

American Airlines



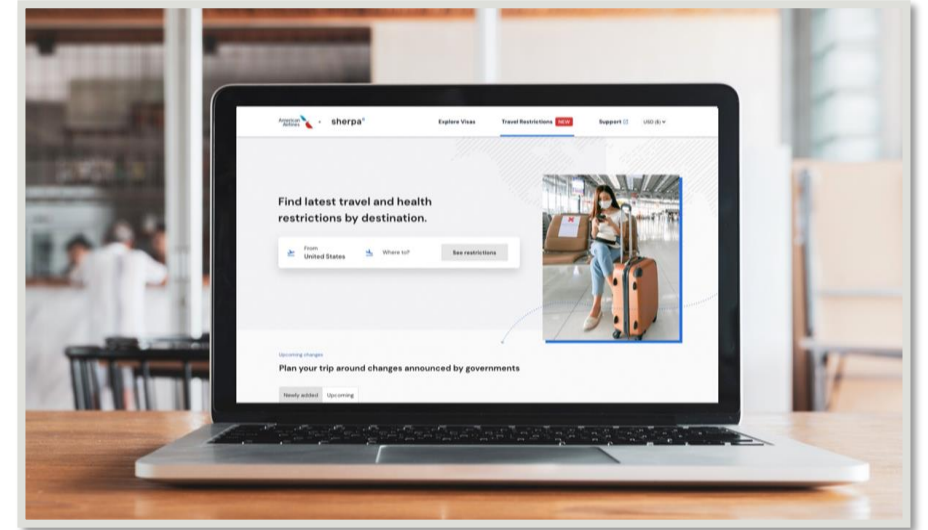
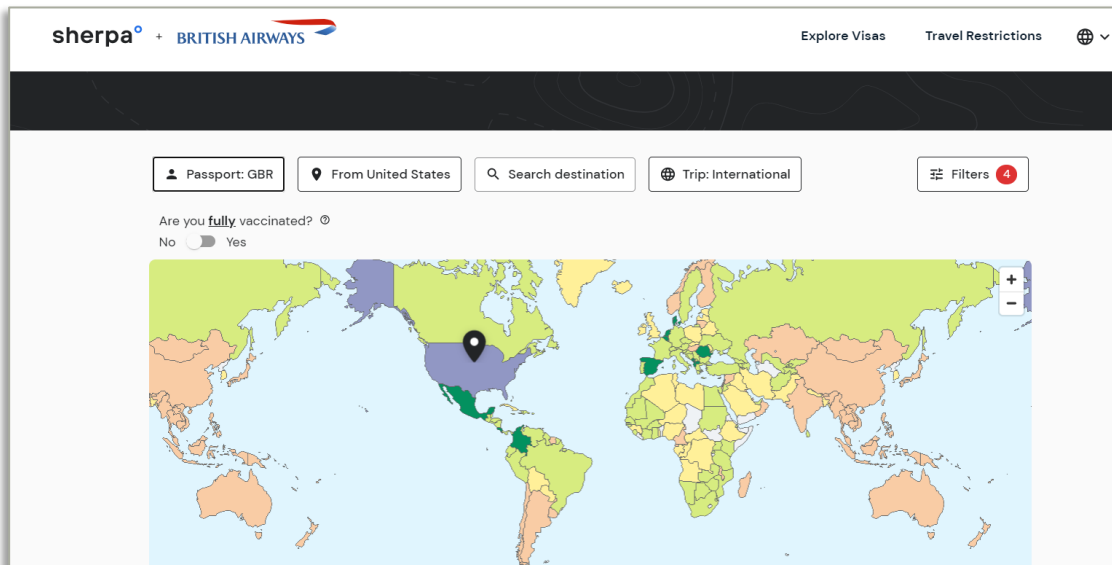
April 28, 2022

Know before you go

Sherpa: Your go-to guide before travel to check entry requirements globally



- Customers can check the Sherpa tool on aa.com and ba.com to find the latest country entry requirements and restrictions for their journey.
- Information is available in more than 20 languages.



- Planning both domestic and international trips and itineraries with direct and indirect routes is easier than ever.
- Please note that all entry requirements are subject to change and customers should check these right up to their date of travel.
- The [oneworld](https://oneworld.com)® portal is also powered by Sherpa making it easier to plan travel with alliance carriers.

Network resumption plans

We are here to serve with
expanded network options



International

- Prioritizing service to **airline partner hubs**, popular leisure destinations and large international capitals
- **The summer of Europe** – AA will be the biggest transatlantic carrier in Barcelona and serve both Athens and Rome from more US gateways than any other airline
- Offering enhanced connectivity to popular European destinations through our **joint business partners in London, Madrid and Dublin**
- Strategic partnership with JetBlue to deliver **more choices for customers in the Northeast** and across our networks
- Launching **new service to Doha** with connections to many destinations across the Middle East, Africa and South Asia with our partner Qatar Airways
- Explore the Caribbean - American is the **only carrier** to offer nonstop service between the U.S. and Anguilla, Dominica, San Andres and Chetumal
- **More flights and seats to Cancun** and many other popular beach destinations than ever before
- Offering the most options to the Caribbean, Mexico and South America. By the end of the year, we'll offer more than **70 international nonstop destinations from Miami**, the most of any carrier

Domestic

- **Maintaining and expanding connectivity** across our Dallas/Fort Worth and Charlotte hubs, as well as, expanded options from Austin and Boston
- **Expanding service** to Mountain, National Park and Northeast destinations for the Summer

New Codeshare with Aer Lingus

Launching January 2022



To increase connectivity between the U.S and Europe for customers, American will place its code on Aer Lingus flights between London Heathrow (LHR) and Dublin (DUB).

Customers traveling with American Airlines can also book codeshare on Aer Lingus

From Dublin (DUB) to:

Amsterdam (AMS)
Birmingham, UK (BHX)
London Gatwick (LGW)
Manchester, UK (MAN)

From London (LHR) to:

Belfast City (BHD)
Cork, Ireland (ORK)
Shannon, Ireland (SNN)

Additionally, customers traveling with Aer Lingus will now be able to book codeshare on American Airlines **from Chicago O'Hare (ORD) to:**

Albuquerque, New Mexico, (ABQ)
Nashville, Tennessee (BNA)
Dallas-Fort Worth (DFW)
Los Angeles (LAX)

Seattle (SEA)
San Francisco (SFO)
San Jose, California (SJC)
Tucson, Arizona (TUS)

Further Expansion of the Codeshare is Planned for the Near Future

Our exclusive codeshare agreement with GOL

More daily service between South America and the U.S. than any other airline partnership



- GOL will be American's sole codeshare partner in Brazil and American will be GOL's sole codeshare partner in the U.S.
- The combined codeshare networks will provide customers with more than 30 destinations in the U.S. served by American and more than 34 new destinations in South America served by GOL.
- American's AAdvantage® and GOL's SMILES loyalty programs will create the **largest** joint frequent flyer program in the Americas with enhanced benefits for customers:
 - Customers can earn and redeem AAdvantage® miles for travel on GOL Airlines within Brazil and between Brazil and North America (U.S. and Canada), South America and the Caribbean. AAdvantage® redemption on GOL Airlines can be done only through reservations, and will be coming soon on aa.com
 - In 2022, GOL's SMILES and American's AAdvantage® loyalty members will gain access to key status benefits on both airlines, such as priority check-in, priority security, priority boarding, complimentary checked bag allowance for elite tiers and Preferred / Extra Leg Room seats.
 - American will invest \$200 million in GOL to drive sustainable growth for both airlines, increase commercial cooperation, bolster connectivity and create new travel options for customers

More Flights to Ireland effective May 6th, 2022



| Origin | Destination | Departure Time | Arrival Time | Aircraft |
|--------|-------------|----------------|--------------|----------------|
| DUB | CLT | 11:15 | 14:30 | Boeing 777-200 |
| CLT | DUB | 16:45 | 05:20 +1 | |
| DUB | DFW | 14:55 | 18:35 | Boeing 787-8 |
| DFW | DUB | 19:10 | 10:05 +1 | |
| DUB | ORD | 09:30 | 11:30 | Boeing 787-8 |
| ORD | DUB | 22:10 | 11:40 +1 | |
| DUB | PHL | 13:55 | 15:55 | Boeing 787-8 |
| PHL | DUB | 18:00 | 05:35 +1 | |



New Service JFK to DOH

American will launch service from New York's JFK to Doha, Qatar on June 4, 2022, as part of our deepening relationship with Qatar Airways.

Bringing you the largest network

American offers more flights than any other carrier, with convenient schedules.



- 21% **larger** than Delta with 864 more daily departures.
- 40% **larger** than United with 1,418 more daily departures.
- 42% **larger** than Southwest with 1,457 more departures.

Based on Mar22 – Apr22 daily departures

And connecting you to the world through our partners



Leading in High Frequency business markets

| High Frequency Markets | Daily Flights |
|------------------------|---------------|
|------------------------|---------------|

| | |
|---------|----|
| LGA-DCA | 11 |
|---------|----|

| | |
|---------|----|
| LGA-ORD | 15 |
|---------|----|

| | |
|---------|----|
| BOS-DCA | 25 |
|---------|----|

| | |
|----------|----|
| LGA-BOS* | 11 |
|----------|----|

Our Northeast Alliance has increased competition and created the largest flight schedule and expanded network out of New York and Boston (based on summer 2022 schedule)



Delivering the best business travel experience

- ✓ Better loyalty benefits for business travelers: reciprocal Priority security, boarding, and baggage benefits for eligible loyalty status members
- ✓ All JetBlue flights at LGA are moving to American's Terminal B* for easy connections
- ✓ First Class service available on all American mainline and regional flights out of NYC
- ✓ Easy airside connections at JFK between American's Terminal 8 and JetBlue's Terminal 5
- ✓ Lie-flat seats in Business Class on all Northeast Alliance transcon routes
- ✓ Better connectivity to key business markets like Austin, Nashville, Raleigh, Columbus and more
- ✓ Contracted discount pricing on AA*/B6

*LGA-BOS operated by JetBlue out of Marine Air Terminal through summer 2022

More choice, more benefits

The expanded partnership between the airlines provides you seamless account management from both carriers, offers travelers more options across a broader network, and gives loyalty members benefits across both airlines

Seamless account management

As part of the bilateral agreement, travel managers can expect exceptional service and account management, streamlined support from both Alaska and American teams, and your travelers will continue to arrange travel through existing booking process

Alaska Airlines, the newest member of the oneworld® alliance



Alaska Airlines also joined the **oneworld®** alliance, the fastest growing and most highly rated global airline alliance. The move connects Alaska guests to more than 1,000 destinations across more than 170 countries and territories

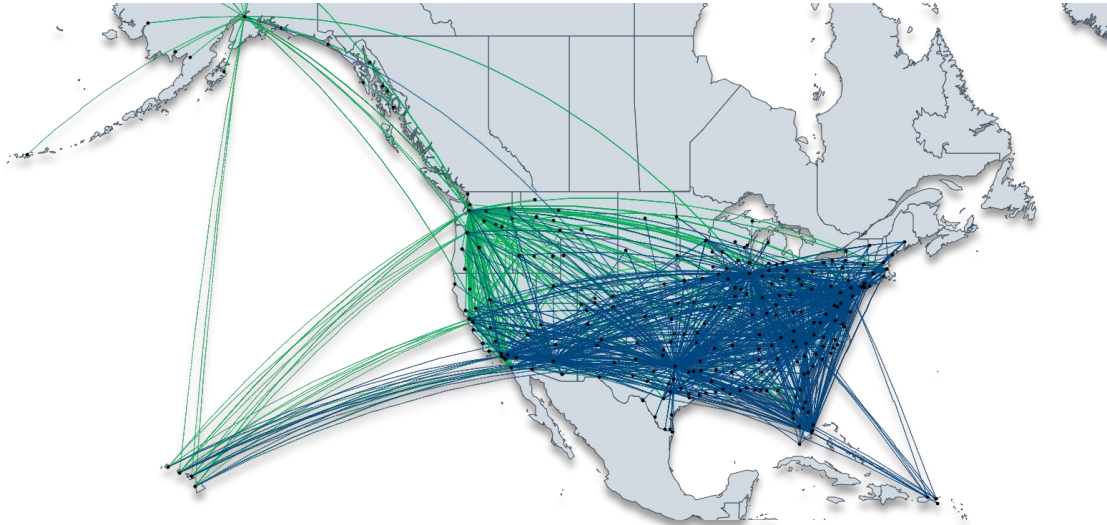


More options across a broader network

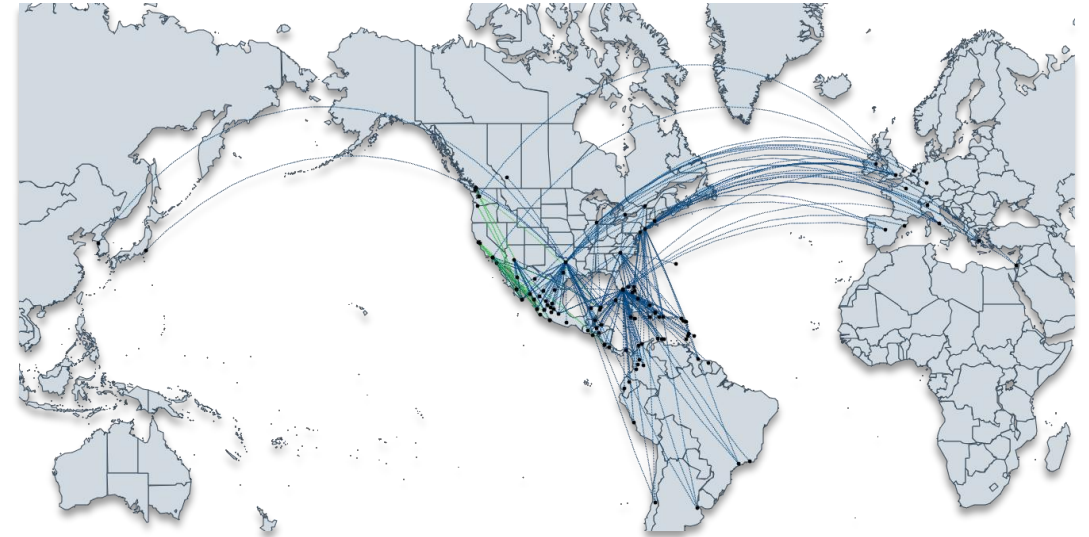
- As a part of the partnership, American launched direct flights from Seattle (SEA) to London Heathrow (LHR), and pending government approval, will also launch service from SEA to Shanghai, China (PVG). American will also launch the first service from Seattle (SEA) to Bengaluru, India (BLR) with daily flights set to launch fall of 2022
- The carriers continue to expand their domestic codeshare that offers customers hassle-free booking and travel between the two networks, and eventually will expand it to include international routes from Los Angeles (LAX) and SEA

More options across a broader network

Provides travelers with more options and destinations across a broader network, with the carriers serving a total of 104 nonstop destinations out of Seattle (SEA)



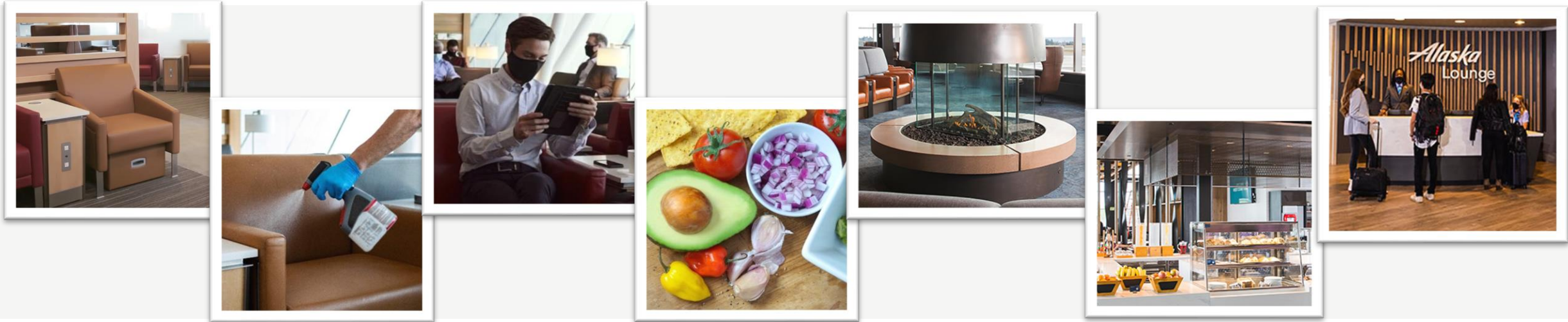
- Connecting customers to more places across our combined **complementary network**
- **Increased connectivity** across the United States and abroad, providing more options from SEA and LAX



- Launched direct flights from SEA to London Heathrow (LHR)
- First nonstop service from SEA to Bengaluru, India (BLR) in **fall 2022**
- Pending government approval, we'll launch SEA to Shanghai, China (PVG)

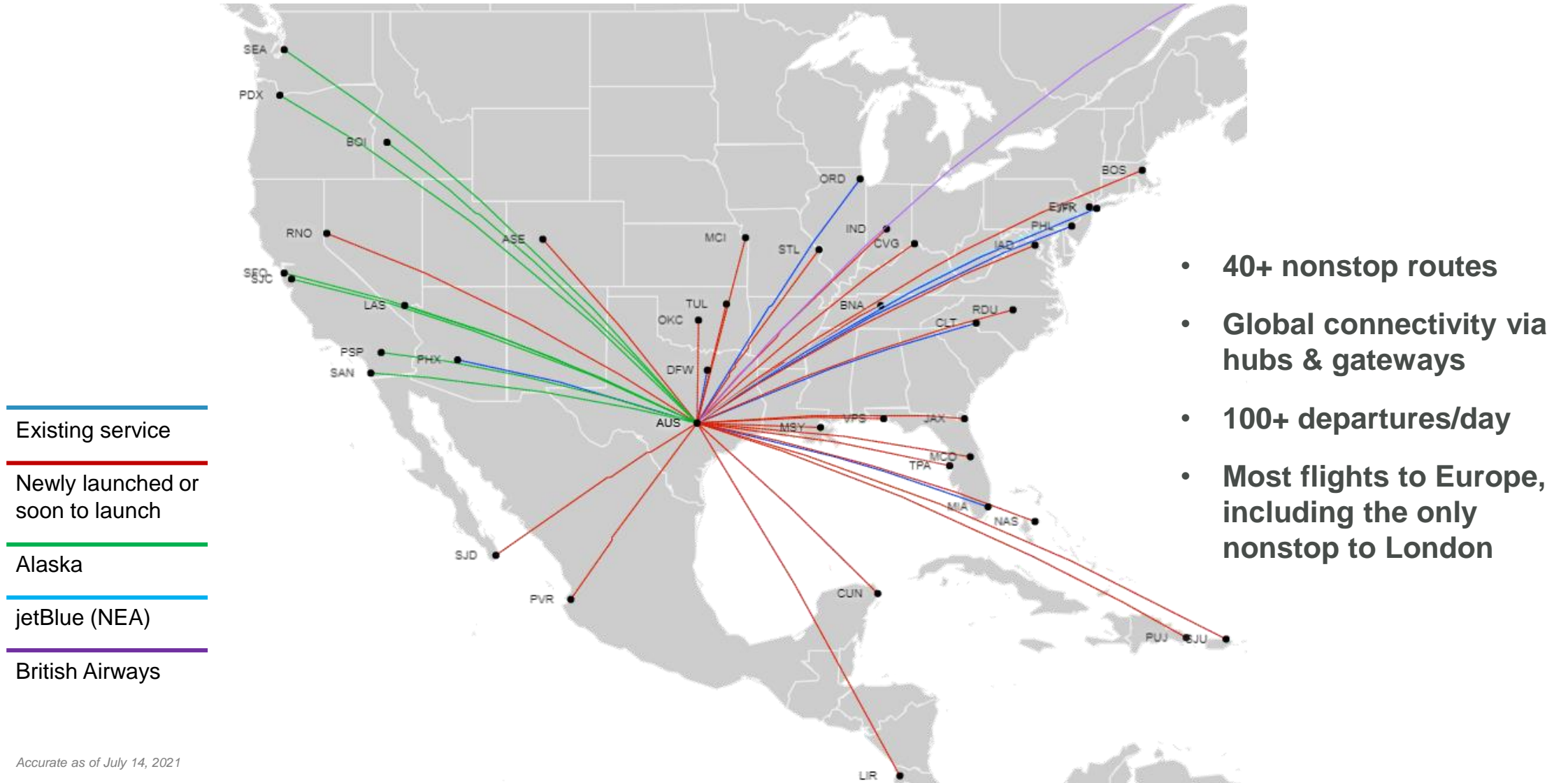
Relax and recharge before the runway

Experience unparalleled service at [American's Admirals Club®](#) and [Alaska's Lounges](#)



- Lounge access for qualifying loyalty status members flying to/from all long-haul international itineraries, Central America and Mexico City in any cabin
- Lounge membership grants access to over **55** lounge locations across both carriers
- Admirals Club® Lounges are reopening throughout the next few months, with all **40** lounges reopening by the end of the summer
- New Alaska Lounge in San Francisco is now open
- Access to other **oneworld®** airline partner lounges worldwide

Austin: point-to-point flying



NYC/BOS to LAX/SFO Premium Cabin Offering

From east coast to west coast, enjoy an elevated premium experience when traveling on American Airlines or JetBlue



FLAGSHIP® FIRST



FLAGSHIP® BUSINESS



American Airlines 

Airbus 321T (32B)

Flagship® First

- 10 First Class lie-flat seats
- Direct aisle access at every seat
- Casper bedding & amenity kits featuring Shinola and D.S. & Durga
- In-seat entertainment
- Bang & Olufsen high quality headsets
- Multi-course meal inspired by award-winning chef Sam Choy
- Wi-Fi capability, power & USB outlets
- Access to Flagship® Lounge & Flagship® Dining

Flagship® Business

- 20 Business Class lie-flat seats
- Casper bedding & amenity kits featuring Shinola and D.S. & Durga
- In-seat entertainment
- Bang & Olufsen high quality headsets
- Multi-course meal inspired by award-winning chef Sam Choy
- Wi-Fi capability, power & USB outlets
- Access to Flagship® Lounge

jetBlue Airbus 321 (32S)

Mint®

- 16 premium seats & suites with fully lie-flat beds, adjustable firmness & a massage feature
- Exclusive Tuft & Needle® sleep experience
- Seatback TV with free live TV, movies, & more
- Master & Dynamic's noise-isolating headphones
- Small plates menu curated by our NYC restaurant partners, with choice of 3-5 main course offerings.
- Wine program curated by NYC's Parcelle
- Free high-speed Wi-Fi, power & USB outlets
- Wellness kits designed by Wanderfuel

American Airlines New Domestic First-Class Dining Menu

Enjoy a new level of luxury during your travel journey



- Introducing our new domestic first-class dining menu starting February 16.
- The dining experience will feature classic customer favorites like mixed nuts, charcuterie, and short rib in addition to new healthy food choices like grain bowls, heart-healthy entrée salads, accompanied with an appetizer.
- In April, the option to preorder meals returns in domestic first-class cabins.
- In May, special meals requests such as Asian, Vegetarian, Diabetic, Hindu, Kosher, Gluten Intolerant, Muslim, or Vegan returns.
- The Bundt cakes are available in domestic premium cabins on flights between 900 and 1,499 miles.

Relax before the runway at our Admirals Club® lounges

The latest lounge updates



Admirals Club® lounge

As we continue welcoming customers back to the skies, all 40 of our domestic Admirals Club locations have reopened.

We began reopening lounges with health and wellbeing improvements, in response to the coronavirus (COVID-19) pandemic.

Customers interested in an Admirals Club membership, or one-day pass can visit [this link](#) for more information.

**Hours will vary by location, and we may limit the capacity and offerings due to CDC guidelines or local orders or restrictions.*

Cleaning with a purpose

American is the *first* airline to receive the **GBAC STAR™ accreditation** for aircraft and lounges



Touchless experience to avoid high contact surfaces

- Touchless menus with QR codes
- Digital magazine and newspapers
- Mobile ordering – coming soon



Food and beverage service

Here's what you can now enjoy inside our Admirals Clubs:

- Full offering of complimentary hot food, signature dishes for sale and packaged snacks
- Full-service bar
- Touchless menus with signage and QR codes. Physical menus will be available upon request.
- Plastic gloves and hand sanitizer are available in all self-service areas
- Additional cleaning/sanitizing from our team of high-touched areas
- New complimentary menus launched in February 2022 in Admirals Club

Industry-leading premium ground experience

Reopening our Flagship® Lounges and Flagship® First Dining



FLAGSHIP® FIRST Dining

FLAGSHIP™ Lounge

Enjoy a new level of luxury during the travel journey on American.

We're reopening our Flagship experiences, with new features:

- Regional flavors with new menu offerings from James Beard Foundation chefs
- Recognizable touches from our premium inflight experience
- Now offering customers more ways to experience our Flagship Lounges:
 - If traveling to Hawaii in Flagship First and Flagship Business
 - Customers flying in Flagship First on qualifying international or transcontinental itineraries also enjoy exclusive access to Flagship First Dining

Visit aa.com/flagshiplounge for more information on lounge access and for the latest updates.

Flagship® Lounge Single Visit Pass

We're giving even more customers access to our elevated Flagship® Lounge experience with the launch of single visit passes.



- As our Flagship® Lounges continue to reopen, customers traveling on flights operated by American or a **oneworld**® airline can now purchase a Flagship® Lounge single visit pass for \$150.
- Passes are available at any of our Flagship® Lounge locations, and they are valid for same-day, one-time use at the location where they are purchased.
- Customers can also look forward to updated products and service within our Flagship® Lounges, including new menus from James Beard Foundation chefs and recognizable touches from the inflight experience.



Five Star Service™

Traveling is better with personalized service

Providing premium and personal airport experience available for you or your travelers' departure, connection or arrival at our most popular airports, including 16 domestic and 4 international locations, when traveling in First or Business.

What services are offered?

- Access to Flagship® First Check-In* and the Admirals Club® lounge
- Priority boarding and re-accommodation status
- Car service coordination
- Personalized service through the airport

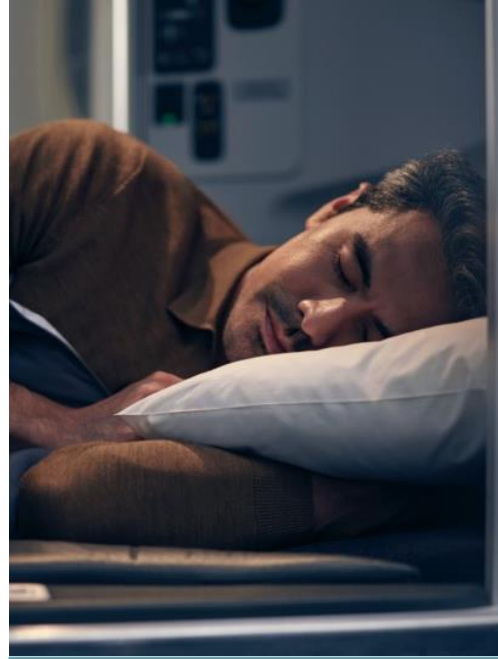
**Priority Check-In will be used where Flagship® First Check-In is not available*

A travel program to fit your needs

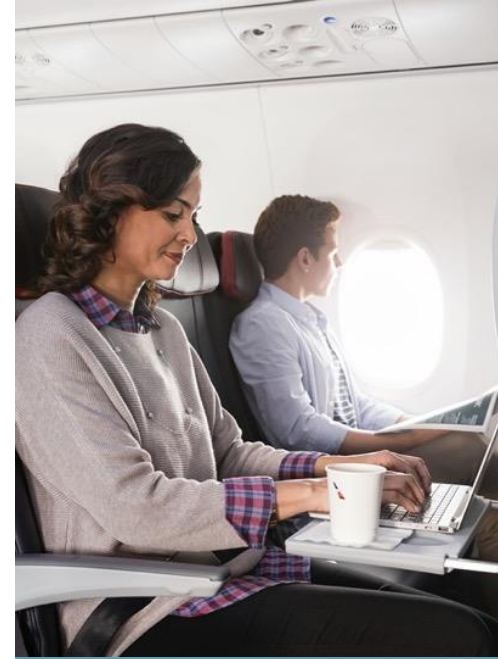
Every company has travelers that would benefit from an AirPass membership



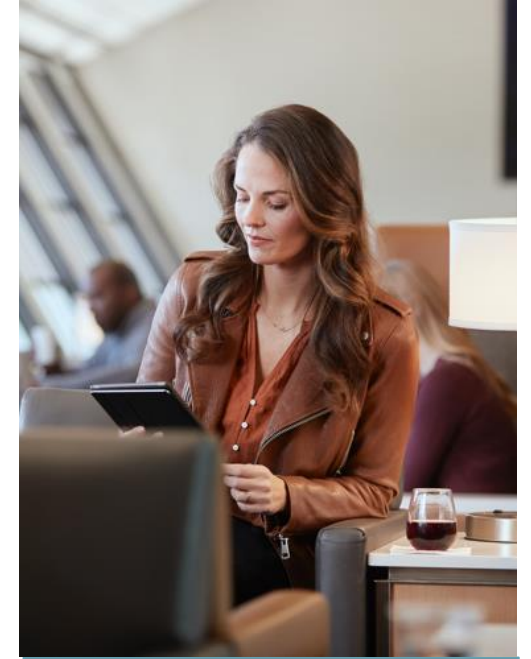
Business travelers who value an **elevated, luxury travel experience** will enjoy our exclusive benefits



Our fixed-rate fares are perfect for companies who need a **predictable travel budget** or bill other corporations for travel



Companies with **frequent last-minute travel** plans or changes would benefit from fully flexible and refundable fares, with no change fees



The pre-paid membership allows you to budget for travel next year while using your **end-of-year budget surplus**

Maximize your travel budget with Business Extra

The travel loyalty program that rewards companies for travel spend



When employees fly, they earn their individual AAdvantage® miles, and member companies earn points, so everybody wins!

1pt / \$5 Earn 1 point for every \$5 spent on qualifying air travel



Points can be redeemed for more than 60 awards including flights, upgrades, Admirals Club® membership and more



Awards start as low as 300 points

Why American Airlines Vacations?

Earn commissions on bulk airfares across our global network and bundle with a variety of options of globally-recognized hotel brands, tours, transfers, and car rentals

Book today by visiting:

www.aavacations.com/agent

www.vaxvacationsaccess.com



Free call center assistance:
1-800-538-6228

Cancel for any reason with affordable pre-departure protection waiver

- Give your customers the flexibility to change or refund their packages, by adding the Pre-Departure Protection waiver for as low as \$55 per person

Low deposits & payment flexibility

- Book any package with low deposit of only \$200 per person. Make as many payments as you want and complete it 45 days before departure

Competitive commissions

- Industry leading commissions that are not reduced when you use our promo codes
- Commissionable bulk air

Discrete mark up allowance

- Earn more income by marking up packages up to 30% of it's net value, completely discrete to your customer

Agent rewards and earning opportunities

- Earn 500 AAdvantage® miles on every booking of 4 nights or more. Register your bookings with our hotel partners and win even more!!

Maximize earning opportunities

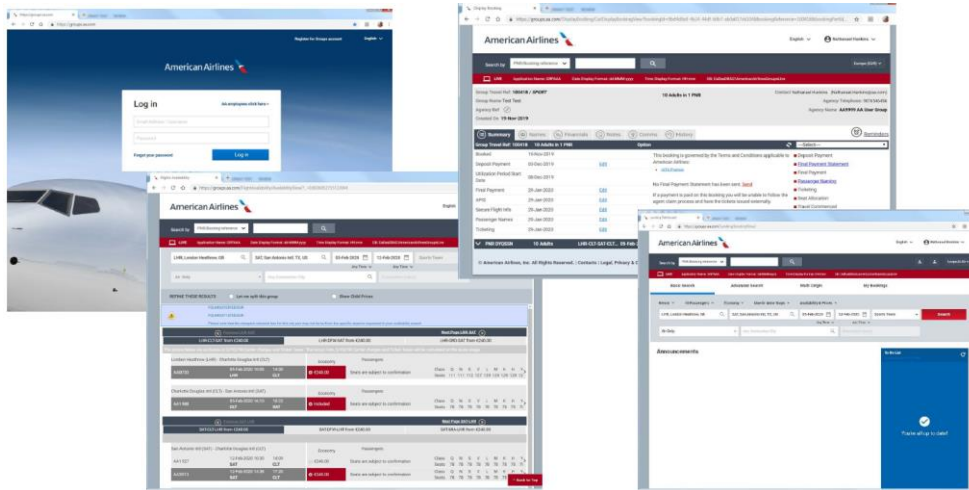
- Register your bookings with our hotel partners rewards programs and earn free travel

Other Benefits

- Competitive pricing
- 1,000 AAdvantage® bonus miles for the lead traveler in addition to trip miles
- Free seat assignment on most packages
- 24-hour reservation hold without a deposit
- Free call center assistance
- Trip together – the no contract small group product
- Other booking incentives through registration at www.aavacations.com/agent

Group Travel Flexibility

Providing you with the best group travel experience by giving you more flexibility and control



New Group Online Platform

- 24/7 online access to group pricing
- Hold bookings and lock in fares for up to 14 days
- Automatic contracting
- Automatic seat assignment before check-in
- Automatic email reminders for important due dates
- New terms & flexibility
- Faster inquiry response time
- Reward our best agency partners with more access to inventory and fewer restrictions

✓ Flexibility to make name changes

When you book Air Only, Package, or Zone group travel, you can make name changes whenever you need

- Prior to ticketing - unlimited name changes and corrections at no additional cost
- After ticketing - one free name change per ticket up to 48 hours prior to departure

✓ Flexibility without fees

Plans change. That's why we've eliminated change fees for most travel, including group bookings

✓ Big savings for small teams

Travel agencies and agents can now book collegiate sports groups with a minimum of six travelers

✓ It's a match!

If you find a lower group fare with any other airline, we'll match it or beat it

**Subject to availability*

Our Sustainability Journey and future focus...

Validating our commitment to reducing greenhouse gas emissions and a cleaner environment

Journey to Destination Net Zero



Our Fleet Renewal - Our new narrowbody aircraft are up to 44% more efficient per seat when compared to the aircraft we retired that flew the same standard distance



Sustainable Aviation Fuel – used more SAF than any other airline in 2020 and 2021. We have committed to purchasing 130M gallons over next decade, and led the first global alliance-level SAF procurement engagement through **oneworld**



Science Based Targets Initiative – First North American airline to commit to a science-based intermediate (2035) target using the new aviation pathway



Industry Leadership and Partnerships – Invested \$100M as Breakthrough Energy catalyst anchor partner, IATA CO2 Advisory Committee, Google Flight CO2 display aviation consultation, GBTA advisor

Sustainability Impact and Recognition



Only US airline to appear on the 2021 Dow Jones Sustainability North America Index



CDP awarded American an A- in 2021, the highest score of awarded to an airline. Only two airlines – American and IAG – scored at this level.



Silver Certificate, with score on the 80th percentile



Partner with Cool Effect, a trusted non-profit, to offset flight emissions using high-quality, verified carbon reduction projects in a simple, easy-to-use method

2022+ Focus



Achieve net-zero carbon emissions by 2050



Achieve absolute reduction of 50 million gallons of jet fuel from fuel-efficiency initiatives by 2025



Replace 10% of our jet fuel with sustainable aviation fuel by 2030



Continue to support the future of America's National Parks



Source 2.5 million gigajoules (GJs) of cost-competitive renewable energy by 2025