

# Government-Imposed Travel Restrictions Due to the 2019 Novel Coronavirus

2/2/2020

As a result of the Presidential Proclamation, the U.S. government has imposed the following entry requirements that take effect on Feb. 2, 2020 after 5 p.m. ET:

- Any U.S. citizen or lawful permanent resident of the U.S. returning to the U.S. who has traveled to mainland China within the previous 14 days must enter the U.S. through an approved airport. American Airlines customers will be rebooked, if necessary, to one of those airports by our Reservations and Airport teams.
- Foreign nationals who have traveled to mainland China within the last 14 days will be denied permission to travel to the United States.

American continues to work closely with U.S. authorities to comply with these new orders while treating all of our customers with respect. American is committed to taking great care of any affected customers by assisting them with rebooking options and full refunds. Our team is proactively reaching out to customers who may be affected by this travel restriction to ensure they are accommodated.

## Frequently asked questions

When do these orders go into effect?

These orders apply to all flights departing for the U.S. after 5 p.m. ET on Feb. 2, 2020.

What can customers expect when flying American?

Prior to boarding an American Airlines flight departing to the U.S., all customers will be asked if they have visited mainland China (excluding Hong Kong and Macau) within the last 14 days. If a customer traveled to mainland China

(excluding Hong Kong and Macau) within the previous 14 days and is authorized to travel, they must enter the United States through an approved airport.

Foreign nationals who have traveled to mainland China (excluding Hong Kong and Macau) within the last 14 days will be denied permission to travel to the United States.

What airports are approved entry points for customers entering the U.S. if the customer has visited mainland China (excluding Hong Kong and Macau) within the last 14 days?

- Atlanta: Hartsfield–Jackson Atlanta International Airport (ATL)
- Dallas/Fort Worth: Dallas/Fort Worth International Airport (DFW)
- Detroit: Detroit Metropolitan Airport (DTW)
- Newark, NJ: Newark Liberty International Airport (EWR)
- Honolulu: Daniel K. Inouye International Airport (HNL)
- New York City: John F. Kennedy International Airport (JFK)
- Los Angeles: Los Angeles International Airport (LAX)
- Chicago: Chicago O’Hare International Airport (ORD)
- Seattle: Seattle-Tacoma International Airport (SEA)
- San Francisco: San Francisco International Airport (SFO)
- Washington, D.C.: Washington-Dulles International Airport (IAD)

What if a customer is authorized to travel, but is scheduled to arrive at a nonapproved airport?

If a customer traveled to mainland China (excluding Hong Kong and Macau) within the previous 14 days and is authorized to travel, but is scheduled to arrive at a nonapproved airport, American will help reroute the customer to one of the approved airports or offer a refund.

Should customers arrive at international airports early?

We encourage customers departing for the U.S. to arrive at the airport three hours early as we expect this additional screening will lengthen the normal check-in process.

Who should customers contact if they need help changing their travel plans as a result of the travel restriction?

Customers should contact their original booking provider. American’s Reservations team can be contacted at:

- U.S. Toll Free: 800-582-1573 (for customers in the U.S.)
- China: +86-400-898-1222 (for customers in China)
- U.S. Non-Toll Free: +1 817-786-3818 (for customers calling from country other than U.S or China)

## About American Airlines Group

American Airlines offers customers 6,800 daily flights to more than 365 destinations in 61 countries from its hubs in Charlotte, Chicago, Dallas-Fort Worth, Los Angeles, Miami, New York, Philadelphia, Phoenix and Washington, D.C. With a shared purpose of caring for people on life's journey, American's 130,000 global team members serve more than 200 million customers annually. Since 2013, American has invested more than \$28 billion in its product and people and now flies the youngest fleet among U.S. network carriers, equipped with industry-leading high-speed Wi-Fi, lie-flat seats, and more inflight entertainment and access to power. American also has enhanced food and beverage options in the air and on the ground in its world-class Admirals Club and Flagship lounges. American was recently named a Five Star Global Airline by the Airline Passenger Experience Association and Airline of the Year by Air Transport World. American is a founding member of oneworld®, whose members serve 1,100 destinations in 180 countries and territories. Shares of American Airlines Group Inc. trade on Nasdaq under the ticker symbol AAL and the company's stock is included in the S&P 500. Learn more about what's happening at American by visiting [news.aa.com](http://news.aa.com) and connect with American on Twitter [@AmericanAir](https://twitter.com/AmericanAir) and at [Facebook.com/AmericanAirlines](https://Facebook.com/AmericanAirlines).