

Passenger numbers capped on all flights through May 31

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Change may impact non-rev travel

Across our network, we continue to see lower demand for flights, but we continue to fly for an important reason: We need to provide critical air service safely for those who need to travel. The people who are flying right now are doing so for important reasons. They are health care professionals getting to where they are most needed and family members getting to where they feel most safe. All of our customers are important, and we look forward to caring for more of them as they begin to return to the skies.

Even though it is uncommon to see a completely full flight, American will be capping the number of passengers on each flight now through May 31, which may include non-revs. Going forward, we will not be assigning 50% of middle seats throughout the main cabin nor seats located near flight attendant jump seats. By doing this, we will be able to create more space among passengers. On regional aircraft, since they don't have middle seats, we will strategically block seats throughout the cabin to help create distance.

Our airport colleagues will continue to reassign seats to create more space between customers or to accommodate families who need to be seated together. They will only assign these seats when necessary. Also, once on board -- as long as there aren't any aircraft weight or balance restrictions -- customers can move to another seat within their ticketed cabin subject to availability. Keep in mind that load factors on our flights through May 31 will not be booked to 100%.

Due to this cap, flights that show availability in Travel Planner may not permit non-revs, similar to how a weight restriction occurs. As more states open up and more team members decide to use their travel privileges, the cap may make it harder to non-rev in the weeks to come. We encourage all non-rev travelers to be prepared with alternate travel plans, in case their flight won't accommodate non-rev travel.

FAQs:

Will non-revs be impacted?

Yes. American will be limiting the number of total customers on each flight, which includes non-revs.

Why does Travel Planner show that flights are being booked to 100%?

American continues to see a high percentage of no-show customers. The Revenue Management team is analyzing each flight individually and sets the authorization to account for the customers who will no-show for the flight. This authorization takes into account the limit we have set for mainline and regional flights.

How can I tell if I will get on an aircraft with this new passenger limit?

Even though load factors remain low across our network at this time, it may appear an individual flight has more seats than are available, but may not permit non-rev travelers on board similar to how a weight restriction will occur.

What does this mean for both cabin and flight deck jump seats?

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The load factor cap does not take into account jump seats. However, some jump seats that normally would be used may not be available on certain flights in order to increase space between crew members.

Will the limit apply to all mainline and regional flights?

Yes, this limit applies to all American and American Eagle flights. Even though regional aircraft do not have middle seats, the number of customers on these aircraft will also be limited.

What seats are blocked? Will those blocked seats be utilized?

American will not assign 50% of Main Cabin middle seats or seats near flight attendant jump seats on every flight and will only use those middle seats when necessary. Gate agents will also continue to reassign seats to create more space between customers or to accommodate families who need to be seated together.

What happens if a flight is booked over this limit?

American will utilize technology that is currently in place for oversold flights in order to reduce the number of confirmed customers. This includes rebooking on other flights, and in some cases, with possible compensation for volunteers.

Will American involuntarily deny boarding to a customer to comply with this new policy?

American will always seek volunteers to take alternative flights, which may include compensation. While the chance of involuntarily denying boarding to a customer is unlikely, it may occur. In these rare cases, the customer would be paid in accordance with U.S. Department of Transportation requirements.