's degree. Is he able to receive dependent travel privileges, since he is still in college?

No. Travel for your children is based on age, regardless whether they are attending college or enrolled in classes. Once they reach age 24, they will be automatically removed, and you can then add them as a D3 guest.

My child is listed for a trip, and she will turn 24 after she leaves but before she returns. Since she will be in a middle of a trip, will her dependent travel privileges expire after she returns?
No. She will be dropped automatically from your dependent travel privileges on her 24th birthday regardless of travel. She will be considered a dependent for her outbound flight, but you must list her as a D3 guest or purchase a regular ticket for her return.

Can I register twelve (12) D3's guests all at once under my travel list?
Yes you can. However, it might be better to make sure who you trust and who would make use of your travel benefits over a period of time. If you register all twelve at once, you would have to wait a whole year before the possibility of adding someone new.

I have a D3 guest who has been registered on my list for 2 years, but they never fly. Can I remove them anytime?
Yes. Once a traveler has been listed for a year, you have the option to remove or replace them.

Both my spouse and I are team members with the company. If I pass away, will my spouse receive travel privileges both as a team member and a surviving spouse?
No. Since your spouse already has their own travel privileges, they cannot also have another set of travel privileges as a surviving spouse.

Am I able to add another active team member or a former team member as my RC or D3 guest?
Yes, a RC or D3 guest can be anyone of your choosing that you know personally, including active team member provided their travel is not suspended for any reason (violations, disciplinary action, investigation, certain LOA, nonpayment of travel charges, etc.). If they were a former team member, then you may add them as long as they left the company in good standing and were not separated for any misconduct. For more information, please refer to Travel Expectations and procedure section.

I am divorced. Am I able to add my 19 year old child as my Registered Companion (RC)?
Yes you can—you would just identify the relationship as "dependent child" when creating the profile. However, there is really no need to add them as your RC until they reach age 24, since they would receive their own dependent travel privileges until that time.

I am a single retiree. I want to add my grandchild as my Registered Companion (RC). Is there an age limit to an RC?
No. There is no age limit to adding an RC; it can be anyone of your choosing of any age.

Am I able to add someone to my travel privileges who does not reside in the USA?
Yes. However, you will need to have them fill out the travel consent form, which can be found under Privacy requirements for travelers living outside the US. Once they fill out the form, just keep it with your records in case you are ever audited.

If I replace my Spouse/DP with a RC, can my RC travel with me on our ZED partners?
Yes, as long as you are only traveling on **one**world partners. However, if you have listed your qualified parent (except parent-in-law) as both a RC and parent, then they will be able to travel on all our ZED partners as your RC.

I'm a surviving spouse. With the changes to adding a Registered Companion (RC) as of May 1, 2019, am I able to add a RC at this time?
No. Surviving Spouse's/Surviving DP's are not able to add a spouse, DP, or RC. Once they remarry or have a DP, then their travel privileges will cease.

I left AA mainline over a year ago, but came back to work at Envoy. My OAL and D3 travel is not active. Why is this?

If you leave the company (or a subsidiary) for more than 30 days, your travel profile will reset with OAL and D3 travel. So, you will have to wait until after 6 months + 2 days after your rehire date before they become active once more. However, all your dependent travelers are still active for D1/D2/D2P travel.

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Overview of personal travel privileges

How to activate travel
Travel/trips history

We realize there are several options to inquire about travel guidelines and procedures, such as your co-workers, friends and social media. However, this guide should be your first point of orientation and continuing reference. If you still have questions, contact the Team Member Service Center.

If you have not yet already, be sure and read the Travel Expectations and Procedure section before continuing further.

As the team member or retiree, your personal travel privileges are described below:

Pass Type	Active or Retiree?	How Many?	Who qualifies?	When?
D1 (Vacation pass) Highest space available travel status	Both	6 one-way passes per calendar year You and your dependents will each receive 6 one-way passes per year	• You • Your Spouse or Domestic Partner (DP) or Registered Companion (RC) • Your children under the age of 24	Upon hire date
D2	Active	Unlimited	• You • Your Spouse or DP or RC • Your children under the age of 24	Upon hire date
D2R	Retiree	Unlimited	• You • Your Spouse or DP or RC • Your children under the age of 24	Upon retirement date
D2P (Parent)	Both	Unlimited	Two (2) designated D2P parents chosen from: • Your mother/father • Your step-parent • Your parents-in-law (if married) • Your Domestic Partner's parents (if DP is verified) Designated parents may only travel as a D2/D2R priority when travelling with the team member/retiree in the same PNR. The team member/retiree may not use a D1 while their parent travels D2/D2R.	Upon hire date
D3 (Guest)	Both	<u>Active</u>: Sixteen (16) one-way passes per calendar year shared among all D3 guests <u>Retiree</u>: Eight (8) one-way passes per year shared among all D3 guests	Your extended family and friends that you personally know Up to twelve (12) D3 guests can be listed at one time	Six months +2 days after date of hire

		• If you **retire mid-year**, you'll keep your original sixteen (16) D3 allotment for the rest of that year. • Your new allotment of eight (8) D3 one-way passes will take effect on January 1st of the following year.		
A9	Both	Emergency/Bereavement	You and your eligible travelers (check Emergency/Bereavement section)	Upon hire date
AA20 - AAdvantage Award Promotion	Both	Unlimited 20% off the published base fare or miles in AA.com	• You • Your Spouse or DP or RC • Your children under the age of 24 • Your designated D2P parents	Upon hire date
OAL/ZED (Travel on other airlines)	Both	Based on OAL policy For more information, refer to Travel on other airlines section. Questions: myidtravel@aa.com	• You • Your Spouse or DP or RC (*see below) • Your children under the age of 24 • Your parents OAL/ZED does not include parents-in-law and parents of DP *RC can only travel on **one**world alliance partners	Six months +2 days after date of hire

To see who is eligible for these travel privileges, refer to the Eligible travelers section.

To see how travel is charged, refer to the Service charges and Methods of payment section.

These travel privileges are based upon being an active team member or qualifying retiree. If you received an early out travel package, then you may have different privileges than described above. For retiree travel requirements (65 Point Plan), refer to Eligible travelers—Retiree section. If you leave the company under a separation package and are rehired at a future date, you may be required to waive your rights to any previous travel privileges as a condition of re-employment.

The standard **furlough travel** package includes online travel at the D2R classification as well as D1, D2P, D3, A9 travel and AA20 discounts. Furlough travel does not include OAL/ZED interline travel. After separation, travel is for one year unless stated otherwise by your collective bargaining agreement.

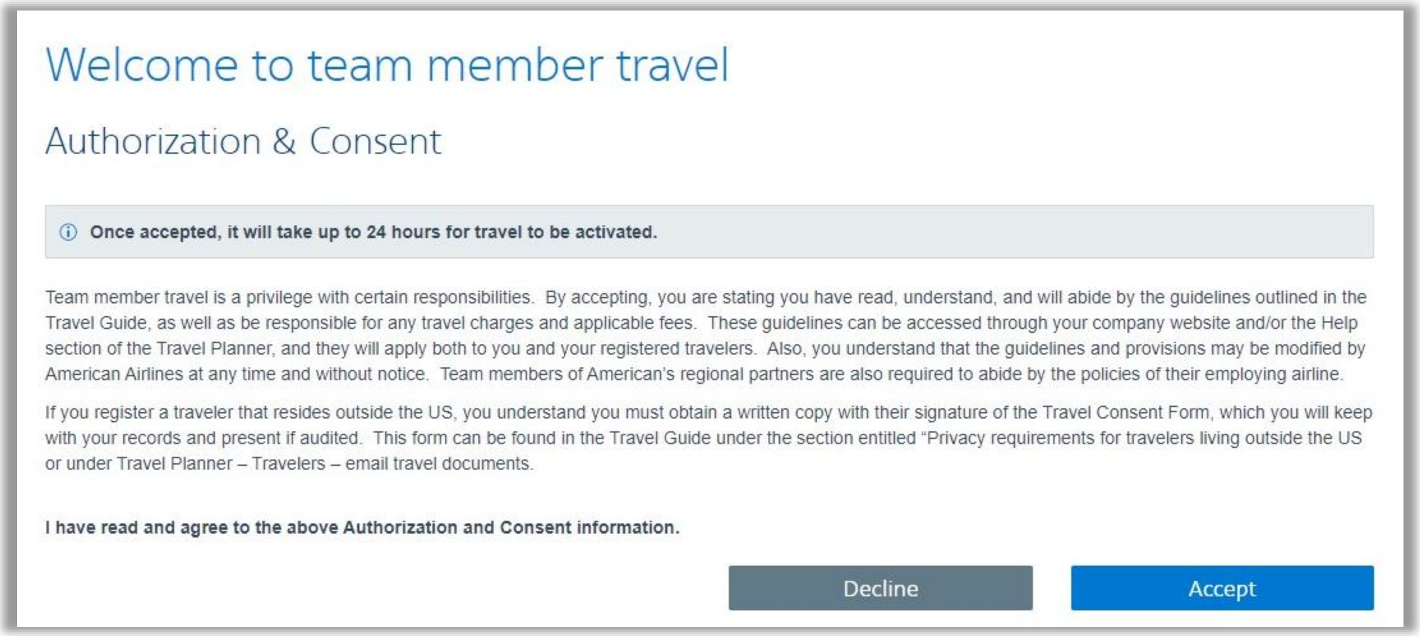
Notes:

- Space available/non revenue travel can be booked in any class of service.
- Once you register a Spouse, DP, RC, parent, or D3 guest to your list, they must remain on your list for one full year before you may remove and/or replace them.
- All D3's will share the guest pass bank, regardless of how many guests you list.
- You may register former team members under your travel privileges provided the team member separated from the company in good standing and was not separated for any misconduct. For more information, please refer to Travel Expectations and Procedure section.
- If you leave the company and return at a later date, or are rehired by the company or a subsidiary in the same calendar year, you will not receive a new allotment of vacation and guest passes. Instead, your remaining pass bank balance will be reactivated for use throughout the rest of the year. This would be the same for your travelers and their passes; also, they still must remain on your list for one full year before you may remove and/or replace them.

- If a team member resigns from a wholly owned subsidiary and is hired by AA (or vice versa) within thirty days of their resignation date, their OAL and D3 travel will still remain active. Otherwise, their OAL/D3 travel will be reset to be active after 6 months + 2 days after the new hire date.

<u>How to Activate Travel</u>

If you are a new team member or have never initiated your travel, you'll need to "activate" your travel privileges by reading and accepting the terms and conditions of travel otherwise known as the Authorization and Consent agreement. Completing this task confirms that you've read through and understand our travel policies and guidelines. The Authorization and Consent agreement can be found on the Travel Planner page of Jetnet or company portal upon sign in. Once you complete the Authorization and Consent, it can take up to 24 hours for your travel to become active.



<u>Travel/Trips History</u>

There is a great tool in Travel Planner that will help you monitor all your non rev flight activity (including both personal and business). To view, access the Trips tab in Travel Planner, which shows your current and previous trips (History). You'll have access to:

- Dates of travel
- Traveler names
- Priority status (D1, D2, etc.)
- Class of service flown (First, Business, Main, etc.)
- Flight number/city pairs
- Service charges/international taxes/airport fees
- Imputed income, if applicable
- Payment details/status
- Dispute status, if applicable

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Dependent verification (Active Team Members)

Verification process
FAQs

You may add eligible dependents and guest pass travelers to your traveler list in Jetnet or your company portal. See the Eligible Travelers section for traveler qualifications. Instructions to add travelers may be found on the travel page of your company's website.

Once a new dependent (see list below) is added to your traveler list, active team members may be required to provide additional verification documentation. Dependents will not be able to list for travel until after their status has been verified. If you are required to submit documentation for your newly added dependent, you will receive a verification via your preferred email, phone or home address on file with the company. To check your preferred contact for **Mainline/Envoy,** access my.aa.com > Benefits Service Center > My profile (picture/avatar at top of page) > Personal information. For **Wholly Owned and International** team members, access your company portal.

If you added travelers prior to the verification process, you may still be required to provide verification documentation, and you will receive an email and/or letter requesting this information. To ensure your travel privileges are not negatively impacted, follow the instructions by submitting the required documentation.

If you are not able to verify your dependent travelers, then they are subject to be removed from your travel list. Profiles are subject to random audits for dependent verification. Falsifying anyone who does not qualify for dependent travel privileges could result in disciplinary action, including but not limited to suspension; termination of employment; revocation of or limitations on the travel privileges; and/or the obligation to pay the full fare of certain travel expenses or fines.

Retirees will not be prompted to submit verification documentation; however, travel profiles are still subject to audits and disciplinary action for any abuse.

Travelers requiring dependent verification	**Travelers <u>not</u> requiring dependent verification**
• Your spouse • Your domestic partner (DP) • Your natural, step or adopted child(ren) under the age of 24* • Your DP's child(ren) under the age of 24* • Your disabled dependent • Your foster child(ren) or court-appointed ward/dependent • Your exchange student • Your parents/stepparents • Your parents-in-law or DP's parents • Your legal guardian *If initially adding a child as a Student between the ages of 19-22, you will also be asked to provide a copy of their full-time enrollment for verification.	• You • Your registered companion (RC) • Your D3 guests

For a complete list of the documentation that is required for verification, please refer to the Verification documentation section.

Registration considerations:

- Marriage and/or divorce requires a life event to be processed and status updated in the system prior to making any changes to your travel profile.
- Common law marriage is only recognized in certain states. If your state does not recognize common law, then the company considers your status as Single. Therefore, you can add either a Domestic Partner (DP) or Registered Companion (RC).
- For travel purposes, the company does not recognize legal separation to add a Domestic Partner. Your marital status is still recognized as Married.

Verification process

The chart below outlines what you can expect during the review/verification process:

Step 1	**Registration**	Register your dependent (Spouse, DP, Child, or Parent/Parent-in-law) through Travel Planner—Travelers—Add new traveler
Step 2	**Notification**	Once notified by Dependent Verification by email or letter, submit documentation **Reminder**: After submitting documentation, it may take up to 14 days to process/verify
Step 3	**Verification**	Once dependent shows verified in Travel Planner, they are able to travel

When any dependent traveler is added to your traveler list, it will show "Pending verification" status until you have submitted documents and your dependent traveler has been verified. To see this, go to Travel Planner—Travelers—click on their profile. Their status is displayed in the "Verified" field, which will indicate:

Pending	Verification process is in progress.
Yes	Dependent has been verified and is eligible to travel.
No	Dependent traveler was not verified and is not eligible to travel.

Team Member	Who will notify you?	How will you be notified?	Where do you submit documentation?	Questions during verification process?
Mainline Domestic	Dependent Verification Center	Email, phone, or mailing address on file with Benefits Service Center	Dependent Verification Center	American Airlines Benefit Service Center at 1-888-860-6178, and when prompted say or choose "Dependent Verification"
Mainline International	Local HR/People assistant	Company email or mailing address on file	Local HR/People assistant	Contact your local HR/People assistant at international.travel@aa.com
Envoy Domestic	Dependent Verification Center	Email, phone, or mailing address on file with Benefits Service Center	Dependent Verification Center	Contact the Dependent Verification Center at 1-844-ENVOY-HR
Envoy International	Envoy People Services Department	Company email or mailing address on file	Envoy People Services Department	Contact Envoy People Services Dept at envoy.dvtravel@aa.com
Piedmont	Piedmont Team member Travel	Company email or mailing address on file	Piedmont Team member Travel	Contact Piedmont Team member Travel at piedmont.travel@aa.com
PSA Mainline	PSA Team member Travel	Company email or mailing address on file	PSA Team member Travel	Contact PSA Team member Travel at psa.travelrequest@psaairlines.com

Dependent verification FAQ's

How will I know what is needed to verify my dependent(s)?
After you register a dependent, you should receive an email or letter indicating what documentation is required to submit. For a complete list of the documentation that is required for verification, please refer to the Verification documentation section, but here are a few examples of what is required:

- Your child—copy of their birth certificate
- Your parent—copy of your birth certificate
- Your spouse— copy of your marriage license
- Your parent-in-law— copy of both your marriage license and your spouse's birth certificate
- Your stepparent— copy of both your birth certificate and your parent's marriage license

Right after I register a dependent, should I immediately submit the documentation?
No. It is advised to wait until you receive the email or letter with instructions before submitting any documentation.

Do I have to wait until a dependent is verified before I can list them for a flight?
Yes, after any of your dependent travelers (spouse, DP, qualified child, designated parent) are verified, then their travel profile will be active. **Reminder**: Registered Companions and D3 guests will not need to be verified and can travel immediately.

I am a new hire, and I am adding my child who is age 20 and a full-time student at a university. What is needed to verify them as a dependent traveler?
Since you are initially adding them as a Student, you will need to provide both a birth certificate and a copy of their full-time enrollment (at least 12 hours) to verify their student status.

Do I have to verify my children's travel status when they turn 19 and 23?
No. Once you have added them, the system will automatically update their status once they reach the next age group. When they turn 24, they will be automatically deleted.

My child has been verified under my travel privileges since he was 10 years old. Will I have to provide his enrollment once he turns 19 and the system changes him to Student status?
No. Currently, you only have to provide enrollment if you initially add a dependent child as a Student to your travel privileges between the ages of 19-22.

I have children between the ages of 19-22, but they are no longer attending college or taking classes. I am re-adding them as a Non Dependent Child. Will I have to verify them after I re-add them?
No, currently you will not be required to re-verify them as a Non Dependent Child. They will still retain all their dependent travel privileges, but any travel during this time will be subject to imputed income.

My niece and nephew live with me. Can I list them as dependent travelers?
As long as you have court-ordered custody and can provide documentation, then you may add them as dependent travelers. Keep in mind the power of attorney document will not be sufficient. Otherwise, they must be listed as D3 guests.

How can I submit my documentation?
You can submit it either online (preferably) or by fax. You will be provided instructions for either process in the email or letter.

My document is in a foreign language. Am I still able to submit it?
Yes. They will usually have someone to translate the documentation. However, you could try to have it translated beforehand, and then submit both copies of the original and translated versions.

How long will it take to verify a dependent after I have submitted the documentation?
A. Once received, please allow up to 14 days to process.

How will I know if my dependent has been verified?
Once they are verified, a "Verified" field will appear in the travel profile in Travel Planner which will indicate "Yes."

If I have an "No" in the Verified field, what do I do?
You will need to contact Dependent Verification for additional information or requirements. The number is 888-860-6178—then choose or say "Dependent Verification."

I added my dependent travelers <u>prior</u> to August 15, 2017 when Dependent Verification was implemented for all team members. Will I still have to submit documentation to verify them?
If you added any dependent travelers prior to August 2017, you may be asked to submit documentation to verify and allow them to remain on your traveler list. If so, you will be contacted by email or letter.

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Verification documentation

Retirees will not be prompted to submit verification documentation; however, travel profiles are still subject to audits and disciplinary action.

Below is a list of eligibility rules and documents required to verify the eligibility of each dependent. In some cases, at least TWO (2) forms of documentation are required. Please read carefully.

Spouse
Common law spouse
Domestic partner
Natural/Adopted child
Stepchild
Domestic partner child
Student
Special dependent/legal guardian
Foster child
Nondependent child
Disabled dependent child
Parent/Step-parent
Parent-in-law/Step parent-in-law

Spouse	
Your husband or wife under state/federal law	Document(s) Required for Verifying Eligibility: One (1) Document Required: Official Marriage Certificate (government-issued)* *Official Marriage Certificate must have proof that it was filed with a government agency (i.e., stamp date and signature of who recorded). Non-government-issued documents such as religious certificates, ceremonial records, or notarized statements, etc., are NOT acceptable.

Common Law Spouse	
If you live in a state that recognizes common law marriage and you have met the state's common law marriage requirements, you must complete and return a Common Law Marriage Recognition Request. Applicants for common law recognition may not be married to other persons. Along with the form, you must provide proof of common law marriage, as specified on the form. Although criteria vary by state, the following guidelines usually apply: • The couple cohabitates for a specified period of time established by the state; • The persons recognize each other as husband and wife; and • The persons are recognized publicly as husband and wife	Document(s) required for verifying eligibility: Two (2) Documents required: • American Airlines Common-Law Marriage Affidavit/Identification Form **AND** Certified Court Order. -OR- • American Airlines Common-Law Marriage Affidavit/Identification Form **AND** an Official Declaration Form issued by some states to register an informal marriage. Please contact your attorney if you have any questions on obtaining a court order. The company's legal staff is not authorized to offer legal advice on personal matters. -OR- • American Airlines Common-Law Marriage Affidavit/Identification Form from my.aa.com **AND** previous year's federal or state joint income tax return or tax account transcript.

Domestic Partner	
Domestic Partners are defined as two (2) people in a spouse-like relationship, who meet all of the following criteria: • Are the same/opposite gender of the team member • Reside in the same permanent residence, living in a spouse-like relationship, for at least six consecutive months • Are both at least eighteen (18) years of age • Are not in a legally recognized or civil union or are the common-law spouse or domestic partner of any other person	Document(s) Required for Verifying Eligibility: Three (3) Documents Required: (1) Declaration of Domestic Partnership* AND (2) A joint mortgage, lease, deed, or the designation of the Domestic Partner as durable power of attorney (mortgage or power of attorney must reflect at least six consecutive months. A deed, at least six months) AND (3) ONE of the following documents: • Joint bank account, credit card or other evidence of joint financial responsibility (these must reflect at least six consecutive months) -OR- • Designation of the Domestic Partner as the primary beneficiary for your life insurance, your retirement benefits or your legal will or trust (these must reflect at least six consecutive months) -OR- • If you and your Domestic Partner live in a state or locality that allows for registration of domestic partner relationships, then provide all of the following: o Declaration of Domestic Partnership*-AND- o Registration Form from that State or Locality

Natural/adopted child	
Natural born or legally adopted child/young adult or a child placed for adoption • If your dependent is age 19-22 years old and is a full-time student, see Student type for additional requirements. If your dependent is 19-22 years old and not a full-time student OR 23 years old, see Nondependent Child type for requirements.	Document(s) Required for Verifying Eligibility: 1 Document Required: Government-issued birth certificate, hospital record or court document (with signature or seal), or other government-issued document showing the child's parents (Note: Non-government-issued documents such as baptismal certificates, ceremonial records, notarized statements, etc., are NOT acceptable) -OR- Adoption papers approved by the court (with signature or seal) or Official Adoption Placement Agreement -OR- Report of birth abroad of a citizen of the United States of America (issued by the United States Department of State) showing the child's parents* -OR-

	State Affidavit of Parentage or Paternity (or like form) that acknowledges the paternity of the child (this form must have some indication that it was filed with the state or with the court) -OR- Divorce decree showing the child born to the parents -OR- Court child support order that shows the child's parents *Birth Abroad: Note that "Certificates" of Birth Abroad (not to be confused with "Reports" of Birth Abroad) and Passports are not acceptable since parent's names are not listed on these documents.

Step child	
Natural born or legally adopted child/young adult or a child placed for adoption of your spouse or domestic partner • If your dependent is age 19-22 years old and is a full-time student, see Student type for additional requirements. If your dependent is 19-22 years old and not a full-time student OR 23 years old, see Nondependent Child type for requirements. • Your spouse must be verified prior to adding your step child.	Document(s) Required for Verifying Eligibility: 2 or More Documents Required: (1) Proof of the Relationship between you and your Spouse/Domestic Partner (see document requirements for Legal Spouse, or Domestic Partner, as applicable) AND (2) Proof of the Relationship showing your Spouse/Domestic Partner as the biological or adopted parent with ONE (1) of the following documents: Government-issued birth certificate, hospital record or court document (with signature or seal), or other government-issued document showing the child's parents (Note: Non-government-issued documents such as baptismal certificates, ceremonial records, notarized statements, etc., are NOT acceptable.) -OR- Adoption papers approved by the court (with signature or seal), or Official Adoption Placement Agreement-OR-Report of birth abroad of a citizen of the United States of America (issued by the United States Department of State) showing the child's parents* -OR- State Affidavit of Parentage or Paternity (or like form) that acknowledges the paternity of the child (this form must have some indication that it was filed with the state or with the court) -OR- Divorce decree showing the child born to the parents -OR- Court child support order that shows the child's parents

	-OR- Legal Guardianship papers from a court of law showing the Domestic Partner is granted legal guardianship of the child *Birth Abroad: Note that "Certificates" of Birth Abroad (not to be confused with "Reports" of Birth Abroad) and Passports are not acceptable since parent's names are not listed on these documents.

Domestic partner child	
Natural born or legally adopted child/young adult or a child placed for adoption of your spouse or domestic partner • If your dependent is age 19-23 years old, regardless of student status, they are considered a Domestic Partner Dependent and will be subject to imputed income. • Your Domestic Partner must be verified prior to adding your Domestic Partner Child.	Document(s) Required for Verifying Eligibility: Two (2) or More Documents Required: (1) Proof of the Relationship between you and your Domestic Partner (see document requirements for Domestic Partner as applicable) AND (2) Proof of the Relationship showing your Spouse/Domestic Partner as the biological or adopted parent with ONE (1) of the following documents: • Government-issued birth certificate, hospital record or court document (with signature or seal), or other government-issued document showing the child's parents (Note: Non-government-issued documents such as baptismal certificates, ceremonial records, notarized statements, etc., are NOT acceptable.) -OR- • Adoption papers approved by the court (with signature or seal), or Official Adoption Placement Agreement-OR-Report of birth abroad of a citizen of the United States of America (issued by the United States Department of State) showing the child's parents* -OR- State Affidavit of Parentage or Paternity (or like form) that acknowledges the paternity of the child (this form must have some indication that it was filed with the state or with the court) -OR- Divorce decree showing the child born to the parents -OR- Court child support order that shows the child's parents -OR- Legal Guardianship papers from a court of law showing the Domestic Partner is granted legal guardianship of the child

	*Birth Abroad: Note that "Certificates" of Birth Abroad (not to be confused with "Reports" of Birth Abroad) and Passports are not acceptable since parent's names are not listed on these documents.

Student	
If your child is age 19-22 years old (up to 23rd birthday), he/she must attend school “full-time," or will be subject to imputed income. Must have a minimum of 12 credit hours (or full time as determined by the institution) for the school year. All 23 year-old dependents, regardless of student status, are considered Non-dependent children and will be subject to imputed income.	Document(s) Required for Verifying Eligibility: Two (2) or More Documents Required: (1) Document requirements for relationship between you and the child (see documents requirements for Natural, Adopted, Step Child, Legally Acquired, Special Dependent, or Foster Child, as applicable) AND (2) One of the following: Verification of "full-time" enrollment for the current term -OR- A letter from the school (on letterhead) that states your child is currently a full-time student working towards a degree certification -OR- A class schedule or registration that verifies "full-time" status for the current term -OR- High School Students - A letter from the high school identifying your child as a student (home-schooled students are ineligible) All of the full-time student documents must include: • Your child's name • The school’s name • The semester / quarter your child was enrolled • The total credit hours if attending a university/college, OR a letter from the school stating your child is attending "full-time" • Block out all student grades

Special dependent child under legal guardianship	
A child for whom you are the legal guardian. Must be unmarried. • If your dependent is age 19-22 years old and is a full-time student, see Student type for additional requirements. If your dependent is 19-22 years old and not a full-time student OR 23 years old, see Nondependent Child type for requirements.	Document(s) Required for Verifying Eligibility: Two (2) Documents Required: (1) Certified copy of Birth Certificate must be provided for each person to be added to your coverage AND (2) Certified copy of Court document/order—signed and dated (this refers to the court or agency order that grants you legal custody, and either legal conservatorship, or legal guardianship for each of the proposed persons to be added to your coverage. Notarized guardianship document is not acceptable.)

<table>
<tr><th colspan="2">Foster child</th></tr>
<tr><td>A child for whom you are the foster parent.

Must be unmarried and claimed as dependent on your (the team member's) federal or state Income Tax return (either jointly or individually).

• If your dependent is 19-22 years old and a full-time student, see Student type for additional requirements. If your dependent is 19-22 years old and not a full-time student OR 23 years old, see Nondependent Child type for requirements.</td><td>Document(s) Required for Verifying Eligibility:

Two (2) Documents required:

(1) <u>Certified copy of Birth Certificate</u> must be provided for each person to be added to your coverage

AND

(2) <u>Foster Care Letter of Placement</u> issued by agency or court.</td></tr>
</table>

<table>
<tr><th colspan="2">Non dependent child</th></tr>
<tr><td>If your child is 19-22 years old and not a full-time Student, child is eligible as a Nondependent child and will be subject to imputed income.

All 23 year-old children, regardless of student status, are considered Nondependent children and will be subject to imputed income.</td><td>Document(s) Required for Verifying Eligibility:

One (1) or More Documents Required:

(1) Document requirements for relationship between you and the child (see documents requirements for Natural, Adopted, Step Child, Legally Acquired, Special Dependent, or Foster Child, as applicable)</td></tr>
</table>

<table>
<tr><th colspan="2">Disabled dependent child</th></tr>
<tr><td>If your dependent is age 24 and over, and is Disabled, Special Needs or Incapacitated the following requirements must also be met:
• The dependent/young adult is mentally or physically incapable of self-support;
• Complete the disabled dependent age waiver form and send to treating health provider for their signature verifying the condition;
• The dependent continues to meet the criteria for dependent coverage under this Plan
• The dependent maintains legal residence with you and is wholly dependent on you for maintenance and support;
• The dependent is unmarried and claimed as dependent on your federal or state Income Tax return (either jointly or individually);
• Team member must provide over half of the dependent's financial support</td><td>Document(s) Required for Verifying Eligibility:

Three (3) or More Documents Required:

(1) Document requirements for relationship between you and the child (see documents requirements for Natural, Adopted, Step Child, Legally Acquired, Special Dependent, or Foster Child, as applicable)

AND

(2) First page of your most recent federal income tax form (block out social security numbers)

AND

(3) <u>Forms</u> completed by Health Care Provider</td></tr>
</table>

<table>
<tr><th colspan="2">Parent/step-parent</th></tr>
<tr><td>You may have up to two parents or in-laws on the plan at one time.

A parent is defined as any of the following:
• Mother
• Father
• Step Mother*
• Step Father*</td><td>Document(s) Required for Verifying Eligibility:

One (1) or More Documents Required:

(1) One of the following:

Official birth certificate, hospital record or court document (with signature or seal), or other government-issued document showing the parents (Note: Non-government- issued documents such as</td></tr>
</table>

*A Parent's Domestic Partner is not eligible. You may only change which parents are travel eligible one time in a 12-month period.	baptismal certificates, ceremonial records, notarized statements, etc., are NOT acceptable) -OR- Adoption papers approved by the court (with signature or seal) or Official Adoption Placement Agreement -OR- Report of birth abroad of a citizen of the United States of America (issued by the United States Department of State) -OR- State Affidavit of Parentage or Paternity (or like form) that acknowledges the paternity (this form must have some indication that it was filed with the state or with the court) AND (2) If Step-Parent: Proof of the Relationship between your parent and step-parent (see document requirements for Legal Spouse)

Parent-in-law/step parent-in-law	
You may have up to two parents or in-laws on the plan at one time. A parent is defined as any of the following: • Mother-in-Law • Father-in-Law • Step Mother-in-Law* • Step Father-in-Law* *A Parent's Domestic Partner is not eligible. You may only change which parents are travel eligible one time in a 12-month period. Your spouse/domestic partner must be verified prior to adding your parent-in-law.	Document(s) Required for Verifying Eligibility: Two (2) or More Documents Required: (1) Proof of Relationship between you and your spouse or domestic partner (see document requirements for legal spouse/domestic partner) AND (2) Proof of relationship between your spouse/domestic partner and your parent-in law: Your spouse/domestic partner's Official birth certificate, hospital record or court document (with signature or seal), or other government-issued document showing the parents -OR- Your spouse/domestic partner's adoption papers approved by the court (with signature or seal) or Official Adoption Placement Agreement -OR- Report of birth abroad of a citizen of the United States of America (issued by the United States Department of State) showing your spouse/domestic partner's parents -OR-

	State Affidavit of Parentage or Paternity (or like form) that acknowledges paternity. This form must have some indication that it was filed with the state or with the court. AND (3) If Step- Parent-in-law: Proof of the Relationship between your legal spouse/domestic partner's parent and step-parent (see document requirements for Legal Spouse)

Address/Numbers	
Dependent Verification Center P.O. Box 1401 Lincolnshire, IL 60069-1401	Phone: 1-888-860-6178 Fax: 1-877-965-9555

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Service charges and Methods of payments

- International taxes
- Determining non-rev travel charges
- Methods of payment
- Pay Now option
- Disabling non-rev travel for outstanding travel charges
- FAQs

Overview of travel service charges

Team members, retirees and former team member's with travel privileges and their eligible travelers travel for free in all cabins on American and American Eagle flights. Government taxes and airport fees associated with the itinerary may apply.

Traveler	How Much?		OAL/ZED Charges (for more information, see Travel on other airlines)
• You • Your spouse • Your dependent children under the age of 23	• Domestic travel is free in any class of service • All travelers are still responsible for international taxes/fees		Service charges based on zone
• Your Domestic Partner (DP) • Your Registered Companion (RC) • Your Non-Dependent Child(ren) age 19-23 • Your Child(ren) of your DP (regardless of age under 24)	• Domestic travel is free in any class of service • All travelers are still responsible for int'l taxes/fees	• All travel is subject to **imputed income** (*see Imputed Income section) • Team Member/Retiree will be taxed on the value of their travel	• Service charges based on zone • RC only allowed to travel on **one**world partners
D2P Parents/Parents-in-law	• Parents are subject to a nominal service charge based on mileage, market and cabin • Parents-in-law and DP's Parents are charged the same as a D3 guest		• Parents are subject to service charges based on zone • Parents-in-law and DP's parents do not have OAL/ZED privileges

D3 guests	Service charges based on mileage, market and cabin	No OAL/ZED privileges

Parents, in-laws and guest pass travelers will pay a service charge for all cabins in addition to any applicable government taxes and airport fees associated with the itinerary.

Service charges (including taxes and airport fees) associated with non-revenue travel will be paid by electronic form of payment (eFOP). See Methods of payment section below. As a reminder, team members are responsible for any outstanding charges for both themselves and their travelers.

International taxes

In addition to international taxes, fees and charges for travel to and from international locations, some governmental entities and/or airport authorities may assess fees/taxes that are paid at the time of departure from that country. NRSA is unable to refund such departure taxes.

Reminders:

- If occupying the jumpseat, team members are still responsible for any international taxes/fees associated with non rev travel.
- When connecting through international cities from another airline (OAL) back to the US and qualify for through (T) status, this will inhibit specific departure taxes from being assessed (e.g., UK departure tax). If the through indicator does not appear on the priority list, you will automatically be charged the same taxes as an originating traveler. For more information regarding Through status requirements, refer to that section.

  Note: If you are connecting within the UK (England, Scotland, Wales, Northern Ireland) to an AA flight (ex. BA from EDI-LHR connecting to AA-US), you may obtain the through (T) status (if eligible) upon payment of the UK departure taxes. At London Heathrow, proceed to the AA ticket counter (outside security) or the Flight Connections Center (terminal 3), and present your inbound boarding pass to the AA agent.

- If you are any of your travelers are denied entry to a foreign country for not having the proper documentation prior to travel, there will be no refund of charges or restoration of passes for that travel.

Determining non-revenue space-available travel service charges

The Travel Planner will display mileage-based service charges, estimated applicable government taxes and airport/user fees for each class of service. Travel charges are based on the mileage of each nonstop segment and class of service flown (Main, Premium Economy, Business and First) for parents, parents-in-law and guest pass travelers.

Estimates for travel charges can be found in the Travel Planner—Tools—Travel Charges. For more information, see the Estimating the cost of travel user guide available on your company's travel page.

Note: Charges will reflect the cabin in which the traveler has actually flown no matter what cabin was originally listed.

Methods of payment

Stored Payment or One-Time Use Credit/Debit Card

All travel charges are subject to electronic form of payment (eFOP) for travel by you and your travelers. At the time of booking, team members/retirees will have two options to pay for travel:

1. Credit or debit card stored in your traveler profile,
   <u>or</u>
2. Enter a one-time use credit or debit card at the time of booking. If you choose the one-time use card option, you will need to re-enter a card each time you create a new flight listing.

Reminder: There are no charges until after travel is complete. When creating a listing where there are charges, it will store what credit/debit card you choose within the listing/PNR. The card will be charged once travel is complete, usually within 2-3 days.

Once the flight listing or booking is complete, you will be provided with details of the service charges, including the routing, passenger name, pass type, class of service and date of travel in Travel Planner—Trips. The credit or debit card will be billed for applicable service charges, international taxes and/or airport fees.

Selecting Currency

You can choose to pay travel charges from one of several different currencies. To make sure your travel charges are billed in the currency of your choice, choose the appropriate currency in your Travel Profile. Access Travel Planner, select Travelers, click on your name and scroll down to Payment Information. Choose the currency in the drop down. All flown segments will be charged to your card using this currency. If the currency selected is not your card's billing currency, your bank may charge additional fees above the estimated/actual fees provided by American Airlines. If you do not select a currency, all charges will automatically be billed in US dollars (USD).

Pay Now option

A Pay Now link means you have an outstanding charge(s) that has not been paid. Payment for past-due travel charges will show in the Travel Planner—Trips—History with a Pay Now link(s). To reconcile past-due charges, select the Pay Now button and manually input the credit/debit card information.

Below are some possible examples of why you may receive a Pay Now link:

- Payment was declined due to insufficient funds/credit limit after travel was complete
- Credit/debit card expired before travel was complete
- Imputed income charges (quarterly basis) for retirees, employees off payroll or early out packages with traveler(s) subject to imputed income
- Travelers were accommodated in different cabins. For example, two passengers are traveling in the same PNR. One passenger was seated in Business while the other remained in Main Cabin. When this occurs, they cannot remain in the same PNR, so the system will split the reservation. Because the split PNR does not retain the credit/debit card information, it will create Pay Now link(s) for that particular traveler after travel is complete.
- Listing was created by 1-888-WE-FLY-AA (Non Rev Travel Desk), because team member/retiree did not have access to computer/phone. The Non Rev Travel Desk is not able to store credit/debit card information if there are charges, which will create Pay Now links once travel is complete.

Important Notes:

- If your travel privileges have been suspended for nonpayment of travel charges, payment along with any late fees must be paid and processed before travel is reinstated. A $40 late fee could be assessed and added to the Pay Now portion of Trips history. If your travel was suspended due to salary overpayment, contact employee.receivables@aa.com.
- Paying your travel charges on time will ensure there is no interruption or suspension to your travel privileges. For this reason, it is especially important to keep your primary travel email current. You can check/update this in the Travel Planner—Travelers—Click on your name—Under Employee Information-Check Primary travel email field. If you make any changes, be sure to click Save at the bottom of page.
- If you have a non-rev travel charge dispute, your first point of resolution should be submitting a dispute via the Travel Planner, for either yourself or on behalf of your travelers. **Reminder**: You have 180 days from the date of travel to dispute a travel charge.
- Non-payment of non rev travel charges (insufficient funds, fraudulent cards, etc.) could result in disciplinary action including but not limited to suspension of travel privileges and up to termination.

Disabling non-rev travel for outstanding travel charges

An automated process will deactivate non-rev travel for team members and retirees if their outstanding travel charges are significantly past due. Specifically, if a team member or retiree is 45 days past due or more, the automated process will disable their non-rev travel.

Here's how it works:

- **At 30 days past due:** Email reminder of the outstanding travel charge(s)
- **At 45 days past due:** No access to D3 guest passes until all outstanding travel charges are paid
- **At 60 days past due:** No access to all travel privileges, including personal travel on other airlines (ZED), until all outstanding travel charges are paid

Notes:

- Travel payments are due at the time of travel.
- A notification email is sent two to three days after travel is completed if their card is not successfully charged for travel and a notification icon will appear at the top of the Travel Planner site.
- To pay outstanding travel charges, go to Travel Planner—Trips—Payment Due and then click on the blue Pay Now button to pay any outstanding charges.
- Travel for company business (on American and other airlines) or an emergency (A9) is not affected by outstanding non-rev travel charges.
- Team members or retirees who no longer have travel privileges will not be able to create new listings or check in for existing listings.
- Once outstanding travel charges are paid through the Travel Planner, travel is automatically turned back on, usually within 10 to 15 minutes.
- If any charges reaches 45-60 days overdue, all outstanding travel charges must be paid for travel to be reinstated, not just the charge(s) that is 45-60 days or older.
- If any charge reaches 60 days overdue, all your travel is suspended, and you are not allowed to utilize anyone else's travel privileges until all travel charges have been paid.

For more information and "How To" help, refer to Travel Planner—Tools—Help.

Service charges FAQ's

I have already created a listing and indicated which credit/debit card (cc) to charge. Am I able to just change the card information within the listing?
Yes, but only if you are editing the itinerary/flights. Otherwise, you will need to delete and create a new listing with the new/updated cc information.

I have more than one traveler listed in same PNR. Am I able to input more than one credit/debit card in the PNR, so we are charged individually?
No. Only once card can be used per listing/PNR. If you want another traveler to be charged separately, then you must create a new listing.

If using a debit card, when do the funds need to be available?
Charges are processed after travel is complete, so the funds must be available at that time—not when creating the listing. If the funds are not available after travel is complete, the card will be declined for insufficient funds. Keep in mind, you must pay any outstanding charges to keep travel privileges active.

What happens if I do not pay the outstanding travel charges within a certain time period?
Travel privileges are subject to suspension for non-payment. You should be receiving communications indicating you have outstanding charges (Pay Now links), so it is important to make sure your travel profile email is correct and pay for any charges as soon as possible.

I have several overdue travel charges. The earliest one is more than 45 days, and it has turned off my D3 travel. Do I just have to pay off the first charge to reinstate D3 travel?
No, once any charge is past due 45-60 days, all other outstanding charges have to be paid before travel will be reinstated.

Can I change my credit/debit card on file?

Yes. Go to Travel Planner—Travelers—click on your name/profile—scroll down to Payment information. All you need to do is click on “Remove” and then click “Enter or Store a Card” to enter a new card in the Travel Planner. However, this will not change the card information in any listings already created; the system will use whatever card that was entered at the time of listing.

Am I required to have a credit/debit card on file in my travel profile?
No. But, it is best to have one on file. Otherwise, you will have to enter a new card each time you create a listing with charges. If there are charges, you can always choose whether or not to use your card on file or enter a one-time card when creating a listing.

Can I change the notifications about travel charges for each traveler?
No. The system will use the email you have entered in your travel profile in the Travel Planner—Travelers. As the team member/retiree, you should be responsible for all communications, including notifications.

I entered a one-time credit card for a D3 traveler, but the card was declined after travel was complete. Who is responsible for this travel charge?
You are still responsible. There will be a Pay Now link in Travel Planner—Trips—History. You will either need to re-enter the cc information or enter another card to complete the transaction.

If domestic travel for my RC/DP is free, why am I seeing travel charges on my paycheck?
Travel for your RC/DP is free domestically, but what you see on your paycheck is the value of that travel. Since the RC/DP is subject to imputed income, you are taxed on the value of that travel. It will appear on your paycheck as NRSA Tax Val.

I traveled to an international destination. I thought all travel was free, so why am I being charged?
All service charges associated with travel for a team member/retiree and their dependents are free, but all travelers are still subject to any international arrival/departure taxes.

Why were my designated parents (D2P) charged for domestic travel? I thought all my dependents fly free domestically.
No. Even though your parents receive dependent travel privileges, they are still charged a service fee for all travel. If parents-in-law are your D2P travelers, they will be charged the same as a D3 guest.

If my parents fly with me in the same PNR as a D2, do they only pay D2 travel charges?
No. They will still be charged as a D2P for all travel, even though they are traveling with you under the D2 priority.

I listed a D3 for main cabin, and they accepted a premium cabin seat. Will they only be charged for main cabin?
No. Travel charges are based on cabin flown—not the class of service initially booked. For example, if you list a D3 guest for main cabin but they accept a seat in a premium cabin, the card will be charged for premium cabin. If any travelers do not want to be charged for a premium cabin if offered, then they can request to be seated in main cabin. It is the responsibility of the team member/retiree to convey this information to their travelers.

My D3 guest was originally listed on a non-stop flight, but because of loads they were re-routed through a connection to finally arrive at their destination. I show they are being charged more than what I originally quoted them. Why is this?
Travel charges for D3 guests are based on segments, mileage and market. If they must be re-routed and increase the segments/mileage, it will result in higher travel charges. Make sure your guests are aware of this prior to traveling.

My parents were accommodated in a premium cabin, but they ran out of meals and/or the entertainment system was not working for that flight. Can the charges be waived or partially waived, since they were not afforded the amenities?
No. Any travelers will be fully charged for the cabin in which they fly, even if they are not able to utilize the amenities.

I have both a Mexican passport and an USA passport. When I travel to Mexico, why am I still charged the tourist or arrival taxes?
If you have your USA passport on file, then you will be charged. In order to be exempt, you will have to update your profile with the appropriate passport each time you travel to that country.

I have a D3 guest, and I am finding actual ticket prices that are lower than the non rev charges. Shouldn't D3 charges always be lower than fares on revenue tickets?
Non rev service charges (D2P/D3) are flat fees that are evaluated and set each year based on several factors (fuel prices, segment volume, etc.). But, those non rev service charges typically do not change during that year, since they are assessed each fall for application the following year. When it comes to revenue tickets, all airlines are continually evaluating and changing prices on every flight, each day and season based on market and competitive positions. Because of this constant fluctuation, there may be times when a revenue ticket could be the same or less expensive than the non rev service charge. In those cases, we would highly encourage you to consider purchasing that revenue ticket, since this would be confirmed space for your traveler.

I was traveling with someone else in the same PNR. We were accommodated in different cabins (business and main), and they had to split the PNR. After our trip, I received a notice that I have Pay Now links in the Travel Planner that must be paid. Why is this?
When PNR's are split, the divided PNR is not able to retain the credit/debit card information at this time. So, just be prepared to manually enter either your card or another card to complete this transaction after travel is completed.

Why is my parent-in-law charged the same as a D3?
Since the IRS does not consider parents-in-law technically as a parent of the team member/retiree, the compromise was to allow them to be charged the same as a D3 while listed as a designated D2P. If they were charged the same as a parent, then all travel by the parent-in-law would be subject to imputed income. With charging them the same as a D3, then the imputed income is avoided while still allowing them to utilize unlimited travel as your designated D2P.

I'm a Flight Attendant, and I took a jumpseat (CJ) on an international flight back to the US. Do I still have to pay the international taxes/fees?
Yes, regardless of flying in a regular seat or the jumpseat, team members are still responsible for any taxes/fees associated with non rev travel.

How do I know what the charges will be if I am a through (T) in LHR-MIA?
There is not a way to see this in the Travel Planner, because it estimates charges based only as an originating traveler. However, if you qualify as through (T) status from LHR back to the US, then they system will waive a majority of the UK departure taxes.

Will I have the majority of UK departure taxes waived if I fly from Edinburgh, Scotland on another airline and then connect as a through from LHR to the US?
No, you must connect from a flight/airline outside of the UK (England, Scotland, Wales, and Northern Ireland) to have the majority of taxes waived.

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Imputed income

In the U.S., travel by certain non-revenue travelers is considered taxable income (imputed income) when the service charges collected are less than the "fair market value" of the trip. Imputed income is the estimated value of a trip that is added to your taxable income to comply with Internal Revenue Service (IRS) guidelines. The IRS uses the term imputed income to describe the value of any benefit or service that is considered income when calculating your federal taxes. In other words, you will be taxed on the value of the travel.

Note: Imputed income may apply to team members outside the U.S. For more information, refer to your country tax code or tax professional.

Trips are valued for imputed-income purposes based on mileage for each segment flown and the value is reflected as such on the team member's pay statement when the non-revenue charges are collected. If applicable, the total imputed income will be listed on your pay statement as "NRSA Tax Val". Imputed income is not deducted from your net or gross pay; instead, it is added to your Gross Taxable Earnings on your pay statement and year-end W2 statement.

Former team members with travel privileges only for which imputed income applies will also receive a year-end W2 with your imputed-income total.

Travelers subject to imputed income include:

- Your Domestic Partner
- Your Registered Companion*
- Your Non-dependent child
- Your Domestic Partner's child(ren)—regardless of age under 24

*If your RC is your parent, dependent child/dependent student, or is noted as a fellow team member/retiree of the company, travel is exempt from imputed income. Keep in mind to indicate the correct relationship when adding your RC.

If you received travel privileges based on an early out agreement, all travel by you, your dependent travelers and your parents may be subject to imputed income. Guest travelers (D3) and parents-in-law listed as your designated D2P travelers are not subject to imputed income.

Estimating imputed income

The chart below gives you an estimate of the imputed income you can expect for leisure travel. Imputed income calculation formulas are reviewed and/or updated annually.

Distance of Segments Flown	Imputed Income Space Available (in cents/mile)
0–500 miles	$0.121 per mile
501–1000 miles	$0.0715 per mile
1001-1500 miles	$0.044 per mile
1501-2500 miles	$0.0385 per mile
2501–5000 miles	$0.033 per mile
5001 + miles	$0.0275 per mile

Example:
DFW to PHX = 867 miles
Segment mileage 867miles X .07 (cents per mile) = $61.99 (the estimated amount of imputed income for this segment)

Paycheck amount for pay period	$1000.00
+Value of travel	$61.99
Amount taxed for that pay period	$1061.99

Imputed income will vary among team members and retirees as it is based on your individual effective tax rate, which is the average rate at which an individual is taxed on earned income. The formula for effective tax for an individual is total tax expense divided by taxable income.

If you have any questions regarding the tax impact of imputed income on leisure travel, please contact your individual tax advisor.

Imputed Income FAQ's

I thought my Registered Companion (RC)/Domestic Partner (DP) traveled for free domestically. Why am I seeing charges on my paycheck?

Travel for your RC/DP is free domestically. But, what you see on your paycheck is the value of that travel. Since the RC/DP is subject to imputed income, you are taxed on the value of that travel. It will appear on your paycheck as NRSA Tax Val.

How much will I be taxed for this imputed income?
This will depend on your own individual tax bracket, so you will need to consult with your tax professional.

When searching for travel charges in the Travel Planner, it shows the imputed income next to my D3 guests and parents. Are they subject to imputed income?
No. This "column" just indicates the fair market value for all travelers. However, refer to the table above to verify whose travel is subject to imputed income.

I recently married my Registered Companion. Is their travel still subject to imputed income?
No. Once you have updated your marital status to Married and re-added your RC as your Spouse, they will no longer be subject to imputed income. However, it is your responsibility to change them to Spouse on your travel list. Any travel while listed as your RC will still be subject to imputed income; it will not be possible to reverse any past imputed income. This would also apply if you married your Domestic Partner (DP).

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Listing and checking-in for personal travel

Before you're eligible to be added to a Standby/Priority list, you'll need to take two steps:

- First, create a flight listing or PNR (Personal Name Record), which lets us know the details of your desired trip. Of course, this doesn't necessarily guarantee that you or your pass travelers will be accommodated on the flight.
- Next, check in for your flight within 24 hours of departure, which will determine your position on the standby list.

Only you, as the team member, should access the Travel Planner to check in yourself and your registered travelers for a flight.

When checking in, you will either receive a verification card or boarding pass with a seat assignment. If you have not been assigned a seat, which will be the majority of the time, you may proceed to the gate with your verification card and wait to be accommodated at the gate. You may wish to check the priority list to see if you have been assigned a seat prior to leaving for the airport. If you have been assigned a seat, you may stop by the self-service machine to reprint your boarding pass. If traveling from an international airport, check Airport security under International travel section about the process from certain airports.

If you or your travelers are flying to, through or from a country that requires documents other than a valid passport (e.g., a visa), you may be able to check in online for the flight and be added to the priority list. If a visa/LPR is required, you will need to add this information during the listing process. Travelers will not be issued a verification card or boarding pass until the travel documents have been physically verified by an airport agent.

When you arrive at the airport before the first leg of your trip, you must verify those documents by scanning your passport at a kiosk or with an agent before going through security. If your documents haven't been verified, you will not be automatically added onto the priority list for a connecting flight to an international location, which will jeopardize your time of check-in and through status. By verifying your documents at the beginning of your trip, your check-in time will be maintained.

Below are the tools to assist with listing and checking-in for flights:

Tool	List for flight	Check-in for flight
Travel Planner	✔	✔
1-888-WE-FLY-AA	✔	
Self Service Kiosk at Airport		✔

Airport Ticket Counter	(*see note below)	✓
American Essentials		✓

*The airport agent should only be creating a flight listing for a non rev in an unusual or extreme circumstance. Travelers should not expect the agent to list them on a regular or continual basis; they should be using the appropriate options.

For all non rev travel (both personal and business), the Travel Planner should always be the first option when listing and checking-in for you and your travelers. By making the Travel Planner as the first option, it will allow our frontline team members to focus on our customers. For other options, refer to the information below.

Travel Planner

The Travel Planner tool is accessed through Jetnet, retirees.aa.com, the regional affiliated team member's company portal or fly.aa.com. Through the tool, you can view flight loads, list and check-in yourself and all of your registered travelers. Also, the Travel Planner adapts to any device you are using, such as a computer, phone, or tablet. For personal travel instructions, see the booking personal travel user guide on your company's travel page.

1-888-WE-FLY-AA (Non Rev Travel Desk)

If you have travel privileges but do not have access to Travel Planner, you may contact 1-888-WE-FLY-AA (1-888-933-5922) to assist with booking your reservation. WE-FLY-AA may assist with the following:

- Check flight availability by providing airport codes (including connections, if applicable).
- Check flight seat counts and the number of space available travelers listed in each cabin. (Note: traveler counts are subject to change based on flight loads and passenger bookings.)
- Create or cancel flight listings for personal travel.
- Create or cancel positive space bookings for A pass travel.

Note: 888-WE-FLY-AA (Non Rev Travel Desk) will not be able to check you in for your flight. This must be done either through Travel Planner, airport kiosk or airport agent.

The toll-free number is valid from the U.S., Canada, Puerto Rico, the U.S. Virgin Islands, Bahamas, Bermuda, British Virgin Isles, Cayman Islands, Turks and Caicos, Dominica and Panama.

The local number for the Non Rev Travel Desk is 1-817-786-4314 (Team Member Service Center), choose prompt for Travel—then Non Rev Travel Desk (booking travel).

1-888-WE-FLY-AA uses your travel profile. Before using the system, please make certain your traveler information is complete and correct.

Self-service kiosk

Kiosks are available for use by team members and eligible travelers at most airports and some work locations. Once you have flight listed for your trip, go to any kiosk and swipe a major credit/debit card, your passport or enter your record locator, and follow the on-screen prompts. The credit/debit card is used solely for purposes of name verification.

The kiosk may not check you in for international segments to countries that require more than a valid passport or even for domestic segments that are connecting to an international flight. You must physically see an agent at the ticket counter to have your international documentation (e.g., passports, visa) checked. This must be done at the originating city.

Airport Ticket counter

Ticket-counter check-in is permitted only at the originating city. You must check-in in person when traveling to/from/through a country that requires more than a valid passport. Have your government-issued photo ID and any other required travel documents available to give to the ticket counter agent.

If traveling as a non rev, you are allowed certain status benefits associated with your own individual status or your premium AAdvantage credit card. In order to receive these benefits while traveling, you must add your AAdvantage number to your travel profile in Travel Planner. The name on your AAdvantage profile and the name on your travel profile must match exactly. For more information, refer to Non-rev is better with AAdvantage. (Non-Jetnet users access article through the retiree site or your company portal)

American Essentials
American Essentials is an app that can be downloaded on IOS/Android devices that will allow you to check-in for flights, cancel flights, view flights loads/priority lists, etc. However, you will not be able to list or change flights within this app. Log onto your company portal for instructions on how to download the app. Currently, this is only available to mainline AA team members.

See Travel Guidelines for more information.

For questions regarding Baggage, see that section.

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Boarding priority

Non-Revenue Boarding Priority

Non-revenue boarding priority, or the process of who is accommodated on a flight first from the priority list, is determined by boarding priority code and the time of check-in within that priority code/category for your flight. Additionally, the desired class of service (First, Business, Premium Economy and Main) is offered to travelers in order of their boarding priority and subject to availability after revenue demand.

In all cases, revenue customers and team members traveling on company business will be accommodated before non-revenue travelers.

The chart below represents the boarding priority of **non-revenue space-available** travelers based on the order of how they are accommodated:

Boarding Priority	Traveler
D1	"Vacation passes"—Team member/retiree and eligible travelers
D2*****	• Team members and eligible travelers • Designated D2P parents when traveling with team member in the same PNR
D2R	• Retirees and eligible travelers • Designated D2P parents when traveling with retiree in the same PNR
D2P	Designated parents or parents-in-law traveling without the team member or retiree
AAC******	• Team members of American's regional affiliates (non-wholly owned) and their eligible travelers • **Note**: Non-wholly owned team members will be prioritized above D1s when traveling on their own metal (aircraft)
D3	"Buddy passes"—Extended family members and friends
ONE	**one**world airline team members, retirees and eligible travelers flying on space-available tickets
ZED	Other airline team members, retirees and eligible travelers flying on space-available tickets
D6/D7	Other airline cockpit crew members (D6) or other airline flight attendants (D7)

Note: Any time you see a "T" after any of the boarding priority codes above, it indicates the non rev is a through (T) passenger. Remember, they will not appear on the priority list until they have been assigned a seat on their initial flight. For more information, refer to the Through passengers and status section.

***** You may see D1W/D2W which are codes indicating a pilot who has reserved the flight deck jumpseat (FDJ) pursuant to their CBA. If they are not cleared to the FDJ, they will be cleared in priority order amongst all other non revs.

****** AAC - Regional affiliated team members and accompanying eligible travelers traveling on their own company-owned aircraft (or metal) operated as American Eagle will be cleared prior to any mainline, regional affiliated subsidiary or other regional affiliated team members and family, regardless of boarding priority level (e.g., a Republic team member and accompanying eligible travelers traveling on a Republic-operated aircraft operating as American Eagle will board before any other non-revenue travelers, including D1s). This means that if an AAC dependent(s) is traveling without the AAC team member, the dependent(s) should only be accommodated in the order in which they appear on the priority list.

Complete Boarding Priority List

The chart below represents the boarding priority of both **revenue and non-revenue travelers** based on the order of how they are accommodated. It will assist with explaining more about upgrade and standby codes.

<table>
<tr><th colspan="2">Oversales</th></tr>
<tr><td colspan="2">Long story short on these customers, they're already included in the confirmed passenger count. They just don't have a seat. You'll see them two ways, OS or VOL. VOL is code for a customer that has offered to give up their seat on the flight. You may also see RF. In this case, the customer holds a First class ticket but does not have a confirmed seat in any class on a flight.</td></tr>
<tr><th colspan="2">Upgrades</th></tr>
<tr><td colspan="2">These are passengers who are confirmed in the Main Cabin (or Business in a three cabin aircraft), but are looking to upgrade to the next highest premium cabin. For example, in a three cabin aircraft, a passenger in Main Cabin can only upgrade to Business/Premium Economy. Customers can upgrade on revenue tickets and select elite customers can upgrade on award tickets. They're prioritized by their elite level and within each elite level, by upgrade type and then by their 12-month rolling Elite Qualifying Dollars. Here are the different upgrade types:</td></tr>
<tr><td>VIP</td><td>System-wide upgrades that are given primarily to Concierge Key and Executive Platinum members (*Same priority as MLG)</td></tr>
<tr><td>MLG</td><td>Mileage award upgrades, so the customer is paying for the upgrade with miles and, in some cases, a cash co-payment (*Same priority as VIP)</td></tr>
<tr><td>UPG</td><td>Upgrade for an elite member (and up to one companion) (*Same priority as BEX and PSU)</td></tr>
<tr><td>BEX</td><td>Upgrades for customers who have redeemed Business Extra points (a program designed for small business customers) (*Same priority as UPG and PSU)</td></tr>
<tr><td>PSU</td><td>Upgrade offered by Passenger Sales to select clients (*Same priority as UPG and BEX)</td></tr>
<tr><td>OPUP</td><td>Operational upgrade. Complimentary upgrades to revenue passengers if main cabin is oversold and only higher cabins are available. They are already included in the confirmed passenger count.</td></tr>
<tr><td>UPGE</td><td>Upgrade for a team member</td></tr>
<tr><td>UPGM</td><td>Upgrade for military personnel</td></tr>
<tr><th colspan="2">Revenue Standbys</th></tr>
<tr><td colspan="2">There are several codes for revenue passengers who are standing by for a flight:</td></tr>
<tr><td>DSR</td><td>Customer who has a First or Business class ticket but has a confirmed seat in Main cabin</td></tr>
<tr><td>DG</td><td>Customer that is being involuntarily downgraded for the flight</td></tr>
<tr><td>RI</td><td>"I" stands for involuntary. This typically means their original flight had an issue or was delayed and they're standing by for an earlier flight.</td></tr>
<tr><td>RIT</td><td>"I" still stands for involuntary and the "T" stands for through, just like our non-rev codes. Passenger has likely missed their connection because of issues with their previous flight.</td></tr>
<tr><td>RV</td><td>"V" stands for voluntary. This passenger is voluntarily standing by for an earlier flight, and in most cases has a confirmed seat on a later flight. You'll also show up as RV if you're a team member who is waitlisted for a business flight.</td></tr>
<tr><th colspan="2">Status</th></tr>
<tr><td colspan="2">You'll usually see a number after these codes, and those stand for the passenger's status:
• 1 = Concierge Key
• 2 = Executive Platinum
• 3 = Platinum Pro
• 4 = Platinum
• 5 = Gold
• E = Team member</td></tr>
<tr><th colspan="2">Non-Revenue Standbys</th></tr>
<tr><td colspan="2">Again, here's where you come in:</td></tr>
<tr><td>D1</td><td>Team members and their dependents using a vacation pass</td></tr>
</table>

D2	Team members and their dependents
D2R	Retirees and their dependents
D2P	Parents of team members and retirees
AAC	Non-wholly owned team members
D3	Guests
ONE	**one**world airline team members, retirees and eligible travelers
ZED	Other airline team members
D6/D7	Other airline cockpit crew members (D6) or other airline flight attendants (D7)

Boarding priority FAQ's

My domestic flight departs in a couple of hours, and I was first on the standby list as a D2. However, in the last few minutes, there are others who have appeared before me on the standby list. Why is this?
There could be several explanations, but below are some possible reasons why non revs might appear before you:

- Travelers rolled over from previous flight either with the same routing or a different destination, and they have an earlier check-in time.
- Travelers created new D1 listing—you can check-in online as long as outside one hour to departure for domestic flight and two hours for an int'l flight. For more information, refer to Travel Guidelines—Check-in guidelines.
- Travelers are making a connection as a D1/D2, and they were cleared on initial flight which will give them through (T) status (D1T/D2T) for their connecting flight.

There was an AAC standby who was given seat before me at a D1. Why is this?
When a Non-Wholly Owned (AAC) team member is traveling on their own metal (Republic team member traveling on a flight operated by Republic Airlines), they will receive seats before anyone else on the non rev standby list, including D1's. However, they will still remain between D2P's and D3's on the priority list.

As a non rev, is there a time I would be able to receive a seat before a revenue passenger?
No. Revenue passengers are always accommodated before non rev's.

I'm on the priority list for a flight. Main cabin is oversold, but there are open seats in premium. Will they give those premium seats to non revs?
Most likely answer is no. Agents will usually upgrade revenue passengers to a premium cabin first before accommodating non revs. However, when they upgrade revenue passengers, it will open seats or at least make it less oversold in main cabin.

I'm flying an aircraft that has two (2) premium cabins—Business and Premium Economy. How many cabins can a revenue passenger upgrade?
Premium Economy is currently not considered an upgradeable cabin, so if a revenue passenger is booked in the main cabin, they could request an upgrade to Business. If the revenue passenger is not cleared for business and depending on their elite status, they could be assigned a Premium Economy seat.

I'm traveling with a D3 guest, and I am accommodated in a premium cabin—while they are accommodated in main cabin. Am I allowed to switch with my D3, so they could experience the premium cabin?
No, you are not allowed to switch with someone in a different cabin either before or during the flight. If you decline the premium seat, then it should be offered to the next non rev on the standby list, which most likely is not your D3 guest.

I'm looking at the priority list. What do those "two letter + a number" codes mean, like AY3, next to certain travelers?
This designator indicates there are 3 people traveling together in the same PNR/listing. The group code includes two letters (randomly selected by the system) followed by the number traveling within that group. This helps gate agents recognize all the members of a traveling party for seat assignments.

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Pass bank overview

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One-way definition for vacation and guest passes

Each one-way pass (D1/D3) is active for a maximum of four (4) nonstop segments in a 14-day period. Once a traveler begins a fifth segment or travels after the 14th day since the one-way trip commenced, a second one-way pass automatically begins and is deducted from your pass bank. In addition, if the traveler returns to their origin city, or to a city within 100 miles of their origin city, a second one-way pass is deducted, and any further travel from the origin city will begin a new one-way pass/trip*. This is true even if the return to the origin city is outside of the 14-day window.

Therefore, an additional pass will be deducted for any one of the following reasons:

- Commence travel on the 5th flight segment
- Commence travel on the 15th day
- Return to origin city or within 100 miles of origin city (Note: Any further travel from the origin city will begin a new one-way pass)

Notes:

- Even if flights are booked in the same or a separate PNR, if you return to your origin city or within 100 miles of that city, an additional one-way pass will be deducted.
- When calculating the 14 days, the first day of travel is "day one."
- *A "trip" is completed or closed out when you return to your origin city.
- D2 travel does not affect D1 pass deduction. It is only based on the D1 segments, dates, and origin cities.

Here are some other examples:

Total passes: 2 (round trip) June 5 **PHL**-PHX (Pass #1, origin city PHL) June 5 PHX-OGG (Pass #1, 2nd segment) June 13 OGG-DFW (Pass #1, 3rd segment) June 14 DFW-**PHL** (Pass #2, returned to origin city PHL—closed out trip—any further travel starts a new pass)
Total passes: 1 Feb 10 **ORD**-MIA (Pass #1, origin city ORD) Feb 12 MIA-LHR (Pass #1, 2nd segment) Feb 20 LHR-JFK (Pass #1, 3rd segment) Feb 23 JFK-CLT (Pass #1, 4th segment)(trip from **ORD** has not been closed out)
Total passes: 4 Sep 1 **ORF**-DFW (Pass #1, origin city ORF) Sep 1 DFW-LAX (Pass #1, 2nd segment) Nov 15 ORD-**ORF** (Pass #2, returned to origin city ORF—**closed out trip from Sep 1**—any further travel starts a new pass) Nov 15 **ORF**-CLT (Pass #3, new trip from origin city ORF) Nov 15 CLT-LHR (Pass #3, 2nd segment) Nov 21 CDG-PHL (Pass #3, 3rd segment) Nov 21 PHL-**ORF** (Pass #4, returned to origin city ORF—any further travel starts a new pass)
Total passes: 4 Apr 5 **MIA**-CLT (Pass #1, origin city MIA) Apr 8 CLT-**FLL** (Pass #2, returned to within 100 miles of MIA—any further travel starts a new pass) Apr 12 **FLL**-PHL (Pass #3, new trip from origin city FLL) Apr 16 SFO-**MIA** (Pass #4, returned to within 100 miles of FLL—any further travel starts a new pass)

Note: Even if flights are booked in the same or separate PNR's, the system is programmed to recognize origin cities, dates flown, and segments—not the PNR's themselves. This is the case except for the last D1/D3 pass—Due to current system limitations, if you plan to utilize up to four (4) segments, then the last pass must include all segments in the same PNR.

If travel begins as a one-way at year end and the continuation of that same one-way goes into January of the next year, a pass will be deducted from your pass bank from the previous year. For example:

Total passes: 1 Dec 24 **MIA**-CLT (First pass, 1st segment, origin city MIA) Dec 27 CLT-DFW (Pass continued, 2nd segment) Jan 2 DFW-LAX (Pass continued, 3rd segment) Jan 4 LAX-DFW (Pass continued, 4th segment)
Total passes: 2 Dec 24 **MIA**-CLT (First pass, 1st segment, origin city MIA) Dec 27 CLT-DFW (Pass continued, 2nd segment) Jan 2 DFW-LAX (Pass continued, 3rd segment) Jan 4 LAX-**MIA** (Next pass, **return to origin city MIA**)

Even if you are booking a round trip in one PNR at end of the year and your return flight(s) is on or after January 1st, the pass(es) will be deducted from the new year's pass bank. Also, transitioning from one year to the next does not negate the establishment of an origin city in deducting a pass. As a reminder, pass calculations are based on origin cities, dates flown, and segments—not the PNR's themselves.

Total passes: 2 Dec 27 **DFW**-LGA (First pass, origin city DFW—pass deducted from current year) Jan 3 LGA-**DFW** (Second pass, return to origin city DFW—pass deducted from next year's bank)
Total passes: 4 Dec 30 **MIA**-CLT (First pass, origin city MIA—pass deducted from current year) Jan 4 CLT-**MIA** (Second pass, return to origin city MIA—passes deducted from next year's bank) Jan 7 **MIA**-DFW (Third pass, origin city MIA) Jan 10 DFW-**MIA** (Fourth pass, return to origin city MIA)

If you return to your origin city and connect onto another segment(s) on the <u>same day</u>, the same D1/D3 pass will still continue as long as you have not exceeded four (4) segments.

Total passes: 2 June 1 **MIA**-STT (First pass, 1st segment, origin city MIA) June 9 STT-**MIA** (Second pass, returning to origin city MIA) **June 9** MIA-CLT (Pass continued, 2nd segment on same day) **June 9** CLT-AVL (Pass continued, 3rd segment on same day)
Total passes: 3 June 1 **MIA**-STT (First pass, 1st segment, origin city MIA) June 9 STT-**MIA** (Second pass, returning to origin city MIA) **June 10 MIA**-CLT (Third pass, 1st segment, origin city MIA) **June 10** CLT-AVL (Third pass continued, 2nd segment)

<u>Pass bank summary</u>

The pass bank summary tool can be found in the Travel Planner. Keep in mind it is your responsibility to monitor the number of guest passes used in a calendar year. Don't worry; Travel Planner will give you an estimate of the number of passes that will be used for your flight listing. These tools will help you stay on track.

Pass Bank Summary Options
<u>Travel Planner</u>
• Through Jetnet <u>or</u> your company portal access Travel Planner → Travelers

- D1 passes are identified next to your profile name and next to each eligible dependent
- D3 passes are identified next to your name

Pass bank guidelines:

- Passes will indicate as "estimated" during the booking/listing process, but they will not show deducted from your pass bank until after travel is complete. If you choose not to fly, the pass(es) will not be deducted from your bank.
- Pass bank balances do not carry over from one year to the next.
- Your vacation (D1) and guest pass (D3) banks will be replenished during the first week of January.
- Pass banks are not replenished each time the eligible traveler's status or relationship changes. For example, your RC used two D1 passes at the beginning of the year and you replace your RC with another person, the new RC has four D1 passes remaining for that calendar year. The example also applies to changing a RC to Spouse, RC to DP, Spouse to RC, Child to Student, etc.
- If you leave the company and return at a later date, retire, or are rehired by the company or a subsidiary in the same calendar year, you will not get a new allotment of vacation and guest passes. Instead, your remaining pass bank balance will be reactivated for use throughout the rest of the year. This would be the same for your travelers and their passes; also, they still must remain on your list for one full year before you may remove and/or replace them.
- If you or any of your D1-eligible travelers exceed their annual vacation pass allotment, D1 travel will be deactivated for all eligible travelers. On or about December 28 of each year, you will have the opportunity to list your D1 travelers for flights beginning in the next calendar year; however, D1 travel may not resume until January 1 of the following year.
- When the final D3 guest pass has been deducted, all of your guest travelers will be deactivated until December 28 of that year; however, you will have the opportunity to list them for flights beginning in the next calendar year. Although they will be activated, these travelers are only eligible to travel starting January 1 of the next year.
- If you are an active team member or retiree and married to another active team member or retiree of the company, you are both eligible to travel on each other's annual vacation pass allotment. However, passes must be booked under each of your respective profiles.
- If you are authorized to sit in the jumpseat, you must use your own travel privileges to be eligible for the jumpseat. For more information, see the Travel Guidelines—Jumpseat guideline.
- Those authorized to sit in the jumpseat are eligible to use their jumpseat privileges for personal travel. If listed with D1 travel classification, the D1 pass will be deducted if the team member is accommodated in either the Cabin (CJ) jumpseat or Flight Deck (FDJ) jumpseat (except for those accommodated as D1W). If occupying the jumpseat of any type, team members are still responsible for any international taxes/fees associated with non rev travel.

Pass bank FAQ's

I have three (3) D1 passes left at the end of the year. Why am I not seeing these added to my bank for the next year?
Pass bank balances do not carry over from year to year. So, if you do not use them, you lose them.

I have used all my D3 passes by August. When will they be replenished?
Passes are replenished during the first week in January. However, around December 28, you should have the capability to list a D3 for a flight starting January 1 of the next year. This is the same for your D1 passes.

I left Envoy in May and was rehired by American Airlines mainline in August. I used all my D1 passes before I left Envoy. Do I get a new set of passes when I start with AA?
No, you will not receive a new allotment of passes, since it is the same travel profile that will be reactivated. So, you will have to wait for your D1's to be replenished at the beginning of the year. This is the same for your D3 passes.

I originally had four segments in my D1 PNR. But, I had to be re-routed with another connection because of loads, so it made a total of five segments in my PNR. Will I only be charged one D1 pass, since I only had four segments originally?

No. Pass bank deduction is based on what is flown, not what was originally listed. So, another D1 pass will be deducted from your pass bank.

My Child actually exceeded his limit for D1 passes. I still have three (3) D1 passes left for the year, but Travel Planner is not allowing me to book a D1 trip. Why is this?
When you or any of your travelers exceed their allotment of six (6) D1 passes for the year, then the system will turn off D1 travel for all eligible travelers. You are responsible to monitor the pass bank for all travelers to make sure no one will exceed. Around December 28, you will be able to book travel starting the next year using your D1's.

I changed my Registered Companion (RC) in the middle of the year. My previous RC used four (4) D1 passes. Doesn't my new RC get six (6) D1 passes?
No. Your Spouse, Domestic Partner (DP), or RC utilize the same pass bank. So, if you change between any of them or add a new Spouse/DP/RC, it will only carry over what is left from that pass bank.

I have used my last D1 pass for the year, but it only had 2 segments. I know I can have up to four (4) segments within 14 days under one D1 pass. Why won't the system allow me to book another trip adding segments to that D1?
With your last D1, you must book all the segments in that PNR if you plan on using up to four segments. If not, then the system will not allow you to book an additional D1 if you have already used six. This would be the same for your last D3 pass.

My guest travelers have used two (2) D3 passes, but the Travel Planner is still showing the same number. Why is this?
If they have just completed travel, it can take up to 48 hours after travel is complete for the system to update any pass deductions. So, it should update your pass bank after that time period.

I returned to my origin city using only two segments, and then I started a new trip within 14 days. Why did it start a new pass? I thought with each pass I can have up to four (4) segments within fourteen (14) days.
When you return to your origin city, you are actually closing out a pass and finishing a "trip," which deducts another pass. Any further travel will begin a new pass/trip.

I took a trip, but I returned to my origin city outside of 14 days. Why did it deduct another pass? I thought a new origin city will always begin with a new pass if outside of 14 days.
A trip will not "close out" until you return back or within 100 miles of your origin city—even if outside of 14 days. Therefore, once you return to the origin city, an additional pass will be deducted. Any further travel will begin a new pass/trip.

Does January 1 always start a new origin city in the system, no matter what I have flown previously?
No. If you started a D1/D3 pass before January 1, the system will still read origin cities, dates, and flown segments. So, for example, if you are returning to an origin city or within 100 miles of an origin city after January 1, another pass will be deducted. But, the pass will be deducted from the next year's pass bank.

I have used all my D1 passes for the year. Am I able to utilize the unused D1 passes from my children's pass bank?
No. It is not possible to use passes from another traveler's bank. Therefore, you will have to wait until your own pass bank is replenished at the beginning of the year.

I only have one D1 pass left at the end of the year, and I want to travel as a round trip before December 31. Am I able?
No. You must have two D1 passes to travel as a round trip if still in the same year. This would be the same for D3 passes.

If I only have one D1/D3 pass left at the end of December, and I want to return from my round trip after January 1. Am I able?
Yes, since you will use one D1/D3 pass from the previous year, the system will allow you to book a return D1/D3 in January. However, you will have to wait until December 28 to book any January travel.

If I want to book D1/D3 travel February 1 and after, can I do this starting December 28?
No. For travel starting February 1 and after, you will be able to book once the passes are fully replenished in your bank—around January 3.

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Through passengers and status

Non-revenue passengers who are not locally boarded (not originating in that city) are granted through (T) status and will be boarded ahead of locally boarding non-revenue passengers with the same boarding priority group.

For example, if you were a D1 traveling from OKC-DFW-MIA, for the segment of OKC-DFW, you would be a D1. But, for the connection DFW-MIA, there would be a “T” added (D1T). This gives you a priority over all other D1’s who are just originating at DFW. The check-in time would then still define who is first, second, third, etc. among the D1T’s from DFW-MIA.

Another example, if it was a D2RT, then they would have priority over other D2R’s and any priority group below, but they would still be accommodated after any D1’s and D2’s on the priority list.

If your flight listing (PNR) contains connecting segments, the same priority will be applied automatically to the connecting flight priority list once you are accommodated at the originating city.

Note: Your name will not appear on the **priority list for your connecting flight** until you are accommodated on your original flight.

Through status requirements

The system will automatically add the through (T) status if **ALL** the qualifications are met below:

- Segments are in the same PNR
- Connecting flights are less than 16.5 hours between scheduled arrival and scheduled departure time
- You have been cleared/given seat assignment on initial flight

An airport agent at the connecting/intermediate city will need to manually add the through (T) status for **EITHER** of the following reasons:

- Connecting flights are not in the same PNR*
- First connecting flight to your destination is more than 16.5 hours between scheduled arrival and scheduled departure time*

*To qualify for through (T) status to be manually added, you must arrive at the intermediate city by one of the options below and check in for the first connecting flight to your destination:

- Arrive as a non-revenue passenger on either AA or another airline (OAL/ZED)*
- Arrive as a commercial passenger on either AA (including AA20 or Employee Discount Mileage Award ticket) or another airline*
- Arrive in/out of the same intermediate city but different co-terminal. For example, you travel LHR–JFK and then depart later that same day LGA–ORD. For more information, see Co-terminal section below.

*Including arrivals as a passenger (non rev or commercial) by American Airlines/American Eagle **bus** service.

Guidelines regarding connections with non rev AA flights not in the same PNR or more than 16.5 hours:

- You will need to check in with an agent at the connecting/intermediate city and present your inbound boarding pass from your inbound flight for an agent to manually add the through indicator (T) to your priority.
- If the time between your connecting flights on AA is more than 16.5 hours, your check-in time defaults to the time you are placed on the list as a “through” (T) traveler.
- If you elect not to standby for the next flight to your destination, then you will not be given through (T) status.
- If you have exhausted all non-stop options for that day to your destination, you can retain your through (T) status for the next scheduled non-stop to your destination the following day.
- It is important to keep all the original boarding passes, especially if arriving on another airline, in order to validate information and be able to be manually added as through (T) passenger on the priority list. Paper receipts and/or emails from myIDtravel are not acceptable for validation.
- AA non rev flights must be under the same pass type/priority on a connecting flight to obtain through (T) status, even if listings are in separate PNR’s. Also, if you change your priority in the connecting city, you will lose your through (T) status. For example, if your original listing is for D2 travel from LAX-PHL-MUC and you travel D2 from LAX to PHL and want to change to D1 from PHL to MUC, you will need to cancel the segment and re-book as a D1, thus establishing a new check-in time and losing your through (T) status.

Examples:

Connection more than 16.5 hours (AA)	Connecting from another airline
LHR-DFW (scheduled to arrive in DFW at 2:00 pm) DFW-HNL (flight departs the next day at 10:30 am) • Must see agent after arriving in DFW • DFW agent will need to check you in for the DFW-HNL flight and then manually add the through (T) status • This will establish new check-in time for DFW-HNL segment	VIE-LHR (On British Airways—scheduled to arrive in LHR at 1:25 pm) LHR-LAX (On AA flight—departs at 3:15 pm) • Non rev can check-in for AA flight 24 hours prior for 3:15 pm flight and keep this check-in time • Must see agent after arriving in LHR • LHR agent will manually add through (T) status to AA flight

Additional through (T) status reminders and guidelines:

- Traveling to and from the same city does not constitute through status, since it is not an intermediary city and passenger is not connecting to another destination. It would be considered a round trip, and the appropriate number of passes will be deducted.
- Team members, including Flight Crew members, traveling on company business (e.g., A12 connecting to D2 or D1) will not be given through status if they continue their travel for pleasure.
- When connecting through international cities from another airline (OAL) back to the US and qualify for through (T) status, this will inhibit specific departure taxes from being assessed (e.g., UK departure tax). If the through indicator does not appear on the priority list, you will automatically be charged the same taxes as an originating traveler. For additional information, see Difference between through (T) status and waiver of int’l taxes/fees below.
- Through status and waivers do not apply on other airlines.
- Traveling to an intermediate/connecting city by any other means other than a commercial airline/flight will not allow through (T) status.
- Do not list, and check-in, or travel to an outlying city for the sole purpose of obtaining through status. For other travel guidelines, see Travel guidelines section.

Difference between through (T) status and waiver of international taxes/fees

Even though you may obtain through (T) status while traveling through an international city, this does not automatically apply the waiver of the international taxes/fees, if applicable. To obtain an applicable waiver, a third country must be involved, such as traveling Germany—UK—USA. A waiver of the taxes/fees will not be applied if involving only two (2) countries, such as traveling USA—Mexico—USA, USA—UK—USA, etc.

Note: If you are connecting within the UK (England, Scotland, Wales, Northern Ireland) to an AA flight (ex. BA from EDI-LHR connecting to AA-US), you may obtain the through (T) status (if eligible) upon payment of the UK departure taxes. At London Heathrow, proceed to the AA ticket counter (outside security) or the Flight Connections Center (terminal 3), and present your inbound boarding pass to the AA agent.

Difference between through (T) status and pass deduction

Through (T) status and deduction of a D1/D3 pass are two separate issues. Pass deduction is based on origin cities, dates, and flown segments. Just because you obtain through (T) status, it will not keep the system from deducting passes, if you exceed any of the conditions. To review these conditions, see Pass Bank Overview—One way definition for vacation and guest passes.

Through-flight removal policy

Generally, a through flight is two segments that are flown on the same equipment (aircraft) with the same flight number.

If you are a connecting space-available traveler on a through flight, usually the same flight number, aircraft and gate is used in most instances. But, you will not be removed for the connecting flight except due to either a change of equipment or to accommodate revenue customers or positive-space travelers using an A pass travel classification (A1, A3, A10, A11, A12, etc).

If removal does take place, it will be accomplished in reverse boarding priority order as established by the original check-in time.

<table>
<tr>
<td>Example #1:
Flight 1234 City A – City B—D3 is accommodated
Flight 1234 City B – City C
• D2 flight lists for Flight 1234 (City B-City C) segment, but will not go above D3 already accommodated, since it is a through flight.
• D2 will only be accommodated only if a seat becomes available.</td>
<td>Example #2:
Flight 8765 City A – City B—D2 is accommodated
Flight 8765 City B – City C
• Revenue passengers missed connection and have been re-accommodated on Flight 8765 (City B-City C), and also a D1 has listed.
• D2 will only be removed if seats have to accommodate revenue passengers, but not for the D1.
• D1 will only be accommodated if a seat becomes available.</td>
</tr>
</table>

Co-Terminal / Multi-City Airports

Co-Terminals or Multi-City Airports serve the same area and are considered to be the same city for purposes of using one-way passes, being rolled over to the next scheduled flight, and obtaining through status. Co-terminal/multi-city airport locations are:

Domestic		International	
BWI – DCA - IAD	Washington, DC	CDG – ORY*	Paris, France
FLL – MIA – PBI	Miami, FL	SLU* - UVF	St. Lucia (Caribbean)
SFO – SJC – OAK*	San Francisco, CA	HND – NRT	Tokyo, Japan
LAX – ONT – BUR – LGB – SNA	Los Angeles, CA	LHR – LGW* - STN* - LTN* - LCY* - SEN*	London, UK
EWR+ - HPN – JFK – LGA	New York, NY		
HOU – IAH	Houston, TX		
DFW – DAL*	Dallas, TX		

*not currently served by AA

+ EWR is no longer a co-terminal when traveling as a revenue passenger (AA20, award ticket, etc.)—but it is still permitted as a co-terminal for non rev travel.

Through status FAQ's

Do I check in for my domestic connecting flight?
No. If segments are in the same PNR and connection is less than 16.5 hours, you will only have to check in for the first segment. Once you are accommodated/cleared for the first segment, you will then automatically appear on the connecting segment as a through (T) passenger.

Do I check in for my international connecting flight?
No, it is the same as the question above. However, you must scan your passport at the initial airport before going through security. If your documents haven't been verified, you will not be automatically added to the priority list for a connecting flight to an international location, which will jeopardize your time of check-in and through (T) status.

What if my connecting flight is more than 16.5 hours after the scheduled arrival but still in the same PNR?
Once you land in the connection city, see a gate agent, and they will need to check you in for the next segment along with manually adding the through status to your PNR, as long as it is the next connecting flight to your destination. This will give you a new check-in time.

I arrived less than 16.5 hours after my scheduled arrival, but because of loads, I was rolled over to a flight that departs beyond 16.5 hours. Do I still keep my through (T) status?
Yes, as long as you are rolled to the next scheduled flight to your destination, you will keep your through status.

If there is only one flight per day to a certain destination and I missed it while trying to connect, what happens?
The agent should roll you over to the next scheduled flight to your destination, while keeping your original check-in time. However, if you know you are going to misconnect prior to flying out of your origin city, then have that agent at the origin city update the new connecting segment(s) in PNR before flying to connection city.

There are both non-stop and connection options back to my destination that are more than 16.5 hours. If there is an earlier option with a connection, will I be able to obtain through status if I choose the later non-stop option?
Yes, you can choose the non-stop flight and still be able to obtain through (T) status.

I arrived in Frankfurt, Germany (FRA) by train from Berlin. Am I able to get through status from FRA-DFW?
No. You must arrive from another commercial airline to be considered a through (T) passenger. They do not consider travel by train, bus, ship, etc. to obtain through status. The only exception is the bus service offered by American Airlines/American Eagle.

How do I know what the charges will be if I am a through (T) in LHR-MIA?
There is not a way to see this in the travel planner, because it estimates charges based only as an originating traveler. However, if you qualify as through (T) status from LHR back to the US, then it will waive a majority of the UK departure taxes.

Will I have the majority of UK departure taxes waived if I fly from Edinburgh, Scotland on another airline and then connect as a through from LHR to the US?
No, you must connect from a flight/airline outside of the UK (England, Scotland, Wales, and Northern Ireland) to have the majority of taxes waived.

I am traveling from PHL-LHR, but I am taking LHR-IST (Istanbul, Turkey) on British Airways on a ZED/OAL standby ticket. Am I able to get through status and departure taxes waived on BA?
No. You are not able to obtain through status and waivers/refunds on other airlines. This only applies to flights on AA that are connecting back to the US through certain international airports.

Will I get through status if I fly into LGA but transfer to a flight out of JFK?
Yes. Since these are co-terminals, you are able to obtain through status.

I have created a PNR with DAY-PHL and DCA-MIA, and both segments are in the same PNR—on the same day—and less than 16.5 hours between flights. I am planning on driving from PHL to DCA. Will I be able to obtain through status from DCA-MIA?
No. Even though flights are in same PNR, PHL and DCA are not co-terminals, so you will not be allowed to be a through passenger. Plus, you did not arrive in DCA by airline.

I am trying to fly from SLC-DFW-ELP, but I am not able to make the flight to connect in DFW. I have purchased a ZED fare on Delta, and I am able to fly from SLC-DFW. Will I be considered a through passenger from DFW-ELP?
Yes, since you are arriving in DFW on another airline, then you are able to obtain through (T) status for DFW-ELP. You will just need to show the gate agent in DFW your Delta boarding pass from SLC-DFW to manually add the through (T) status. Reminder, you must cancel the non rev listing.

I'm flying into a city using a D2, but connecting to a flight using a D1. Will I be able to get through (T) status on the D1 segment?
No. Since you are connecting under two different pass types (D1/D2), you will not be able to obtain a manual through (T) status. However, if flights are in separate PNR's, you will be able to keep original check-in time in the connecting PNR.

If I am traveling MIA-LAX-HKG, can I change my mind to travel to HND after arriving in LAX and still keep my through (T) status?
Yes—as long as the agent updates the routing and you are still traveling under the same priority type with no checked bags.

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Child/Infant and UMNR travel

Unaccompanied children
FAQs

Accompanied child

Guidelines and service charge requirements

- Children must be a minimum of six (6) years old to be able to travel in a premium First or Business cabin. However, children under the age of six (6) years old are allowed to travel in Premium Economy (PE) to any destination, so you may select PE if available. Otherwise, you must select Main Cabin when listing in Travel Planner.
- Children four (4) years old or younger will not be allowed to sit in a seat unaccompanied while the parent takes a jump seat and/or is working the flight.
- Children less than two (2) years old are considered an infant/lap child, and they may travel in the lap of a passenger at least 16 years of age. If traveling as a lap child, they do not need to be added to your travel profile list—unless traveling on other airlines (see below).
    - If any traveler desires the infant to occupy a seat or travel on other airlines (OAL), you would need to create a travel profile in the Travel Planner and then include them in the listing.
    - If the infant occupies a seat, they will incur any applicable service charges and international arrival/departure taxes.
    - If the infant is a D3 guest and occupies a seat, then they will incur full D3 guest charges and applicable international arrival/departure taxes. D3 passes will be deducted.
    - You are allowed one lap child/infant per traveler. If more than one child/infant is less than two (2) years old and is accompanying one pass traveler, each additional child must be added to your travel profile list. They must be flight listed and assigned a seat, and service charges will apply.
- Children two (2) years old and above are required to be registered on your travel profile list in the Travel Planner, therefore, they may not travel as a lap child. They must be flight listed to occupy a seat. They will also be required to pay service charges, if applicable.

Notes:

- Children ages 2-14 can be listed by themselves in a PNR as long as they are traveling with another passenger (age 16 or older) with the same itinerary (non rev, ticketed, company business, etc.) and the same ticket/listing type to indicate they are accompanied. For example, a non rev child would be able to travel accompanied with a non rev adult, but if you are traveling for company business on AA, your non rev child would not be able to travel accompanied with you. For qualifying but separate AA bookings/listings, the PNR's must be cross-referenced by a reservations or airport agent.
- With OAL/interline travel, the child must be traveling on the same reservation/ticket/listing type as the adult in order to be considered accompanied. For example, if you are traveling for company business on OAL, your child would not be able to travel accompanied with you.
- Adults traveling with a child age 14 or younger are not allowed to split from that child, since it would create a UMNR situation where required documentation does not exist. For UMNR procedures, see section below.

Type of Child	Travel profile required?	Listing required for travel?	Service charges and/or international taxes incurred, if applicable?
Children less than two (2) years old (Infant/lap child)—**Not occupying a seat**	No	No	• Domestic travel—No • International travel—Yes
Children less than two (2) years old (Infant/lap child)—**Occupying a seat**	Yes	Yes	Yes
Children two (2) years old and above	Yes	Yes	Yes

When traveling with a lap child, the FAA requires all passengers traveling with infants to have the infant's name and age recorded on the passenger manifest. Here are the steps at the airport:

Domestic	International
1. Check-in at an airport kiosk. 2. When prompted "Are you traveling with an infant under age 2 in your lap," indicate Yes. 3. Answer questions and print verification pass. Unless you need to check bags, you can then proceed through security.	1. Arrive to the airport with plenty of time. 2. See ticket counter agent, and they will add infant to listing/PNR/manifest. 3. There will be government fees/taxes associated with international travel for the infant and will need to be collected. 4. Ticket counter agent will assess the fees, and non rev traveler will pay at that time. • If you booked and paid taxes for a round trip in the same PNR, retain your receipt to provide to the agent on your return. • If booking two (2) one-ways, you will be responsible to pay gov't fees/taxes from the return airport. 5. Non rev traveler is responsible to have proper documents/passport for infant prior to travel. **Note**: The system delays the processing of a child's charges as it's reviewing the "age" for possible tax exemption, so the charges sometimes fluctuate because of the timing, meaning that the exchange rates could be higher or lower at the time of the age verification.

Notes:

- Infant/lap child cannot be added to the listing/PNR prior to checking-in, or it will inhibit online check-in. As to not affect your online check-in option, adding the infant should be done at the airport either at a kiosk or with a ticket counter agent.
- No charges can be taken over the phone with 1-888-WE-FLY-AA; all must be paid at the airport. However, if you call 1-888-WE-FLY-AA (1-888-933-5922), the Non Rev Travel Desk can give an approximation of the taxes/fees prior to travel.

Unaccompanied children

- Children ages 5-14 traveling alone will be required to use the Unaccompanied Minor (UMNR) service.
- Although not required, UMNR service is available/optional for children ages 15–17.
- The UMNR fee is waived for:
    - Non revenue travelers
    - UMNR traveling on either an AA20 or AAdvantage employee-discount award ticket
- Upon arrival at the originating airport, the adult responsible for the UMNR must complete paperwork obtained from an agent at the ticket counter and escort the child to the gate. The designated contact at the destination airport must obtain a priority verification card from an agent at the ticket counter, and will be allowed entry to the gate to pick up the UMNR upon arrival.
- UMNRs are not accepted from any domestic or international city that includes the last scheduled flight out of the final connection city, unless it is the only flight of the day. The final acceptance of UMNR will be at the discretion of the manager or lead agent on duty at the origin city.
- Flight listings and check-in may be completed via the Travel Planner.
- UMNR are able to travel system wide, including all flights on American and American Eagle with certain limitations:

<table>
<tr><th>Age</th><th>Travel allowance</th></tr>
<tr><td>4 years old or younger</td><td>Not allowed to travel unaccompanied</td></tr>
<tr><td>5 - 7 years old</td><td>Accepted on nonstop flights only</td></tr>
<tr><td>8 - 14 years old</td><td>• Accepted on nonstop and connecting flights through Hub cities only: CLT, DCA, DFW, JFK, LAX, LGA, MIA, ORD, PHL and PHX
• UMNR’s ages 8 through 14 are discouraged from traveling alone on connecting itineraries due to the possibility of being removed en route to accommodate revenue passengers.
• Important: It is highly discouraged to flight list a D3 guest as an UMNR, because of traveling at the lowest priority unaccompanied.</td></tr>
<tr><td colspan="2">Note: Children 2 - 14 are not considered an UMNR when traveling with someone 16 years or older</td></tr>
</table>

UMNR Guide for Non Rev Travelers (download and share)

Child/UMNR FAQ’s

What is the cost as a team member/retiree to use the UMNR service?
As a team member or retiree, there is no cost to use this service, as long as the child is listed on your travel profile.

After I listed myself for a flight, I called the Non Rev Travel Desk to have them add my lap child to the PNR a week before departure. When I go to check-in, it will not allow me. Why is this?
Because the system is not recognizing this traveler type, it will not allow you to check-in online. You will now need to check-in at the airport. For future listings to allow online check-in, the infant must be added to the PNR/manifest after arriving at the airport by a ticket counter agent.

My child is one (1) year old. Do I need to create a travel profile under my travel privileges?
No. Since they will be traveling as a lap child, you will not need to create their travel profile and list them until they turn two (2) years old.

I will be traveling with my lap child on a long international flight. Are they allowed to occupy a seat?
This is up to you. You can create a travel profile and list them with you in the same PNR. They can then be assigned a seat, if available. But, they will incur any international taxes/fees associated with non rev travel.

I have a D3 guest traveling internationally with a lap child. Are there are any charges for the lap child to travel?
Yes. Once they arrive at the airport, the ticket counter agent will assess any international fees, and the D3 guest must pay those charges separately at the airport. Again, if the infant occupies a seat, they will incur all applicable charges.

For a lap child traveling internationally, are the fees based on percentage of the fare?
No. They are based on government taxes/fees assessed by that specific country.

Can I pay these charges over the phone with 1-888-WE-FLY-AA (Non Rev Travel Desk)?
No, the charges must be paid at the airport. However, the Non Rev Travel Desk can possibly give you an approximation of the cost over the phone prior to travel.

My child will be under two (2) years old before our outbound flight, but she will turn two (2) years old before our return. Will she still be able to fly as a lap child on the return, since it is in the middle of a trip?
No. For the return, she must be registered under your travel profile list and travel as either a D1 or D2. This would be the same for a child traveling as a D3 guest for the return.

My child is six (6) years old and will be traveling by themselves. Are they able to make a connection?
No. Unaccompanied children ages 5-7 can only travel on nonstop flights.

I have a child who is ten (10) years old. Can he travel ELP-DFW-DTW?
Yes. Since he is between ages 8-14, he can travel with a connection through a hub (DFW), but it is still discouraged due to the possibility of being removed en route.

My child is age sixteen (16). Are they required to travel as an Unaccompanied Minor (UMNR)?
No. Children ages 15-17 are not required, but it is an option if you so choose.

My grandchild is twelve (12) years old and listed as a D3 guest. Are they able to fly as an UMNR?
Yes. However, because they are traveling at the lowest priority, it is highly discouraged. It would be best for them to travel as a ticketed/confirmed traveler. Also, since D3's are not eligible for the AA20 discount, the UMNR service fee will still be charged if they travel under a purchased ticket.

I have an eight (8) year old nephew who is a D3. Are they able to travel with my D2P parent since I can't list them in the same PNR?
Yes. As long as your parent is traveling the same itinerary and the same ticket/listing type, the ticket counter agent can cross-reference the two separate PNR's to indicate the child is accompanied. When making the D3 listing, just indicate they will be accompanied. Reminder, since the D3 is not able to change boarding priorities, the D2P would essentially be traveling at the D3 priority.

Would my 10 year old child flying as a non rev be considered accompanied if traveling with my aunt, who is a ticketed passenger on the same flight?
No, our procedures do not support a combination of ticket/listing types (for example, an adult on a confirmed-space itinerary traveling with a non rev child). Your aunt must also be flying as a non rev for your child to be considered accompanied, since there is no guarantee your child will be accommodated as a non rev.

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International travel

When traveling to non-U.S. destinations you must have a passport (passport number, issuing country, expiration date and nationality) and personal contact information in the PNR. The Travel Planner automatically displays the applicable fields for you to populate for each traveler. In addition, all non-revenue travelers, including children, are required to have appropriate travel documentation, including passports, visas, etc. to enter and return, connect or travel through another country.

For information on specific documents required for travel to another country, visit the Travel Planner. From the top menu bar in the Travel Planner, select "Tools" and then select "International docs" or contact the consulate for the destination country.

Some countries require your passport be valid for six months or more from the date of travel. Space available travelers, including Industry Discount (ID) travelers on Other Airlines (OAL), are not eligible to transit (TWOV) any country without proper documentation for the transit country. For example, a passenger traveling San Francisco to Manila, Philippines, on a flight that makes a stop in Seoul, Korea, must have the proper documentation for entering both Korea and the Philippines.

If you and/or your eligible travelers do not obtain and carry the documentation required for international travel, it can result in denied boarding, as well as substantial fines for the company and in some cases, to you and your eligible travelers. All travelers must observe warnings posted on the U.S. State Department's travel warnings.

When flying on non-U.S. routes, it is best that you flight list for round-trip travel and carry a copy of your itinerary. Print a copy from the Travel Planner. Immigration officers outside your home country may ask to see your itinerary, which provides proof of intent to depart the country within allowable time limits. This requirement applies to both personal and business travel.

When you arrive at the airport before the first leg of your trip, you must verify those documents by scanning your passport at a kiosk or with an agent before going through security. If your documents haven't been verified, you will not be automatically added onto the priority list for a connecting flight to an international location, which will jeopardize your time of check-in and through status. By verifying your documents at the beginning of your trip, your check-in time will be maintained.

If a passport has less than 6 months of validity, it may inhibit the ability to create an international listing in Travel Planner. As a recommendation, make sure to renew passports early to assure there are no future issues.

Electronic system travel authorization (ESTA)

International travelers who are seeking to travel to the U.S. under the Visa Waiver Program (VWP) are subject to enhanced security requirements. All travelers must apply for authorization under the Electronic System for Travel Authorization, also referred to as "ESTA," which is an automated online application used by U.S. Customs and Border Protection (CBP) to determine if travelers can enter the United States. VWP travelers will be required to visit the ESTA website (at https://esta.cbp.dhs.gov/) prior to departure to provide specific traveler information before their flight. The online process is in addition to current immigration requirements. Non-revenue travelers from VWP countries will also need to complete the application.

ESTA pertains to anyone who is a national of VWP countries who plans to travel to or through the U.S. Travelers who need to complete the application:

- May visit the ESTA website for details and to access the online application (current recommendation is to complete the application at least 72 hours prior to departure).
- Will provide passport information, details about their travel plans and answer a few questions.
- Will receive real-time notification whether travel to the U.S. has been authorized, not authorized, or if authorization is pending.
- Pay a $14 application fee, payable with a credit card online via the ESTA website.
- Receive all applicable information regarding ESTA

Traveling to Australia

If you are traveling to Australia, you must obtain an ETA visa. For more information, refer to this link.

Traveling to New Zealand

If you are traveling to New Zealand, you must obtain an NZeTA visa. For more information, refer to this link.

Airport Security

International airports may have additional security procedures or requirements. Please familiarize yourself and advise your travelers of these nuances prior to travel to/from the locations.

The airports listed below require you to have a seat assignment prior to going through security, so it is important that you follow the instructions of the ticket counter agent before proceeding to the gate. Failure to comply may result in a fine to the company and/or the traveler.

Auckland, New Zealand (AKL)	Dublin, Ireland (DUB)	Santa Clara, Cuba (SNU)
Bangalore, India (BLR)	Dubrovnik, Croatia (DBV)	Santiago, Cuba (SCU)
Beijing, China (PEK)	George Town, Bahamas (GGT)	Seoul, Korea (ICN)
Bermuda (BDA)	Havana, Cuba (HAV)	Shanghai, China (PVG)
Buenos Aires, Argentina (EZE)	Holguin, Cuba (HOG)	Sydney, Australia (SYD)
Cordoba, Argentina (COR)	Lima, Peru (LIM)	Varadero, Cuba (VRA)
Camaguey, Cuba (CMW)	Narita, Japan (NRT)	
Delhi, India (DEL)	North Eleuthera, Bahamas (ELH)	

Mobile Boarding Passes

Not all international airports have technology in place to accept mobile boarding passes. If the city you are departing from does not accept mobile boarding passes, you must print a boarding pass to go through security. This list is subject to change, familiarize yourself with the international airport you are departing from in order to ensure you have the proper documents required to go through security.

International airports currently not accepting mobile boarding passes:				
Bermuda (BDA)	Freeport (FPO)	Merida (MID)	San Jose Cabo (SJD)	Zacatecas (ZCL)
Cap Haitian (CAP)	George Town (GGT)	Monterrey (MTY)	San Luis Potosi (SLP)	Zihuatanejo (ZIH)
Caracas (CCS)	Havana (HAV)	Mazatlan (MZT)	Santiago, DO (STI)	Manzanillo (ZLO)
Cienfuegos (CFG)	Hermosillo (HMO)	Port-au-Prince (PAP)	St. Maarten (SXM)	
Belo Horizonte (CNF)	La Romana (LRM)	Beijing (PEK)	Sydney (SYD)	
Chihuahua (CUU)	Manaus (MAO)	Puerto Plata (POP)	Torreon (TRC)	
Dublin (DUB)	Maracaibo (MAR)	Shanghai (PVG)	Santa Cruz VVI (VVI)	
North Eleuthera (ELH)	Marsh Harbour (MHH)	Queretaro (QRO)	Quebec (YQB)	

Government Taxes & Fees

Taxes and fees are regulated by individual governments and must be paid by the team member/retiree. Certain governments charge more based on the cabin you travel and if you are connecting vs. originating in their country.

United Kingdom Air Passenger Duty

The Air Passenger Duty (APD) in the United Kingdom is an excise duty (tax) based on the number of chargeable passengers (based on age), your origination/destination and the "class" you are travelling in (the tax for travel in the premium cabin is higher than in economy). If you are transiting through London Heathrow (LHR), you must show your inbound boarding pass to an LHR agent to be exempt—and be listed for the next scheduled flight. If you are traveling from one UK airport to another (e.g., EDI – LHR) you are responsible for paying the applicable APD.

Cuba Check-in

Online check-in for flights to Cuba is unavailable. You must check in at the airport to provide reason for travel – allow up to 3 hours to complete the process. If you're flying from Miami (MIA), look for the 'Cuba Ready' booth by Checkpoints 1 and 2 to check your documents and get your boarding pass stamp.

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Travel while absent or on a leave of absence (LOA)

Our travel while absent policy provides different travel allowances for different types of leaves with the ultimate goal of providing a program that is fair to our team members and makes good business sense.

Of course, we'll consider exceptions to this policy to allow for team members to travel where it's needed. But, if you need to travel during these types of leaves, talk to your manager for review.

Block leaves covered by Family Medical Leave (FMLA), Maternity and Military Leave
If you are out on block FMLA (Adoption, Paternity, Baby Bonding, etc.), Maternity or Military leave, you and your travelers will continue to have active travel privileges, as well as OAL/ZED for those who are eligible. For more information about your travel privileges, refer to the Overview to personal travel privileges section.
Block leaves not covered by FMLA – Medical/Sick Leave, Injury on Duty (IOD), Short-term Disability, Long-term Disability and Personal Leave
If you are out on any other type of leave for medical, injury or personal reasons (including personal leave), your travel will be discontinued effective the first day of your paid or unpaid leave of absence for the duration of your leave. You are not allowed to utilize your or anyone else's travel privileges during this time. However, you will maintain online travel privileges for your eligible dependents, parents and guest travelers. If FMLA runs concurrently with one of the above leaves, you retain travel during the course of your FMLA. Once FMLA expires, travel for team members will be discontinued, but your eligible dependents and guest travelers will continue to have travel privileges on American/American Eagle flights. **Note**: While on a block leave not covered by FMLA (Medical/Sick, IOD, etc.), you must have authorization to travel by your manager. For managers, here is the link to Authorize travel while absent from work.
Travel for Adoption
If you need to travel to pick up a newly adopted child from another city or country other than where you live, eligible team members and a second D2 or D2P eligible family member will qualify for confirmed/positive space on American – or American Eagle – operated flights. We will provide additional positive space to bring your new family member(s) home. Please email employeeservices@aa.com for help with positive space travel arrangements. In the subject indicate "Adoption travel request."
Educational Leave
If Educational leave is applicable under your collective bargaining agreement, travel for you, your eligible travelers, parents and guests will be discontinued.
Qualification (SIDA Badge LOA)
If you are on a leave due to a qualifications issue, travel for you, your eligible travelers, parents and guests will be discontinued.
Suspension/Withheld from service
If you are suspended/withheld from service (paid or unpaid), all travel for you, your eligible travelers, parents and guests will be discontinued.

Jumpseat access

As a reminder, if you have access to the jumpseat (FDJ/CJ), it may not be available while out on certain types of leave of absence. After you return to work as an active team member, it will become available again at that time.

Other absences

If you are absent from work for pandemic leave, due to illness, including intermittent family leave (for yourself**+**), or an unauthorized absence, you are not allowed to utilize your or anyone else's travel privileges. Overall, if you are unable to come to work, then you are unable to travel. Travel while absent is only allowed if you are on an approved leave ***** or your manager has authorized you to travel (see link above). However, travel will still be active for your eligible travelers, parents and guests. Using travel privileges while absent may result in suspension or revocation of your travel privileges or disciplinary action up to and including termination.

+For domestic team members, if you are caring for an eligible family member under intermittent family leave, you are allowed to travel. As always, just make sure your manager is aware. For international team members, you must work with your local People Business Partner.
*****Some leaves of absence allow travel for yourself and your eligible travelers. See the table below for more information.

	Travel active = ✓ Travel discontinued = ✗			
Type of Leave	**Travel for team member (including AA20 and AAdvantage Award promotion)**	**Travel for eligible travelers, parents and guests (including AA20 and AAdvantage Award promotion, if qualify)**	**OAL travel for team member and eligible travelers**	**A9 travel for team member and eligible travelers**
Adoption	✓	✓	✓	✓
Block FMLA	✓	✓	✓	✓
Maternity/Paternity	✓	✓	✓	✓
Military	✓	✓	✓	✓
Injury on Duty*****	✗	✓	✗	✓
STD/LTD	✗	✓	✗	✓
Medical/Sick*****	✗	✓	✗	✓
Personal	✗	✓	✗	✓
Educational	✗	✗	✗	✗
Qualification	✗	✗	✗	✗
Suspension/Withheld from service	✗	✗	✗	✗

*****If FMLA runs concurrently with one of the above leaves, you retain travel during the course of your FMLA. Once FMLA expires travel for team members will be discontinued, but your eligible dependents and guest travelers will continue to have travel privileges on American/American Eagle flights.

Travel while absent FAQ's

If I am out on an approved leave under the Block FMLA, am I still able to travel on OAL/ZED?
Yes. Since the Block FMLA allows all travel privileges, your OAL/ZED privileges are still active for those who are eligible.

I am planning to return to work from being out on a medical leave. Will I be able to travel immediately?
You will only be able to travel once your work flow has been processed, and it has activated your travel.

I am out from a personal leave. Will my dependent children still be able to travel as non rev?
Yes. Even though your travel privileges as a team member are inactive, your dependent children still have active travel privileges during that time. However, OAL/ZED travel is inactive for all travelers until you return to active status.

I am out with an Injury on Duty (IOD), but I also qualify for FMLA. Am I able to travel?
Yes. As long as FMLA is concurrent with your IOD, then you will have active travel for the length of the FMLA. Once FMLA ends, then your travel as a team member will become inactive.

I am out on an Educational leave, but there has been a death in my family. Am I still able use A9 travel?
No. With Educational and Qualification leaves, all travel is inactive—including A9/Emergency travel.

I am out on a LOA that doesn't allow travel for myself. Am I able to travel under another team member's travel privileges?
No. If you're travel privileges are inactive from being on a certain LOA, you are not allowed to travel under someone else's travel privileges. For more information, check the Travel expectations and procedures section.

My days off are scheduled for Saturday/Sunday. If I call in sick on Friday, am I still able to travel on Saturday or Sunday?
Yes, since Saturday and Sunday are your scheduled days off, you would be allowed to travel on those days.

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Travel guidelines and standards

Overview
Travel is a unique and special privilege we offer to you, your eligible travelers and your guests. As with any privilege, it's important everyone follow the standards and guidelines outlined below. Our revenue customers always come first. Be sure you, your eligible travelers and your guests observe the highest standards of courtesy and conduct toward everyone with whom you come in contact. Our team members working the flights are extremely busy serving our customers, so it's important to cooperate fully with instructions and decisions given to you by team members on duty. As the sponsoring team member or retiree, we look to you to ensure your guests are ready to travel and understand our guidelines. Ultimately, team members and retirees will be held accountable for the actions of anyone traveling on their travel privileges.

If you have not yet already, be sure and read the Overview and Travel Expectations and Procedure section before continuing further.

Reminders:
- The guidelines outlined below apply to all of your travel privileges, including discount travel on other airlines (business or personal) unless otherwise specified by American's ZED Agreements or the ticketed airline's policy.
- Violating any of the following guidelines could result in disciplinary action including but not limited to suspension of travel privileges and up to termination.

Flight listing guidelines:

- You are **responsible for all flight listings** for you and your travelers. Eligible travelers and guest pass travelers should not call Reservations for flight availability or gate and time information; you should provide this information to your travelers.
- Only list for flights for which you **plan to check-in and travel** as a non-revenue passenger. If you do not plan to travel, then you must cancel your listing/PNR.
- Do not list and/or check-in for **multiple AA flights** out of the same departure city or co-terminal within a 24-hour period. If you do, duplicate listings may be canceled by automated processes.
- Do not list for the same flight under two **different priority types**, such as both a D1 and D2.
- If you are not accommodated on the desired flight, you can be **rolled over** to the next scheduled flight while keeping your original check-in time, as long as you are present at the gate.
- If you or any of your eligible travelers **hold a confirmed reservation**, have purchased a revenue ticket or redeemed miles for a flight, you are not allowed to also list as a non-revenue pass traveler on that flight or any other flights with that same origin and destination less than +/- 24 hours from the departure time of the flight a revenue ticket has been booked or purchased. Even if you cancel your confirmed reservation before departure, you are still not able to list as a non rev less than +/- 24 hours, since you held revenue space, and this could be a potential loss of revenue for the company. If you cancel a revenue ticket, all fare rules apply, if applicable (penalties, change fees, etc.). Similarly, team members and eligible travelers should not hold confirmed and ticketed duplicate space on other airlines (OAL) with the intent to fly standby on AA or OAL as this is contrary to the spirit of our industry travel programs.
    - The same routing would be the same departure and destination cities within a 24 hour period (including co-terminals or within 100 miles of confirmed departure and/or destination cities). Here are some examples:
        - DFW-OGG and DFW-LAX-OGG (same departure and destination)
        - DFW-NRT and DFW-LAX-HND (NRT/HND are co-terminals)
        - DFW-DEN and DFW-COS (destination cities within a 100 miles)
    - For a list of co-terminals, refer to Through passengers and status—Co-terminals section.
- If you are listed as space available/non-revenue and want to **purchase a revenue ticket** out of the same departure city within a 24 hour period, you are allowed to do this. However, it is imperative that you cancel the non-revenue listing/PNR, and make sure your name is deleted from the standby list.
- **Online check-in** can only be done prior to one hour from departure for domestic flights and two hours for international flights.
- When traveling with your **designated parent(s)**, you, as the employee/retiree, must travel in the same PNR for them to qualify as a D2 (or D2R for retirees). You may not use a D1 while your parents travel D2 or D2R. As reminder, parents will still be subject to D2P charges.
- If creating a flight listing with someone traveling with a different boarding priority, the Travel Planner will automatically create **separate PNRs** at the end for each travel classification (e.g., D2, D2R, D3). It is not possible to have different priority types in the same PNR.
- Children must be a minimum of **six (6) years old** to be able to travel in a premium First or Business cabin. However, children under the age of six (6) years old are allowed to travel in Premium Economy (PE) to any destination, so you may select PE if available. Otherwise, you must select Main Cabin when listing in Travel Planner.
- For **travelers with disabilities** requiring special assistance, complete the reservation flight listing for you and/or your guest(s). Call 1-888-WE-FLY-AA (1-888-933-5922) to speak with a representative. Provide the representative with your flight listing information and advise your special assistance needs. If based outside the US, then you can call your local reservations office.
- For **international travel**, you and all your travelers must be in possession of valid travel documents (passport, visa, etc.) required for entry into or to transit through a country before travel begins. If you do not, it can result in inadmissibility as well as substantial fines for the company and in some cases, to you and your eligible travelers. For verification on required docs, please see the Travel Planner—Tools—International Docs.
- For all non rev travel (both personal and business), the **Travel Planner** should always be the first option when listing and checking-in for you and your travelers. By making the Travel Planner as the first option, it will allow our frontline team members to focus on our customers. For other options, refer to Listing and checking-in for personal travel section.
- Non-revenue customers traveling on a pass and requiring an **extra seat** for any reason, such as a person of size or traveling with cabin seat baggage (such as a cello), should do their research and

choose a flight where they believe they have the best chance of getting on without a traveler being asked to move/change seats.

Jumpseat guideline

If anyone authorized to sit in the jumpseat is traveling under travel privileges of another team member/retiree, they may not be assigned a jumpseat (cabin or flight deck). Agents may not manually add the CJ or FDJ indicator to the priority list in this instance. If an active team member wishes to be assigned a jumpseat (CJ or FDJ) they will need to list themselves using their own employee profile and check-in again.

Check-in guidelines:

- You may check in for travel as early as **24 hours before departure** based on the time zone where that flight departs.
- All **travel documents** must be verified by scanning your passport at a kiosk or with an agent at the airport before going through security.
- Once you have checked in and are on the priority list, you may only **change your boarding priority** (D1 to D2 or vice versa) by cancelling your original listing and creating a new PNR, thus receiving a new check-in time. Do not ask airport personnel to change your boarding priority. Again, online check-in can only be done prior to **one hour** from departure for domestic flights and **two hours** for international flights**.**
- If you and your travelers do not intend to travel on a specific flight, do not check in for that flight in order to be rolled to a later flight for the purpose of obtaining an **earlier check-in time**. All parties in your group must be present at the gate for the original flight to be rolled over to the next flight.
- Do not list, check-in, or travel to an outlying city for the sole purpose of obtaining **through status**.
- No other check-in options or applications may be used to check-in for a flight or to be **placed on a standby list**. You may not use Sabre (or programs that are similar to Sabre) at work or at home to check-in yourself or place yourself or guest travelers on the priority list.
- You may not call the airport and ask to be **placed on the priority list**. Airport check-in may only be done locally at the originating airport. Also, through (T) status may only be manually added at the connecting airport.
- In most airports, the check-in **cutoff time** is 45 minutes for domestic (60 minutes for international) before flight departure. Refer to aa.com (Check-in and arrival) for international airports that have an earlier check-in time.
- Non revs should use the **main security lane or TSA Pre-check** if eligible.
- When checking in via Travel Planner or web-enabled mobile devices, please remember your **American ID and password are secure**; do not share this information.

Gate procedures:

- For domestic U.S. airports, you should plan to arrive at the gate at least **45-60 minutes prior** to departure. For international flights and non-U.S. airports, you should plan to arrive at the gate at least **90 minutes prior** to departure. Arriving at the gate within these timeframes allows you to hear any and all announcements before and during the boarding process.
- Pre-reserved seats may be released 30 minutes before departure to accommodate **confirmed passengers**.
- Confirmed reservations may be canceled 15 minutes prior to departure to accommodate **standby passengers**.
- **Jet bridge doors** close 10 minutes prior to departure (D-10); American Eagle operations may close their doors up to 15 minutes prior to departure.
- At the airport, remain clear of the **gate area,** so our agents can assist passengers needing special accommodation. Watch the priority list displayed at the gate. Boarding passes will be delivered electronically to the email(s) in your trip listing. If you do not have a mobile device to display your electronic boarding pass, you may approach the gate agent once your name has been cleared on the screens at the gate to request a printed pass.

- Do not ask other passengers to move to **improve your seating**. If asked to change your seat, change your cabin, or deplane, do so quickly and quietly.
- Non rev travelers may possibly be **removed from the aircraft** if a revenue passenger arrives before boarding has ended. Removal would be in reverse boarding priority order as established by the original check-in time. Again, if asked to deplane, do so quickly and quietly.
- Do not wear your **company or security badges** when traveling on a non-rev space available pass or on a confirmed space business ticket, unless it is required to be worn, for example, when occupying the jumpseat.
- If you cannot be accommodated on your desired flight, you will be **rolled over** to the priority list of the next scheduled flight, only if you are present at the gate. You will maintain priority within the same priority group (D1, D2, etc.) based on your original check-in time. It is possible to be rolled over to the next scheduled flight at a co-terminal—see Co-Terminal section for more information.
- If it doesn't seem likely you will be accommodated on your current flight, it is not always possible to be rolled over, re-routed, or accommodated on the next flight if the flight **departure times are too close together**, especially if that flight has been closed for check-in, boarding has started or if seats have already been assigned.
- Our systems and **agents assign seats to the priority list** in order based on what seats are available at the moment. Once you have been assigned a seat, please refrain from requesting a different seat unless you need special accommodation (unable to sit in an exit row, need to sit near your child with special needs, etc.). As always, list for your preferred cabin of service when creating your listing.
- If you are not on the **priority list within 40 minutes** of its scheduled departure time, you might not be accommodated, regardless of boarding priority used. Agents will assign a seat if one is available and if time permits.
- **Refusing a seat assignment**, one decline within a 24 hour time period, to be transferred/rolled over to an alternate flight for a higher class of service is permitted on domestic flights, whether you have checked bags or not. For international flights, it is only allowed if the non-revenue has no checked bags because of security restrictions. However, for either domestic or international, it must be the next scheduled flight, otherwise, they will have to relist. See the Baggage section for specific limitations for international travel.
- On flights when there are **insufficient meals** in the premium class, you and/or your eligible travelers may be accommodated on the flight but not offered a premium-service meal. This also applies to travel in Main Cabin on flights offering International Flagship Service. Regardless of whether you receive a meal, normal service charges will apply for the cabin in which you are accommodated. It is important you advise your travelers not to request a meal on board if not offered.

General guidelines:

- Team member travel may not be **sold, purchased, bartered, traded, assigned, transferred, decreed, or donated.**
- All travel privileges provided to team members, retirees, family members, and others are strictly for **personal, leisure use only**. Travel privileges may not be used for non-AA business purposes or commercial gain, including activity that would deny revenue to American or any other carrier.
- Team members traveling to attend required training for the **military reserves** may use their personal travel privileges (Note: team members may be asked to provide a copy of their military reserve orders).
- Team members may use personal travel for **personal charitable efforts**, as long as no compensation and no personal benefit is received. **Note**: The transportation of animals using travel privileges is limited to the pets that you own, unless it is a flight sanctioned by the Puppies in Flight program. The transportation of animals for commerce, rescuing, or by any other reason, is against company guidelines.
- Team members, retirees, eligible travelers and guests may not enter the **secured area of airport terminals** through team member portals or entrances with the intention of traveling unless they are a working crew member. SIDA (Security Identification Display Areas) access may be permanently revoked by TSA. All travelers must go through TSA screening prior to boarding a flight.
- Team members, retirees, eligible travelers and guests, while traveling as a non rev and/or positive space, are **not eligible for any compensation** associated with oversold flights or irregular operations including, but not limited to, hotel accommodations, food and beverage vouchers, vouchers for future travel, accommodation on other airlines, etc.

- **Falsifying or manipulating travel records** is prohibited; examples of such conduct include creating fake PNRs, booking non-revenue travel for an ineligible traveler or using more guest passes or vacation passes than allotted.
- When traveling in the Main Cabin, team members, retirees, eligible travelers and guests are expected to pay for any **inflight amenities** that require payment. This can include, but is not limited to, drinks, snacks, Wi-Fi and headphones. As long as quantities permit, non-rev travelers will be afforded the same complimentary amenities as revenue passengers when traveling on international flights or in a premium cabin.
- If your **travel has been suspended** for any reason (violations, disciplinary action, investigation, etc.), you are not allowed to travel under your or anyone else's travel privileges during that suspension, except for A9/Emergency/Bereavement travel. If A9 travel is needed, then the manager/admin would have to arrange this type of travel. However, if you are crew member, you will still have the ability to commute/deadhead.
- Do not use **external social media channels** or other outside entities to discuss issues you or your travelers may have with the company, your co-workers, our partners, policies or products, which includes non-revenue travel. If you or your travelers have any complaints or problems while traveling as a non rev, refer to the Travel Allegations section.
- If traveling as a non rev, you are **allowed certain status benefits** associated with your own individual status or your premium AAdvantage credit card, such as an earlier boarding group. Admirals Club access through the AAdvantage Citi World Elite card is also a benefit extended to team members who hold a qualifying credit card. In order to receive these benefits while traveling, you must add your AAdvantage number to yoru travel profile in Travel Planner. The name on your AAdvantage profile and the name on your travel profile must match exactly. For more information, refer to Non-rev is better with AAdvantage (or retiree/company site).
- As a reminder, **frequent flyer miles** can only be accrued when traveling on commercial/revenue tickets on American and our partners. Team Members and other eligible travelers may not accrue/earn miles when traveling as non-revenue (space-available or positive space) on American or other airlines.
- Anyone with an **Admirals Club membership** (either from purchased membership or credit card promotion) can take advantage of the Admirals Club if traveling same-day as a passenger (either departing or arriving) on American or a partner airline. But, as a team member, you may not use your membership before, after or during work hours. When you do access the lounge, you must first change out of your entire uniform prior to entry and remove any company badges, name tags, lanyards, or luggage tags that identify you as a team member. For more information about the Admirals Club, especially about accessing the lounge when commuting or deadheading, refer to the Admirals Club section.
- Using any **confirmed space for personal travel** (business, A9, etc.) is prohibited, and could result in corrective action, up to and including termination.
- Do not create listings with intent to just gain **access to sterile concourse, airport lounges or other facilities**. If you need to gain entry for company-related business, presenting your AA ID badge at security may be acceptable for entry. Otherwise, please see a ticket counter agent for a gate pass.
- Allow for sufficient time to **return to work** when traveling standby. Failure to report to work on time because of problems encountered while using travel privileges is not an acceptable excuse.
- Team members may use positive-space travel for **volunteer opportunities** if the event is officially sponsored by American Airlines and appropriate AA event coordinators have approved the travel.
- As a reminder, our **conditions of carriage** state it is against company policy to book and hold duplicate confirmed space (revenue, positive-space, award redemption, etc.). If duplicate space is booked, then the automated system may cancel the duplicate booking. Holding multiple confirmed bookings is considered a loss of revenue to the company.
- **Do not call** airport gates, operations or management regarding non-rev travel issues. Also, do not share station or leader internal-use phone numbers with team members, customers or outside agencies concerning any personal travel.

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Travel guidelines and standards FAQ's

When I first checked in, I was first on the standby list within my group. But, after checking later, I am now #4. Why is this?

When check-in transactions happen at the same time (or within milliseconds of each other), they may be forwarded to different servers. So, they may all look like being placed as #1 on each server's local priority list. There is then another process to sync all server priority lists to the master priority list, and a #1 traveler on server 1 may move to #2 or later on the master priority list after the sync.

If I decide to change my routing after I arrive at the airport, am I able to change my PNR/listing?
Under certain circumstances, you are allowed to change your travel plans once you arrive at the airport. In all cases, team members should not use these options to simply gain an advantage over other travelers. See the circumstances below:

- Change to an **earlier flight** than my current listing: Yes, this is allowed, but you will keep your original check-in time. You will need to see an airport agent for assistance,
- Change to a **different type of routing**: Yes, as long as it is the next scheduled flight/connection to your destination, then you can ask the agent at your original gate to change the routing. For example, changing from a non-stop to a connection or vice versa.
- Change to a **later flight** than my current listing: No. You are only allowed to be rolled over to the next scheduled flight to your destination. For example, if you are listed for 1:00p flight, you cannot be rolled/transferred to the 8:00p if there are other flights in between to your destination.
- Change to a **different destination**: Yes, as long as it is the next scheduled flight, then you can ask the agent at your original gate to change the routing to a different destination.

Reminders:

- For any of the allowed options above, an airport agent must make these changes to maintain your original check-in time. Otherwise, you will need to cancel your current PNR and relist, which will give you a new check-in time. For questions if you have checked baggage, refer to the Baggage section.
- With domestic flights as a non rev, your checked bags will continue to your final destination even if you are not cleared for the flight(s). If you change your destination, any checked bags will likely continue to your original destination, and it is the traveler's responsibility to make arrangements for retrieval.

There are two flights that depart to my destination within 30 minutes of each other, and I'm listed on the earlier flight. Can I list for both flights?
No. You are not allowed to list for more than one flight from the same departure city within a 24 hour period. So, you will have to choose which flight. Also, since the next flight departs less than one hour from your current flight, it will most likely not be possible to roll over/transfer to that next flight.

After arriving at the airport, do I need to check-in with the gate agent to indicate that I am there?
If you see your name on the priority list or monitor display, then there really is no need to see/check-in with the agent, unless the agent needs to check your international documents, add a manual through (T) status, know you are traveling with someone with a different priority type, etc. If you do need to speak to the agent, just make sure you are not keeping the agent from completing their primary duties or servicing revenue passengers. As we streamline our gate processing procedures, there is an effort to limit non-rev interactions with the agent as much as possible. So, it is recommended to check the priority list or display and listen for any and all announcements.

Is my designated parent able to travel as a D2 instead of D2P?
Yes, as long as your parents are listed in the same PNR with the team member/retiree.

Do D3's travel at the same priority as a D2 when traveling together?
No, D3's will always remain their same priority status when traveling. So, if you are planning to travel together, see the next question below.

I have two (2) separate PNR's for me and my D3. How will the agent know we are traveling together?
After arriving at the gate, you will need to inform the agent you are traveling together. This means you will be skipped until seats are available for both you and the D3. Basically, you will be traveling at their D3 priority, unless you are willing to split.

What happens if there is only one seat available, and I am traveling with someone else or a group?

The agent will call you to the counter and ask if you are willing to split. If you are not willing to split, then they will offer the seat to the next standby on the list after your group. To assist the agent even more, it would be helpful to indicate whether or not you are willing to split before boarding begins, if being accommodated on the flight does not seem likely. It is always best to plan ahead if and when you encounter this situation.

What if another seat becomes available after I was not willing to split?
The agent will continue down the list after your group, since your group indicated you were not willing. However, if you were willing to split initially and another seat becomes available, then it would be offered to the next traveler in your group. If you split and do receive a seat, then you must board immediately to ensure an on-time departure; you will not be able to wait at the gate for another seat to possibly become available for the next passenger in your group.

I originally listed for main cabin. A premium seat became available, and I am next on the list. The agent gave the premium seat to the next standby on the list who was actually listed for premium. Why did the agent not automatically offer the premium seat to me?
Since you listed for main cabin, the agent can only assume you want to be seated in main cabin. So, they will assign for what you list. If by chance there was a mistake or system error, then you can indicate to the agent that you desire premium/first after arriving at the gate. However, if premium seats have already been assigned to those below you on the standby list, seats will not be taken back from those already assigned. As a good rule, list for the cabin you want.

Can I change/edit the class of service after creating a listing/PNR?
No. You must create a new listing and select the other class of service. If you have already checked-in for the flight, you can indicate to the gate agent that you desire premium/first.

I arrived late to the gate or my name was added to the priority list until after D-40 (within 40 minutes of scheduled departure). Will a non-rev at a lower priority who already has a seat assignment be removed if I have a higher boarding priority?
No. Once seats are assigned to the priority list, non-rev travelers will not be removed for a last-minute non-rev traveler with a higher boarding priority. Gate agents will accommodate the last-minute non-rev traveler if seats are available and as time permits.

If I received a boarding pass and have boarded the aircraft, can I still be removed?
Yes. If a revenue passenger possibly arrives before boarding is complete/gate door is closed, then you can be removed if traveling D1 and below. However, if removal does take place, it will be accomplished in reverse boarding priority order as established by the original check-in time. This does not happen often, but it can happen.

It doesn't look like I will make a flight as a non rev. If there is still availability, am I able to purchase a confirmed ticket or AA20 for that same flight or routing on AA to my destination?
Yes. However, you must cancel your non rev listing, since you are not able to have both a confirmed ticket and a non rev listing within 24 hours of that same routing. Also, there may be limitations being able to purchase online or over the phone if too close to departure time; you may have to purchase with a ticket counter agent.

My child is listed for a trip, and she will turn 24 after she leaves but before she returns. Since she will be in a middle of a trip, will her dependent travel privileges expire after she returns?
No. She will be dropped automatically from your dependent travel privileges on her 24th birthday regardless of travel. She will be considered a dependent for her outbound flight, but you must list her as a D3 guest or purchase a regular ticket for her return.

I have elite status with my AAdvantage account. When flying non rev, will I automatically receive free drinks/food in main cabin, priority boarding, etc.?
No. Non rev space available travel does not link to the team member's AAdvantage number, so elite or credit card benefits are not recognized (including mileage accrual). However, if you're traveling confirmed business, then your elite or card benefits will allow you to have a higher boarding priority, but this is the only benefit. Otherwise, if payment is required, all non revs are expected to pay for any inflight amenities.

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Dress guidelines while traveling

For most of us, being comfortable in flight extends to the clothes we wear. American doesn't have a prescribed dress code for our non-revenue guests. So, as long as your clothing is neat and clean and doesn't offend or distract, you're good to fly in any class (including premium cabins). If you're looking for more specifics, here are a few:

- When we say offensive or distractive, we mean you shouldn't wear anything, such as super short shorts, bare-midriff, provocative/revealing/see-through, overly torn/dirty/frayed clothing, etc.). That also extends to swimwear or sleepwear (of course it's always okay to change into your American-provided pajamas if you're lucky to snag a First Class seat on a premium international flight!)
- It also means to avoid any attire that is vulgar or violates community standards of decency
- When in doubt, ask yourself, "Do I blend in with customers, do I appear better dressed than other customers?" If so, you're probably set.

Reminder: It is important that those flying under your travel privileges adhere to the dress guidelines, since they represent both you and the Company. You or your travelers may be denied boarding if unsuitably dressed.

If you're traveling for the company, business or business casual clothing is encouraged. But, jumpseat riders are still required to abide by the dress guidelines as stated above for non rev travel, and they should consult their operating department, Flight Manual or leader if any additional dress guidelines.

When you're **traveling on other carriers**, a good rule of thumb is to dress in accordance with public standards of good taste, which in general means attire suitable for an office, or smart casual wear. This excludes jeans, T-shirts, sweatshirts, shorts, gym shoes, and similarly extreme casual wear. Please refer to the carrier-specific reference files found in at www.flyzed.info. Make sure you verify the dress requirements of the other airlines when you travel using a Zonal Employee Discount (ZED) ticket or a company business pass.

Travel Allegations

Our Customer Relations, social media teams and other outside entities are busy supporting our revenue customers, so non rev team members and retirees, for themselves and on behalf of their travelers, should report all complaints, concerns and/or problems they experienced through the Travel Allegation Reporting Form. For **active team members**, click here—for **all others**, click here. All allegations are reviewed and investigated. However, due to the confidential nature of any investigation and respect for an individual team member's privacy, findings must remain confidential and are not able to be shared with those who report them.

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Business travel

We have established guidelines for business travel that balance the needs of our customers, yet still provide our team members the ability to plan ahead for business trips. Business travel includes travel to represent American in meetings, attend company required training, company interviews, and any other travel approved by your manager.

Booking

Your business travel classification is listed in the Travel Planner—Travelers—click on your profile—Travel privileges—Business travel type.

Business Travel Classification	Inventory	Booking window	How to Book
A10, A11	E	Within 60 days prior to departure	Self-book in Travel Planner
A12	E	Within 60 days prior to departure	Manager/Admin book travel for team member

A10/A11 Classification
For those team members with an A10 or A11 classification, you are authorized to self-book business travel via the Travel Planner. On the home page of the Travel Planner, complete the required fields to search for one-way or roundtrip flights and select Continue when complete. E inventory is available on any of the flights for which you may choose "Select". If E inventory is not available, you may choose "Waitlist"—or within 48 hours of departure as "Flight List." If you choose Waitlist, allow the system every opportunity to systematically confirm the flight; in fact the waitlist program will continue trying to confirm the segment all the way up until 48-hours prior to departure. It is important to check your PNR every day for possible confirmation. If the segment does not confirm and remains as listed-status, you can still check-in and be placed on the airport priority list as a revenue standby (RV).

Please see the Travel How-To guides (Travel Planner > Tools > Help) for detailed booking instructions for business travel.

A12 Classification
If your business travel classification is A12, you do not have the ability to self-authorize or self-book your own company business travel. To request business travel, you will need to contact your manager or department admin.

Note: Team members traveling on company business are eligible for an upgrade to the highest class of service available on day of travel.

<table>
<tr><th colspan="2">Department managers and admins can use the following options to book business travel for the following groups:</th></tr>
<tr><td>Active Team Members</td><td>When business travel requires authorization, refer to the following options:
• QIK instructions for booking business and A9 travel
• NRTA Booking Tool instructions

For the NRTA Booking Tool (booking for others only), you must obtain access by submitting the request/justification through the link below. Please allow up to 7 business days for your request to be reviewed. If approved, your profile will be set-up for access.

Individual request form for NRTA Booking Tool

For department/office with multiple users, please submit this request to travel.planner@aa.com for the process.</td></tr>
<tr><td>Non-Active Team Members</td><td>Use the Business Travel Request Form* for any of the following reasons:
• External job candidate/new hire**
• Complete fingerprinting
• Hearing/arbitration/investigation
• Medical (Sick Leave/EAP)
• Meeting/training
• Recall
• Relocating</td></tr>
</table>

	• Returning from furlough or leave of absence*** *We request that you submit the form at least three days prior to travel. Requests are processed by HDQ on weekdays between 9:00a-3:30p CT, excluding company holidays. The requestor will receive a booking confirmation that will include the itinerary and record locator. The confirmation email will contain instructions for ticket changes. Charges for government taxes or fees are reallocated back to the Hiring/Employing Department. **Business travel can be authorized for external job applicants through the standard business travel request process (e.g., Talent Services, the department's own recruitment team). All other departments must request business travel for their external candidates via the Business Travel Request Form. ***New and returning team members will not have an active travel profile until after their work flow has been fully processed. Until the travel profile is fully active, business travel may be requested via the Business Travel Request Form above.
Contractors/Consultants	• Contractors, vendors and consultants must purchase their own commercial ticket for travel for business with American Airlines/American Eagle. • The company does not provide no-fee or low-fee travel for business partners.

For active team members, once your business travel booking is complete, you may import the PNR by Travel Planner—Trips—Import. Upon check-in in the Travel Planner, team members will be automatically placed on the upgrade list.

Reminders:

- Since every seat booked is potentially lost revenue, please only hold one confirmed seat per trip. Our Revenue Management systems detect and cancel duplicate bookings.
- If your travel plans change, remember to cancel your bookings and avoid holding duplicate space so that you open up space for your coworkers and our customers.
- Team members while traveling on positive space are not eligible for any vouchers associated with irregular operations including, but not limited to, hotel accommodations, food and beverage, future travel, accommodation on other airlines, etc. If there are any additional expenses, they must be submitted through your travel expense report.
- Team members, including Flight Crew members, traveling on Company business will not be considered through (T) customers if they continue their travel for pleasure (e.g., A12 connecting to D2 or D1). For more information, refer to the Through passengers and status section.
- Using any confirmed space for personal travel is prohibited, and could result in corrective action, up to and including termination.
- Team members may use positive-space travel for volunteer opportunities if the event is officially sponsored by American Airlines and appropriate AA event coordinators have approved the travel.

When E inventory is not available

If the system cannot confirm E inventory, check alternate flights earlier or later in the day, book connections or consider other travel dates.

Of course, if your flight plans are critical and you've exhausted all options, your manager may submit your travel plans for an E exception request to your Vice President (VP) or approval process through your department. Before submitting your request, please confirm that seats are available in the main cabin on the requested flight. If the flight is completely sold out, the exception may not be able to be approved. Exception requests can be submitted only within 14 days prior to departure.

Note: As of now, it is not possible to request an E seat exception for these markets: DFW to and from BOS/CLT/ORD/PHL/PHX

Instructions for requesting E exceptions:

1. Waitlist the segment(s) and allow a minimum of 48 hours for possible confirmation by the system.
2. If not confirmed after 48 hours, you can contact your VP or their designated admin for authorization of an E exception request. If you report to a SVP, then contact your MD or their designated admin.
3. Once approval is granted, email employee.travel@aa.com with "E seat request" in the subject line.
4. Provide the following in the email:
   - Your PNR/record locator
   - Authorizing VP name/Approver (forward approval email or cc VP/Approver in email)
   - Reason for travel
5. Requests submitted less than 24 hours prior to departure may not be able to be processed.

If your desired flight(s) is not available, a search for alternate times and flights comparable to your original request may be done by the support team. If there is availability, in some cases, an alternative will be booked which may include an earlier/later flight or connection.

Spouse, domestic partner or registered companion

On occasion, your leadership team may invite your spouse, domestic partner (DP) or registered companion (RC) to attend a company-sponsored event. With your division vice president's written approval as outlined in the company's expense policy, company business travel may be booked using your same business travel classification. Managers can email travel.planner@aa.com for the process.

Combining business and personal travel

The intent of business travel is to allow travel between your base city to your business assignment and vice versa.

You may use your business travel classification to and from your business location (meeting, conference, training, etc.) up to seven days before the business assignment will be conducted and up to seven days after the business assignment has been completed.

If traveling to or from your business assignment requires a connection, and if your stopover at the connection city is more than 24 hours, that segment(s) will be considered personal travel. Any side trip from the connecting city/business assignment or travel outside the mainland US that is not business related will require using your personal travel privileges.

Travel from a connection city to the business assignment or returning to the home base would be considered business travel.

If there is unexpected business, you may use business travel from your personal destination:

- If you are on a personal trip other than your base city, and you need to travel for an unexpected business assignment.
- If you have an unexpected business assignment that was not previously scheduled prior to your planned personal travel.

After the unexpected business is complete, you can use business travel to either return to your base or personal destination.

If you are requesting any exceptions to the above stipulations for travel on American, you must have approval from your MD/VP.

Combining business and personal travel FAQs

I would like to spend more days in the city where my meeting is held. How many days can I travel for personal/vacation before or after my meeting?
You can travel up to 7 days prior and up to 7 days after your business assignment.

Base City	Business assignment	Itinerary (Travel Classification)
CLT	HKG - September 10	CLT-DFW-HKG—up to Sep 3 (7 days prior)(business) HKG-DFW-CLT—up to Sep 17 (7 days after)(business)

How do I know when to use business and personal travel when combining with a connection or a personal destination?
If connection is not required or is more than 24 hours between scheduled flights, it would be considered a personal destination/stopover, and you must use personal travel. After your personal travel is complete, travel would then continue as business classification, as long as within the seven day parameter. Use the chart below as a guideline:

Guidelines	Base city/business assignment → Connection	Connection → Business assignment/base city
Connection is required and less than 24 hours	Business travel	Business travel
Connection more than 24 hours (*see below)	**Personal** travel	Business travel
***Connection more than 24 hours/connection not required = Personal destination/stopover = Personal travel**		

Here are some examples:

Base City	Business assignment	Personal destination	Itinerary (Travel Classification)
MEX	PHL	LAX (5 days)—before business MIA (3 days)—after business	MEX-LAX (**personal**) LAX-PHL (business) PHL-MIA (**personal**) MIA-MEX (business)
AVL	DFW	MIA (2 days)—after business	AVL-CLT-DFW (business) DFW-MIA (**personal**) MIA-CLT-AVL (business)

What constitutes a required connection?
Base city does not have a non-stop/direct flight to your business assignment and a connection(s) is required. No availability with a non-stop option, but there is availability with an appropriate or the most direct connection(s). For example, there is no availability with DFW-LHR, but there is availability DFW-MIA-LHR.

Am I able to combine business travel with a personal destination outside the mainland US?
Yes, but you must use personal travel to and from any destination outside the mainland US that is not business related (including Canada and Mexico). After you arrive at a US mainland gateway city, you can then continue as business travel.

Base City	Business assignment	Personal destination	Itinerary (Travel Classification)
PHL	LAX	HNL (4 days)—before business	PHL-LAX (business) LAX-HNL (**personal**) HNL-LAX (**personal**) LAX-PHL (business)
LHR	DFW	GIG (4 days)—after business	LHR-DFW (business) DFW-MIA-GIG (**personal**) GIG-MIA (**personal**) MIA-LHR (business)

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Combining business and personal travel on other airlines (OAL)

When company business travel involves **another airline** you may use your business travel pass/ticket to/from the city/station at which you are based to your business location up to seven days before the business assignment will be conducted and up to seven days after the business assignment has been completed. For side trips involving other airlines, you must use your personal travel/ZED privileges or purchase a commercial ticket. We understand that every situation can be different, so exceptions may be considered. To make a request, refer to the OAL Company Business Pass Travel Form in the “Business travel on other airlines” section below.

Combining business and personal travel on other airlines (OAL) FAQs

AA does not service a city where I have a meeting. Am I able to travel business on another airline (OAL)?
Yes, if American has an agreement/arrangement with an airline that serves that location. You will need to make the request through Jetnet using the [OAL Company Business Travel Form].

I would like to spend more days in the city where my meeting is held. How many days can I travel for personal/vacation before or after my meeting if traveling on another airline?
Just as with business travel on AA, you can travel up to 7 days prior or up to 7 days after your business assignment between your city/station where you are based and the location of your business assignment. However, stopovers are not allowed on OAL.

Base City	Business assignment	Itinerary (Travel Classification)
CDG	MUC—April 14	CDG-MUC on OAL—as early as April 7 (business on OAL) MUC-CDG on OAL—as late as April 21 (business on OAL)
LHR	LCG—Oct 20 (La Coruna, Spain)	LHR - MAD (stopover on Oct 15) - LCG—**not allowed**

Am I still able to combine business and personal travel with another airline (OAL)?
Yes, but you must use personal travel for any travel that is not between the city/station at which you are based and your business location/assignment.

Base City	Business assignment	Personal destination	Itinerary (Travel Type)
FRA	MIA	SJU (3 days) - after business	FRA-MIA (business on OAL—if direct) MIA-SJU (**personal and outside the mainland US**) SJU-MIA (**personal**) MIA-FRA (business on OAL) <u>or</u> FRA-MIA (business on OAL) MIA-SJU (**personal**) SJU-FRA (**personal**)
HKG	SYD	AKL (5 days) - after business	HKG-AKL (**personal**) AKL-SYD (**personal**) SYD-HKG (business) <u>or</u> HKG-SYD (business) SYD-AKL (**personal**) AKL-SYD (**personal**) SYD-HKG (business)

Am I able to utilize business travel with flights on both AA and OAL?
Yes, as long as you follow the guidelines for combining business and personal travel.

Base City	Business assignment	Personal destination	Itinerary (Travel Type)
DFW	SYD	HNL (5 days) - after business	DFW-SYD (business on OAL)—travel direct to meeting SYD-HNL (**personal and outside mainland US**) HNL-LAX (**personal**)—travel to a US gateway city LAX-DFW (business on AA)—travel back to base <u>or</u> DFW-SYD (business on OAL)—travel direct to meeting

			SYD-HNL (**personal and outside mainland US**) HNL-DFW (**personal**)

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Business travel to Cuba

If you are required to travel to Cuba for business, refer to global.aa.com—Cuba business travel for instructions and process.

Business travel on other airlines

Need to fly on another airline for your next business meeting? No worries. As an active team member of American Airlines, Envoy, Piedmont or PSA, you are eligible for company business travel on other airlines if the purpose of your travel is to conduct business solely for American, Envoy, Piedmont or PSA.

You may request company business pass travel on other airlines if any of the following apply:

- American Airlines or American Eagle does not operate to the destination;
- American Airlines or American Eagle flights are so full that it is necessary to use the services of another airline;
- American Airlines or American Eagle schedules do not meet the needs of the traveler (e.g., American flights would require an overnight stay on what could be a day trip if traveling on another airline).

In most cases company business pass travel on other carriers is a courtesy extended by our interline partners, as such we need to be considerate of their time and generosity. It is, therefore, necessary that you provide a minimum of three business days' advance notice for all pass requests. Fees and taxes applicable to these pass types will be paid by the Interline Travel department and do not require expense reimbursement.

If you require travel within 3 business days, or on an airline with which American does not exchange fee-waived passes, you may be eligible for company business travel at a reduced rate. Please submit a ticket request following the MIBA & ID50 Ticket instructions found in the link below. If travel is immediate and after hours US central time, please contact the Non-Rev Travel Desk at 888-933-5922 (WE FLY AA) to book and ticket your flight.

Please make sure to submit your pass request using the OAL Company Business Pass Travel form. For additional information, please see the business travel section on your company's Travel page.

Commuter or work remotely guideline regarding business travel

If you are a commuter or work remotely and you have training/business in a city other than your base city, then you are allowed to travel business/confirmed directly from your commuter city. You do not have to connect through your base city, unless this is the only connection. For example:

Commuter City	Base City	Training/Business Assignment	Itinerary/Travel Classification
SLC	LAX	DFW	SLC-DFW (business) DFW-SLC (business)
ELP	DFW	PHX	ELP-PHX (business) PHX-ELP (business)
ORF	CLT	ORD	ORF-CLT-ORD (business) ORD-CLT-ORF (business)

Company business travel on other airlines will be supported for travel from your base city to/from the location of your training/business assignment if all options on American and American Eagle flights have been exhausted.

Any travel in between your commuter city and base city must be space available/non rev, unless the company requires you to attend a mandatory training, meeting, or an investigation.

Commuter City	Base City	Mandatory Training/Meeting	Itinerary/Travel Classification
PIT	PHL	PHL	PIT-PHL (business) PHL-PIT (business)

Commuter City	Base City	Traveling for work/scheduled shift	Itinerary/Travel Classification
PIT	PHL	PHL	PIT-PHL (non rev) PHL-PIT (non rev)

This policy is in effect unless your collective bargaining agreement advises otherwise.

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Baggage

Baggage liability and claims policy
FAQs

Carry-on baggage

Non-revenue travelers receive the same carry-on baggage allowance, including the number and size, allowed as revenue passengers. You may have one (1) carry-on item and one (1) personal item:

- Carry-on baggage must fit in an overhead compartment or under a seat; the maximum size is 45 inches (length + width + height).
- Personal items include a purse, briefcase, laptop, small backpack or other similar items and should be stored under the seat.

Reminders:
- If your baggage is checked at the gate, it is complimentary and will be checked to your final destination. Please keep this option in mind as it helps our team members achieve an on-time departure.
- If traveling on an aircraft with new larger overhead bins, please place roller bags vertically on their sides, as indicated by the placards on the overhead bins.

Checked baggage

For checked bags, non-revenue passengers may check up to two (2) bags per person free of charge on all domestic flights and most international flights. This includes flights purchased using the AA20 discount and AAdvantage employee promotion award tickets. Strollers and car seats are exempt from excess baggage fees and do not count toward your allowable total.

Reminder: Baggage fees will only be exempt for tickets purchased as an AA20 or refunded after travel is complete as an AAdvantage award promotion. For more information regarding AA20/AAdvantage, refer to that section.

Baggage allowance for different types of travel:

Type of travel	Baggage allowance (free of charge)	Excess Charges
D1, D2, D2R, D2P, AAC, D3, ONE, ZED travel	Up to two (2) checked bags per traveler	Excess, oversize and overweight charges apply (*see below)
Business travel (A10, A11, A12)	Up to five (5) checked bags to/from MCLA	• Excess, oversize and overweight charges will not apply

	(Mexico, Caribbean, Latin (Central/South) America) Up to ten (10) checked bags to/from all other destinations	• Overweight sports equipment and musical instruments are not considered an exception for company business, so normal charges apply. (*see below) • If you are **relocating**, oversized/overweight sports equipment, musical instruments, and electronics are considered an exception for team members and will not be charged.
Outside Applicants, Contractors, Consultants, etc.	None	• Responsible for all bag charges (1st bag, 2nd bag, etc.) • Excess, oversize and overweight charges apply (*see below)
*The maximum weight is **50 lbs** and size is **62 inches** (length + width + height) **Exception**: Oversized sports equipment and musical instruments will only be subject to overweight charges. (Electronics will still be subject to both overweight and oversize charges unless relocating)		

Notes regarding baggage:

- If you have bags to check, you may still check-in/online. When you get to the airport, check your bags using a self-service kiosk or curbside check-in.
- Be sure to allow enough time at the airport to check your bags. Some airports cutoff acceptance of checked baggage at 45 minutes prior to departure.
- In most airports, the check-in cutoff time is 45 minutes for domestic (60 minutes for international) before flight departure. Refer to aa.com (Check-in and arrival) for international airports that have an earlier check-in time.
- If you miss the checked baggage cutoff time, you will need to relist for the next available flight. You will not be allowed to transfer/roll over to the next flight.
- If you exceed the free baggage allowance, you will need to pay the same excess baggage charges our revenue customers pay for any bags above the free allowance, overweight or oversized. For example, if you are checking multiple bags, the first two (2) bags are free within weight/size limits, but you must pay "3rd bag" charges for the third bag, "4th bag" charges for fourth bag, and so on. If beyond weight/size limits, then those charges will be additional. See AA.com for more information.
- During busy seasons, American does place limitations on checked baggage and boxes to various international locations. See aa.com and Travel Notices for a comprehensive list.
- Refusing a seat assignment, one decline within a 24-hour time period, to be transferred/rolled over to take an alternate flight for a higher class of service is permitted on domestic flights, whether you have checked bags or not. For international flights, it is only allowed if the non-revenue has no checked bags because of security restrictions. However, for either domestic or international, it must be the next scheduled flight. For other guidelines, see the Travel Guidelines – Gate procedures section.
- With domestic flights as a non rev, your checked bags will continue to your final destination even if you are not cleared for the flight(s). If you change your destination, any checked bags will likely continue to your original destination, and it is the traveler's responsibility to make arrangements for retrieval.
- If you have checked baggage and your outbound or return trip involves more than one segment, you must include all segments in the same PNR to ensure your checked bags arrive at your final AA destination.
- For travel booked in separate PNR's, travelers may need to reclaim their checked bags after travel on the first PNR and then re-check them for their next PNR, including any applicable baggage charges. Check with the ticket counter agent to see if bags can be checked through to final destination following the employee travel separate tickets guidelines.
- If you have checked baggage as a non rev (either at the ticket counter or the gate), you are responsible for retrieving your bag(s) if it arrives at the same time or before you arrive at your destination. However, if it is mishandled, refer to the Baggage liability and claims policy section below.
- Checking bags without the intent to fly is prohibited. Violation of this policy may include termination of employment and/or permanent revocation of travel privileges.

Baggage Liability and Claims Policy

Positive space or company business travelers

Should you have issues with your positive space checked baggage; the company will review your claims for loss or damaged bags. However, the company will not reimburse for missing items, pilferage or out-of-pocket expenses for replacement. For mishandled bags, they are eligible to be delivered. To initiate the process for any issue, you'll need to file a claim prior to leaving the airport. After you've filed your claim, you may submit your claim number to Central Baggage for tracing.

Space available travelers

Should you have issues with your space available checked baggage, the company will review your claims for loss or damaged bags. However, the company will not reimburse for missing items, pilferage or out-of-pocket expenses for replacement. For mishandled bags, travelers must retrieve their bags at the airport; bags will not be delivered. For any type of issue, you'll need to file claims prior to leaving the airport. You may submit claims to Central Baggage for tracing.

Baggage FAQs

If my carry-on is checked at the gate, is there a charge?
No, any gate checked bags are complimentary to your final destination.

I checked two bags, and I did not make my first flight as a non rev. Will they hold my bags until I am accommodated on a flight?
No, for domestic flights your checked bags will continue to your final destination, even if you are not cleared for the flight(s).

I am flying internationally with checked bags. Will my bags still go on to my final destination?
No, because of security restrictions, checked bags cannot continue to an international destination without the traveler. Once you have been cleared for the flight, then your bags should be loaded onto the aircraft. If there is a connection, your checked bags should be held at the connection station/city until you have been cleared for that international segment.

After I have checked my bags and passed through security, am I able to change my routing/connection/destination?
Changing the routing when bags have been checked may not be allowed in certain situations, particularly for international journeys. Also, you should never cancel a PNR after bags have been checked until after speaking with an agent. If you cancel a PNR to change your travel destination, any checked bags may have already been loaded to your original destination.

I purchased an AA20 ticket. Do I still receive two free checked bags?
Yes, any flights purchased using the AA20 discount or AAdvantage employee promotion are eligible for up to two (2) free checked bags.

If my checked bag is overweight when flying as a non rev or using personal travel, do I still have to pay overweight charges?
Yes, any checked bags over 50 lbs will be subject to overweight charges. Check aa.com to the see the current charges. This would also apply if the checked bag is oversized.

I have 3 bags to check as a non rev. Will I only have to pay 1st bag charges for the 3rd bag?
No, if you have a third bag to check, you will be required to pay "3rd bag" charges, just as any revenue passenger. Check aa.com to see the current charges.

There are open seats in main cabin on my current flight from MIA-LAX, but I would like to have the chance to be accommodated in a premium cabin on the next flight. Am I able to do this?
Yes, you are allowed to be rolled to the next scheduled flight for a chance being accommodated in a premium cabin, even if you have checked luggage for a domestic flight. But, you are only allowed to be rolled one time. For international flights, it is only allowed if you do not have checked luggage.

I arrived to the airport too late and missed the cutoff time for checked baggage. Am I still able to be rolled over the next flight, or will I have to relist with a new check-in time?

If you miss the checked baggage cutoff time, you may need to cancel and relist for the next available flight. As a reminder, be sure to arrive to the airport with plenty of time to check baggage, pass through security, and arrive at the gate.

My child has a large musical instrument that will not fit in the overhead bin. Are they allowed to carry this onto the aircraft while traveling as a non rev?
Any large item that does not fit in the overhead bin should be checked at the ticket counter, if possible, or you should consider purchasing a confirmed ticket for both the traveler and cabin baggage (which is basically purchasing an extra seat), as another option to accommodate the item. Otherwise, they will only be accommodated at the gate after all other non revs and only if two seats are available that do not block passenger access to the aisle.

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Hazardous materials and dangerous goods

Many common items can be very dangerous in flight. Temperature and pressure changes can cause leaks, toxic fumes or fires. View a complete list of prohibited items at www.faa.gov/go/packsafe. Items listed as restricted will be confiscated by the TSA. The TSA will allow duty-free liquids through the security checkpoint in carry-on baggage, if properly packaged in a security tamper-evident bag (STEB).

You must declare any dangerous goods to the airline. Failure to do so violates U.S. Federal Law. Violators may be subject to a maximum penalty of five years' imprisonment and a fine of $250,000 or more (49 U.S.C. 5124).

When you are flight listing or checking in for a trip via the Travel Planner, you'll need to accept a dangerous goods acknowledgement that will appear as a pop-up message during the process. For guest travelers, the email feature that you use to send the guest's flight information or boarding pass provides the required hazardous materials notice. When checking in for a flight, please allow sufficient time to accept the dangerous goods acknowledgement.

For more information about acceptance of items for travel and baggage restrictions and embargoes, see Restricted Articles located on aa.com.

Firearms and ammunition

If traveling with a firearm/ammunition, non revs will follow the same procedures as revenue passengers. Refer to "Firearms and ammunition" section in aa.com.

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Pets

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Cabin pets

Team members, retirees, eligible travelers and designated parents traveling non-revenue, on an AA20 ticket, or AAdvantage employee-discounted mileage awards may carry a pet in the cabin at no charge—For restrictions to Hawaii and international destinations, see Notes below. The pet must be in an approved pet carrier that fits underneath the seat in front of you. Traveling with a kennel will replace either your carry-on bag or your personal item—which will be stowed in the overhead bin.

Pets in Cargo

If you transport your pet, you will be charged the applicable fees. However, non revs traveling with a pet in the cargo hold no longer check the pet at the ticket counter—they are "checked' with AA Cargo. Here is the process:

1. Visit aa.com to review any restrictions (breeds, season/temperature, etc.)
2. Contact 888-WE-FLY-AA to have the PNR documented traveling with a cargo pet
   Note: Pet bookings can be only be made less than 10 days and at least 24 hours <u>prior</u> to flight departure
3. Use [AACargo-How to transport your pet]() to book the pet's reservation and for pricing
4. Prior to arriving at the airport, drop off the pet at our Cargo facilities at the airport—instructions will be provided during the reservation process by AA Cargo
   Note: If travelers have not pre-arranged transport of their pet with AA Cargo <u>prior</u> to arriving at the airport, the airport agent will refer them to AA Cargo—which may impact planned travel.

Reminder: At this time, only cats and dogs are accepted, both in the cabin and as cargo pets with certain breed restrictions.

Allowed = ✓ Not allowed = ✗

Type of Traveler	Cabin pet	Pets in cargo
• D1 • D2 • D2R • D2P	✓ (1) No charge	✓ (3)** Fees apply (see ** note below)
• AA20 • AAdvantage employee-discount award • A9/emergency/bereavement	✓ (2) No charge	✓ (3) Fees apply
• A10/A11/A12 • Team member flying jumpseat (FDJ/CJ)	✗	✗
• D3 guests • AAC team members • OAL travelers	Only service animals (see section below)	✗
(1) Cabin pet will be listed in PNR after arriving at the airport (2) Book cabin pet PNR in advance through 888-WE-FLY-AA (3) Reserve pet in advance through AA Cargo—refer to instructions above		

Notes:

- Flights to/from Hawaii do not allow cabin pets. Pets in cargo are permitted on flights to Honolulu (HNL) only—no other Hawaiian station. For more information, check WebRef or contact the Non Rev Travel Desk at 1-888-WE-FLY-AA.
- Transatlantic and Transpacific flights do not allow cabin pets. Pets in cargo are not permitted on flights to the United Kingdom, and pets to the UK are only permitted to travel via AA Cargo. For other international destinations, check Webref or the Non Rev Travel Desk.
- Pets for eligible space-available travelers are accepted on a first-come, first-served basis, subject to the pet capacity of the aircraft. Pets belonging to revenue passengers have priority over non-rev pets.
- If you are traveling non-revenue space available and traveling with a cabin pet, do not flight list your cabin pet prior to arrival at the airport for check-in; instead, you are required to see a ticket counter agent once you arrive at the airport to complete the pet acceptance paperwork and ensure your pet is eligible to travel to our final destination. For Pets in cargo, please refer to the instructions above.
- If you are traveling AA20 or using an AAdvantage Award employee-discounted mileage award ticket, you should book a cabin pet PNR in advance to ensure your pet is included in the count. You may contact 1-888-WE-FLY-AA (1-888-933-5922) for assistance with the pet PNR, as some restrictions may apply. For Pets in cargo, please refer to the instructions above.
- ****It is never recommended to travel as a non rev while traveling with a cargo pet, since baggage/cargo usually will continue without you to your domestic destination even if you are not accommodated on the flight(s). You should travel confirmed/ticketed to assure you will be traveling with your pet.

- The maximum size for a cabin pet kennel/carrier is 19in x 13in x 9 in. For more information regarding dimensions of carrier, pets allowed on certain aircraft, cargo pet fees, summer embargoes, etc., refer to WebRef or contact the Non Rev Travel Desk at 1-888-WE-FLY-AA (1-888-933-5922).
- Although not required for cabin pets, we encourage all travelers to carry updated health records/inspections for your pet when traveling to verify your pet is older than eight weeks.

Service Animals

American supports the rights of customers, from veterans to people with disabilities, with a legitimate need for a trained service animal (SVAN). Unfortunately, untrained animals can lead to safety issues for team members, customers and working service and support animals onboard aircraft. **Reminder:** Emotional support animals have not been allowed since February 1, 2021.

- A traditional service animal may only be a trained dog.
- American will require a DOT Transportation Form that can be printed from the website below. Details regarding all of these updated changes and forms, as well as the advanced notice and pre-clearance policy, are available here. If traveling on flights scheduled 8 hours or more, the DOT Service Animal Relief Attestation Form must also be completed and submitted.
- Any non rev traveling with a service animal must submit the required paperwork at least 48 hours prior to departure to obtain an approval for your SVAN. If not, your animal could be denied travel at the airport. Refer to the link above with aa.com regarding the process to submit your paperwork.
- Travelers are limited to two (2) service animals.
- Service animals must be harnessed, leashed or tethered while in the airport and on the aircraft, and they must meet existing size requirements.
- Animals under four months of age are not permitted to travel as service animals. Animals under this age usually have not received the necessary vaccinations that protect team members and customers.
- D3 guests and OAL non-revenue space-available travelers may not travel with a pet in the cabin but are permitted to travel with a Trained Service Animal (seeing assist, hearing assist, seizure alert, etc.).

Reminders:

- Once the animal is assigned an SVAN ID, you may ask RES add this to future PNRs, and you will not need to resubmit the paperwork. However, you will need to have the number added to the PNR at least 48 hours in advance so that the Special Assistance Coordinator (SAC) can verify the paperwork we have on file is still valid. When this is done, the PNR will be updated with the proper authorization. This process cannot be done at the airport. Just having an SVAN ID is not authorization for the animal to travel.
- If, after receiving authorization for your SVAN, you change your listing from a D1 to D2 (or vice versa), you will need to provide the airport agent (either at the ticket counter or customer service center) the original PNR with the SVAN verification. The agent can add this to the new PNR.
- It is the responsibility of the team member/retiree to make their travelers aware of the outlined process and documentation required through the link above for any service animal prior to travel.

Planning to take your pet abroad?

Keep in mind that there are guidelines and restrictions that may apply depending on your destination country. Well before travel is to take place, check the country's website or contact their embassy or consulate before your trip to make sure you have all the necessary documentation. Team members are responsible to check if documents are required for pets when traveling to an international destination—even if a service animal.

More information, including applicable fees, can be found on aa.com.

Puppies in Flight

Puppies in Flight (PIF) is a program through the American Airlines Do Crew, and sponsored by our Community Relations team. The program allows for AA team members to volunteer to transport guide dogs from one location to another, and the program is operated by Assistance Dogs International.

The program is open to all permanent, full-time and part-time employees of American Airlines and its wholly owned subsidiaries. Retirees, spouses, domestic partners, dependents and furloughed employees however, are not eligible to volunteer for this program.

To become a volunteer, active team members should refer to Puppies in Flight for more information. The volunteer list tends to be long, so it often takes a year or longer to be accepted into the program.

Reminder: The transportation of animals using travel privileges is limited to the pets that you own, unless it is a flight sanctioned by the Puppies in Flight program. The transportation of animals for commerce, rescuing, or by any other reason, is against company guidelines.

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AA20 and AAdvantage award promotion

The company offers a 20 percent discount off the published based fares and a 20% refund of AAdvantage miles. Read below for more information regarding eligibility, guidelines, booking/purchasing instructions, etc.

Eligibility

Both the AA20 and AAdvantage Award promotion (Employee Awards promotion/EMP) are valid without limit for:

- You as active team member or retiree
- Your spouse or domestic partner (DP) or registered companion (RC)
- Your qualified children under the age of 24
- Your designated parent(s) or parent(s)-in-law listed as D2P

Reminder: If applying the AA20/EMP promotion to another traveler, they must be registered on your travel list before ticket will be issued/miles refunded and eligible at the time of travel, even if they will not be using non-revenue travel privileges.

Guidelines for AA20 and AAdvantage Award promotion (Employee Awards promotion/EMP)

- These discounted fares/refunded miles are to be used for personal pleasure travel only; they may not be used for any business-related travel.
- To purchase an AA20 or request miles refunded with an EMP promotion for you or one of your eligible travelers, you must be active or under an approved LOA (leave of absence) and your travelers must be eligible. This applies to both date of purchase and date of travel. For more information, refer to Travel while absent or on LOA section.
- If travel is suspended/revoked/inactive for a team member or retiree, all travelers are ineligible for the AA20 under that profile, since this is part of non-revenue travel privileges.
- While still liable for any excess baggage charges, all AA20/EMP eligible travelers are exempt or will be refunded after travel for the first and second checked-bag fees.
- Baggage fees will only be exempt or refunded for tickets purchased as an AA20 or eligible for the EMP.
- Team member can use miles from another account, but the account holder must be listed as an AA20 eligible traveler under the team member's travel list (spouse, DP, RC, qualified children, parents). Team member cannot claim a promotion award for another team member's spouse, DP, RC, or eligible dependents. For example, a team member can use the miles from their designated D2P parent's account for the team member's child under the age of 24.

- If you or any of your eligible travelers hold a confirmed reservation on either AA or OAL, have purchased a revenue ticket or redeemed miles for a flight, you are not allowed to also list as a non-revenue pass traveler on that flight or any other flights with that same origin and destination less than +/- 24 hours from the departure time of the flight a revenue ticket has been booked or purchased. Even if you cancel your confirmed reservation before departure, you are still not able to list as a non rev less than +/- 24 hours from the original departure time, since you held revenue space, and this could be a potential loss of revenue for the company. If you cancel a revenue ticket, all fare rules apply, if applicable (penalties, change fees, etc.). For more information, refer to Travel Guidelines – Flight listing guidelines.
- As a reminder, frequent flyer miles can only be accrued when traveling on commercial/revenue tickets on American and our partners. Team members and other eligible travelers may not accrue/earn miles when traveling as non-revenue (space-available or positive space) on American or other airlines.
- Team members are NOT permitted to price (PQ), issue or reissue revenue or discounted tickets, perform or authorize waivers or exceptions for themselves, friends, family or acquaintances regardless of whether they are on the team member's traveler list or not. This includes full-fare tickets, AA20, ID/ZED or AAdvantage award tickets.
- Team members must seek the assistance of another agent/supervisor to price/issue or change an itinerary for themselves and/or friends, family or acquaintances.
- Travelers under the AA20/EMP promotion are eligible for all services and amenities provided to revenue passengers, including:
  - Pre-reserved seats (except when purchasing a Basic Economy ticket under AA20)
  - Purchase of Preferred Seats
  - Special meals
  - AAdvantage® mileage credit (valid for AA20 purchased tickets only)
  - Reservations and Airport Ticket Office ticketing fees waived
  - Denied boarding compensation
  - **Note**: Amenities can be purchased or arranged through AA.com, but the AA20 discount cannot be applied toward any amenities—only the base fare.

AA20

The company offers a 20 percent discount off published base fares (discount does not apply to taxes, fuel surcharges, airport fees, etc.) available on aa.com for positive space travel on American and American Eagle flights only. The discount must be applied at time of ticketing – not retroactively. See Booking and purchasing requirements below. **Note**: AA20 discount cannot be applied to third party or travel agency bookings.

When you use an AA20 ticket, a confirmed reservation is created and you are considered a revenue passenger. This means that you are subject to all requirements and restrictions applicable to the fare purchased, including ticket-change fees. While you are liable for any excess baggage charges, all AA20 eligible travelers are exempt from the first and second checked-bag fees.

Booking for AA20

Instructions to book AA20 online:	Contact 1-888-WE-FLY-AA (1-888-933-5922) for the following reasons:
1. Review the instructions/FAQs for the process 2. Check fares/ticket prices and flights on aa.com 3. Log into myIDTravel through Jetnet (or your company portal) to complete purchase. Team members and retirees are encouraged to use the myIDTravel Tool as the primary option for booking AA20 tickets. If myIDTravel is inaccessible, 1-888-WE-FLY-AA may be able to assist with purchasing a ticket.	• Booking a Premium Economy ticket • Booking Main cabin ticket (other than Basic Economy) • Applying travel credit for future AA20 ticket/purchase • Add an infant/lap child after purchasing ticket

All AA20 discount pricing and ticketing must be done through either the myIDTravel Tool, 1-888-WE-FLY-AA (AA20 prompt), or by the Airport, Ticket Center or Ticket Sales office. However, it is expected that team members purchase their tickets through myIDTravel in lieu of ticketing at the Airport, Travel Center or Ticket

Sales office. Once validated and priced, an electronic ticket will be issued and an itinerary and receipt will be sent. The discount must be applied at time of ticketing; not after the ticket has been purchased.

Upgrades on AA20 and AAdvantage Award tickets are permitted; however, all policies and charges for the upgrade apply the same as any revenue customer.

Note: Bookings such as hidden cities, throw-away bookings, etc. are not allowed. For more information, check Invalid Bookings in Webref.

Basic Economy

When flying Basic Economy, we want to be sure you know what to expect, including which features apply to you when purchasing with the AA20 discount:

Features you will receive:

• Seat assignment:
  ○ **Domestic**: Assigned at check-in or available for purchase within 48 hours of travel
  ○ **Int'l**: Assigned at check-in or available for purchase at any time
• Status benefits still apply
• Two (2) free checked bags if using AA20 discount, AAdvantage status member, or eligible AAdvantage credit card member
• Ability to take both a carry-on and personal item on the aircraft
• Earn AAdvantage miles and Loyalty Points (if applicable)
• Upgrades allowed for status members only
• AAdvantage miles (if applicable)
• Boarding with Group 9 for domestic or Group 8 for international – unless AAdvantage status member, eligible AAdvantage credit card member, or travelers with mobility restrictions
• Same-Day Flight Changes for a fee or free Same-Day Standby
• Same service as all passengers in main cabin
• If an AAdvantage member, basic economy tickets can be cancelled for a fee and receive partial Trip Credit.

AAdvantage Employee Award promotion (EMP)

The AAdvantage program offers a 20% refund of miles for AAdvantage Award tickets only on American and American Eagle flights after travel is complete for active team members/retirees, their spouse, domestic partner, or registered companion, qualified children and designated parents. Not all AAdvantage awards are eligible for the refund, such as for a mileage upgrade or partner awards.

When you purchase an award ticket, you are considered a revenue passenger. This means that you are subject to all requirements and restrictions applicable to the mileage awards. While you are liable for any excess baggage charges, as a team member or retiree, you and your eligible travelers are able to receive a refund for the first and second checked-bag fees after travel. You are also eligible for all services and amenities provided to revenue passengers.

Refund for AAdvantage Award promotion (EMP)

Book your AAdvantage Award ticket through aa.com, and be sure to keep all receipt/ticket numbers for any additional fees (Baggage, Pet or UMNR). After travel is complete (up to 12 months), follow these steps to receive the 20% refund of miles and fees:

1. Request your mileage refund by using the email/survey: AA20 Mileage Rebate Request (may need to disable popup blocker with link/email)
2. Enter all the required information/fields in the email/survey
3. Please allow 21 days for processing

Reminders:

- AAdvantage member is responsible for paying all applicable taxes, charges and upgrade co-pays
- The are no reinstatement, award or ticket-change fees for an active team member/retiree and their eligible dependent travelers.

- The credit card used must be in the name of the AAdvantage member unless the member is the customer.

AAdvantage Refund FAQs

Why do I have to wait until after travel is complete to receive the 20% refund of miles?
Because of how these awards are set up, we had to create a specific process to refund the miles—but only after travel is complete.

Will the miles just be credited back to my account?
Yes, the 20% mileage amount will be credited back into the AAdvantage account.

Will I be able to obtain a refund for my baggage, cabin pet or unaccompanied minor fees?
Yes, you can request the refund for these type of fees after travel is complete.

Will I be able to apply this to an AAdvantage Award ticket I had previously purchased or used?
Yes, this can be applied to a previous award ticket up to 12 months after travel is complete.

If I call the Non Rev Travel Desk (888-WE-FLY-AA), will they also be able to assist with this refund?
No, refer to the instructions above.

If I only have enough miles in my account to book based after the 20% reduction, can I still book beforehand?
No, you must have the full amount of miles prior to purchasing the award ticket. After travel, you will then be able to request the 20% refund of miles reinstated to your AAdvantage account.

If there are issues with the mileage refund after I submitted my information, who do I contact?
Please reply back to the email that you received regarding your mileage refund.

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Travel refunds and ticket changes

AA20	AAdvantage Award promotion
• All AA20 and ticket-refund requests for full refundable tickets should be made via the refunds page on aa.com. The discount must be applied at time of ticketing; not after the ticket has been purchased. Please note the WE-FLY-AA department is unable to assist with retro-active refund requests. • If you purchased a nonrefundable restricted-fare ticket, you are subject to all applicable rules, change fees and the fare difference for itinerary changes (e.g., changes to origin or destination city, date/time changes, etc.). Refer to aa.com for self-service options, or contact 1-888-WE-FLY-AA (1-888-933-5922) for additional assistance, if needed. • AA20 tickets must be purchased and used while the team member is an active or retired team member with the company. If a team member leaves the company for any reason other than retirement, any existing AA20 bookings are no longer valid. • If you currently have any active trip credits (residual tickets, compensation for a cancelled flight or a refunded ticket), contact 888-WE-FLY-AA to apply this credit toward a future AA20 ticket/purchase.	• There are no reinstatement fees for active team member/retiree and their eligible dependent travelers. Contact 1-800-882-8880 for assistance. • Refund of miles for the AAdvantage Award promotions must be requested while the team member is an active or retired team member with the company. If a team member leaves the company for any reason other than retirement, any existing AAdvantage Award refunds are no longer valid.

Admirals Club guidelines

Active team members and retirees of the company may access all the Admirals Club lounges worldwide if they have an Admirals Club membership (either from purchased membership or credit card promotion). One-day passes are also offered but may be limited based on lounge capacity or renovations.

Team members traveling on a non-revenue ticket cannot gain access to the Admirals Club, unless they are a member or have purchased a one-day pass. Starting November 1, 2019 team members will need to show their Verification Pass (the boarding pass used to get through security) when entering the Admirals Club.

Reminders:

- If you have an Admirals Club membership (either from purchased membership, credit card promotion or one-day pass), please be advised that you and your travelers may only access the lounge if you are traveling same-day as a passenger (either departing or arriving) on American or a partner airline. Otherwise, access is prohibited. The Admirals Club membership is not intended for team members to utilize before, during and after work hours. If you do access the lounge while traveling, remove any company badges, name tags, or lanyards while in the club, and change out of your entire uniform (this includes all uniform pieces) prior to arriving at the lounge. These same guidelines apply should you access any other airline clubs/lounges.
- The Admirals Club is not intended for use by team members while working a trip (including deadheading) or as a break area before, after, or between flights/during "sit time." If you're a commuter headed to work, we invite you to enjoy the lounge in your home city prior to departing on a flight to your base city. However, you may not wear any portion of your uniform and should avoid calling attention to yourself as an American team member while in the lounge. Likewise, after your trip is finished and you've completely changed out of your uniform, you may access the lounge in your base city before catching your flight home.
- If you are traveling as a non rev while accessing the Admirals Club, please be advised that you should see a gate agent for any non rev issues and questions (such as adding through status, transferring to another flight, etc.). The Premium Customer Service Representatives are there to assist revenue customers.

Visit aa.com/admiralsclub to purchase a membership and to view details on locations and amenities.

Flagship Lounge access

Team members, retirees, their dependents and guests are only allowed access to the Flagship Lounge and Flagship First dining when traveling as a revenue passenger on qualifying itineraries.

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Travel on other airlines (OAL)

American has negotiated reciprocal reduced-rate agreements with other airlines (OAL). These agreements extend space available travel opportunities to parts of the world not served by American and, like travel on American, are provided to team members and retirees as a privilege. Team members must have 6 months + 2 days seniority with the company to qualify for travel on other airlines. Personal travel privileges are summarized in the ZED Agreement Summary chart on your company's travel page. The airlines in the chart have been divided by geographic region, based on the airline's "home" operating area. Be sure to first familiarize yourself with the interline travel program policies outlined here.

American's agreements offer flat-rate service charges based on the nonstop mileage of each ticketed segment. These are referred to as Zonal Employee Discount (ZED) and are available for unlimited travel. See table below for eligibility:

Eligible for OAL/ZED travel	Not eligible for OAL/ZED travel
• Team member or retiree*	• Your Children age 24 and older
• Your Spouse or Domestic Partner (DP)	• Your Disabled dependent
• Your qualified children up to age 24**	• Your Parents-in-law
• Your Parents (on most airlines)	• Parents of your Domestic Partner (DP)
• Your Registered Companion (RC)***	• Your D3 guests

***Must qualify for the 65-point plan (At least 10 year of service <u>and</u> age + years of service = 65) **Children under age 16 must travel with an adult with the same ticket type. ***Eligible for travel on our **one**world Alliance partners only.	• Surviving spouse and their dependents • Reduction in force and certain early out travel packages* * Reduction in force and certain early out travel packages do not include OAL/ZED travel. However, if in the future you qualify for retirement travel privileges, then OAL/ZED travel may be active at that time.

American's alliance partners: Includes members and affiliate airlines of the **one**world alliance. Refer to the ZED Agreements Summary chart for additional information.

Guidelines for travel (such as eligibility, dress code, flight listing requirements and embargo periods) vary from carrier to carrier. Before you travel on another airline, first refer to information published in the ZED Agreement Summary chart, the ID Agreements page of myIDTravel and at www.flyzed.info. When traveling on a reduced-rate ticket, team members/retirees and their eligible travelers must adhere to the same rules of conduct and dress code as specified for travel on American, unless otherwise noted by that other airline.

Connecting/Transiting

Standby travelers are considered locally boarding passengers when they are changing planes and/or airlines en-route. This means you must have all the proper documents to enter each country along your journey, including countries in which you intend only to connect. Additionally, you must allow sufficient time between connecting flights to claim bags and, if you are making an international connection, to proceed through customs/immigration formalities, and check-in for the next flight in your itinerary.

Ticket purchase

ZED tickets must be purchased using the myIDTravel website. Tickets will be issued electronically and must be paid for with a credit card at the time of issue. (Note that a fee will be assessed by myIDTravel for each coupon issued.)

Ticket refunds

Refund requests must be submitted through the myIDTravel website within one (1) year of the date of purchase. Here are some things to remember:

- Wholly unused tickets will be refunded in full (fare + tax + myIDTravel fee).
- Partially used tickets will take slightly longer to process; the refund will include the fare and applicable taxes of any unused coupons but not the myIDTravel fee. Some taxes (e.g., the International Ecuadorian Tourism Fee of $50) are considered sales taxes and are not refundable.

If the ticket is issued by American (ticket number beginning with 001), American's refund policies will apply. If the ticket is issued by the transporting airline (ticket number not beginning with 001), that airline's refund policies will apply.

Disputing a charge

If you or one of your registered travelers have a question or issue regarding a ZED ticket charge—and are unable to resolve it by submitting the ticket for refund via the myIDTravel site, your first point of resolution should be emailing the ticketing airline using the contact information found in the ID Agreements page of myIDTravel. <u>Do not</u> file a dispute directly with your credit card for these transactions before first working with the myIDTravel travel team at American and the ticketing airline. Doing so could result in the loss of ZED Travel eligibility.

Travel on codeshare flights

Codeshare is an agreement between two airlines to place one airline's code on flights operated by the other airline. The carrier placing its code on the other airline's flight is referred to as the marketing carrier; the airline actually operating the flight is referred to as the operating carrier.

The myIDTravel website will provide flight schedules and availability on eligible flights only, so while you may see, for example, a Delta flight between Mexico City/MEX and Guadalajara/GDL (operated by Aeromexico), it may not be selectable because as a codeshare flight it's not eligible for ZED travel under the American/Delta agreement. You may purchase the ZED ticket on Aeromexico instead.

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Emergency/bereavement travel

- Eligibility
- Who to contact for assistance
- How to book for managers/dept admins
- Service charges
- FAQs
- Shipment of human remains

In the event of an emergency involving family members, the company, in an effort to help you through this difficult time, offers emergency/bereavement (A9) travel to eligible travelers for a qualifying event on American and American Eagle flights listed in the Travel Planner. **Note:** A9 travel is not available on other airlines.

A9 travel is offered to you and certain members of your family when there is a death, imminent death due to a life-threatening illness or injury, funeral or memorial service up to 30 days after the date of death for those who are eligible (see Eligibility section below). If a funeral or memorial service is outside of 30 days from the death, then you and your eligible travelers will need to either travel as a non rev or purchase revenue tickets.

A9 travel is not intended for non-emergency situations, medical procedures, ongoing trips to care for an ill or injured relative, to settle estates, or to handle legal matters involving the death.

In the event of the team member's/retiree's death, A9 travel will only be active 30 days from the date of death. Any bookings made beyond this time frame will be invalid for check-in.

Any travel, including the return journey, is not permitted as positive-space A9 travel outside of the 30-day window unless an exception is granted. Any exception beyond the 30-day limit for circumstances beyond your control, for both active team members and retirees, must be reviewed by the Team Member Service Center (TMSC) for final approval. Local management is not authorized to make exceptions to the A9 emergency/bereavement travel policy.

Emergency travel is intended for a shorter duration (approximately 5 days maximum for a round trip)—not for long, extended stays. The return flight should be booked at the same time as the originating flight to keep the PNR active. Elective stopovers are not permitted.

Travel is confirmed in the Main cabin and is upgradeable to the highest class of service available on day of travel on a space available basis. However, if children are traveling, they must be a minimum of six (6) years old to be accommodated in a premium cabin. Every effort will be made to confirm you and your eligible travelers on an available flight(s) due to the emergency. If unable to confirm, you will be listed as a revenue standby.

In the unfortunate event that the life-threatening illness or injury results in the death of your relative, you may request a second A9 travel pass which must be completed within 30 days of the death.

Reminders:

- Eligible travelers do not have to be listed under your profile to use A9 travel—they just must be eligible.

- Using any confirmed space for personal travel is prohibited, and could result in corrective action, up to and including termination.
- Infants/lap children are allowed to travel under A9, but they will need to be added to the PNR after booking by calling 888-WE-FLY-AA. Also, those traveling with infants/lap children are only upgradeable to Premium Economy—if and when available.
- There is a difference between eligibility for Bereavement Leave and eligible travelers for A9 travel. For eligible A9 travelers, refer to list below.

Eligibility

The list below identifies who is eligible for A9 travel when a death or imminent death due to a life-threatening illness or injury occurs to the employee, retiree, or an eligible relative of the employee/retiree below. When an event occurs, anyone from this list is eligible to travel for anyone else listed:

- You as the Team Member/Retiree
- Your Spouse (surviving spouse) or Company-Recognized Domestic Partner (DP)
- Your Registered Companion (RC) (travel only allowed for death/event of the team member/retiree or the team member's/retiree's eligible family members)
- Your Dependent and Non-dependent children/Step-children (including children of Spouse/DP)
- Your Son-in-law/Daughter-in-law/Step-son-in-law/Step-daughter-in-law
- Your Parents/Step-parents/Parents-in-law/Step-parents-in-law (including those of Spouse/DP)
- Your Sister/Step-sister/Sister-in-law/Step-sister-in-law
- Your Brother/Step-brother/Brother-in-law/Step-brother-in-law
- Your Grandparents/Step-grandparents (including those of Spouse/DP)
- Your Grandchildren/Step-grandchildren (including those of Spouse/DP)
- Your Great-grandparents/Great-step-grandparents (including those of Spouse/DP)
- Your Great-grandchildren/Great-step-grandchildren (including those of Spouse/DP)

Keep in mind, it is always in reference to the relationship of the team member/retiree to those listed.

See FAQ section below for additional information.

This list also applies to shipment of human remains (see section below).

Who to contact for assistance

Active team members should always contact their manager for authorization to book A9 travel. Only if the manager or department admin is not available, then the team member can contact 1-888-WE-FLY-AA (1-888-933-5922), or if you are outside of the U.S., you may call the local reservations number. Be prepared with desired flight details, names, dates of birth and relationships of travelers for whom A9 travel is eligible. You will also need to provide the nature of the emergency as well as your manager's name and AA ID#.

For managers/Dept Admins:
When booking A9 travel, refer to the following options: • QIK instructions for booking business and A9 travel • NRTA Booking Tool instructions For the NRTA Booking Tool (booking for others only), you must obtain access by submitting the request/justification through the link below. Please allow up to 7 business days for your request to be reviewed. If approved, your profile will be set up for access. Individual request form for NRTA Booking Tool For department/office with multiple users, please submit this request to travel.planner@aa.com for the process.

Retirees may call 1-888-WE-FLY-AA (1-888-933-5922) directly to book A9 travel, or if you are outside of the U.S., you may call the local reservations number.

Notes:

- A9 travel remains active even while on an approved leave of absence (LOA). For approved list, see Travel while absent section.
- If you are an active team member and book A9 through 888-WE-FLY-AA, you will need to advise your manager as soon as possible that you have traveled A9.

Service charges

Service charges do not apply for A9 travel for the Eligible travelers listed above, and guest passes will not be deducted from your pass bank. If travel is completed by anyone other than those listed in the eligibility section, a D3 space available PNR must be created via Travel Planner and, the applicable number of guest passes will be deducted and guest travel service charges will apply.

Emergency/bereavement travel FAQ's:

How is the eligibility determined for A9 travel?
The eligibility is based on the team member's/retiree's relationship to the person who has died or is experiencing a life-threatening illness or injury.

If I, as the team member/retiree, pass away, who is eligible to travel?
Anyone from the list above is eligible to travel up to 30 days after your death. Travel expires 30 days after death of team member/retiree.

If I, as a team member/retiree, am involved in an emergency or death, can someone else arrange A9 travel?
Anyone from the list above is eligible to arrange A9 travel on your behalf, so that person will need to verify your AA ID and date of birth. They will also need name(s), date(s) of birth, relationship of traveler(s), and flight details of those traveling.

If my son-in-law's father has died, is he eligible to travel to his own father's funeral with A9 travel?
Unfortunately no, eligibility is based on the team member's/retiree's relationship to whom has died or is experiencing a life-threatening illness or injury. Based on the list above, the team member/retiree does not have a direct connection to the son-in-law's parents.

Can A9 travel be used for an uncle, aunt, nephew, or niece?
Unfortunately no, they do not qualify for A9 travel. If travel is needed by anyone other than those listed in the eligibility section (your aunt/uncle, niece/nephew, etc), a non rev listing must be created via Travel Planner. If using a D3 pass, then the applicable number of passes will be deducted and guest travel service charges will apply.

If my RC is a friend, are they able to use A9 travel for a death in his/her own family?
Unfortunately no, RC's only qualify for A9 travel in the case the death or life-threatening injury of the team member/retiree or any eligible travelers under that team member/retiree. They would have to travel space available or AA20 for any other event.

My RC is my older son. Is he no longer an eligible A9 traveler?
The relationship as your son overrides their traveler status as a RC. Since they are your child, they are already an eligible A9 traveler.

How can I check in for A9 travel?
Once the A9 listing/PNR has been created, you can import it into the Travel Planner—Trips—Import. You can then check in 24 hours prior to departure. Also, once you check in with the Travel Planner, you will be put on the upgrade list.

Do eligible travelers have to be listed on my travel profile to be able to use A9 travel?

No, eligible travelers do not have to be listed under your profile to use A9 travel, but they must still be eligible. Your manager or 888-WE-FLY-AA can assist in booking A9 travel for those not listed. To check in for their A9 listing/PNR, they will just need to use AA.com, an airport agent or kiosk.

Shipment of human remains

We understand how painful losing a loved one is, and we want to assist you in this process.

The company provides confirmed space for the shipment of remains for any eligible family member (see the Eligibility section above) between cities on the American Airlines mainline system. At this time, our regional carriers are unable to accommodate the shipment of remains. For additional information, you may email TLC@aa.com or call 800-852-3333 and speak with a TLC Specialist with the Cargo Department.

You will need to contact the funeral home or mortuary to make the arrangements. They will need your American Airlines ID number, your department's cost center (you can contact your department's leadership team or department admin to get this information), and your relation to the deceased. If you are a retiree, they will just need your American Airlines ID number. The funeral home will contact our TLC Specialist with the Cargo Department to make the arrangements.

If any additional charges are accrued, they will be the responsibility of the next-of-kin or estate.

Notes:

- The Company is unable to secure courtesy shipment of remains on other airlines (OAL).
- Team members, retirees or eligible family members are also allowed to carry on a crematory container provided Transportation Security Administration (TSA) screening and the laws of the country of destination (if applicable) can be met.

Resources

Market changes: Seasonal and New
Non-Rev guest information (download and share)
Non-Rev instructions (download and share)
Quick reference for Team Members (download and Share)
Tips and helpful information with Non-Rev Travel (download and share)
Travel Allegations
Travel Guide updates
Travel Notices
UMNR Guide for Non-Rev Travelers (download and share)

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