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American Airlines (AA) Service chart

Information for code-share flights

Operating carrier of code-share flight will provide service at airport and in-flight.
Check-in process and service varies by flight.
Operating carrier's policy applies for hand carry baggage in cabin.
Please consult with JAL International reservation or your travel agency for details.

Carriage of non ambulatory passengers

AA

Code - WCHR

R for Ramp . Passenger can ascend/descend steps and make own way to/from cabin seat. (Requires wheelchair for distance to/from aircraft.)

Code - WCHS

S for Steps. Passenger cannot ascend/descend steps but is able to make own way to/from cabin seat. (Requires wheelchair for distance to/from aircraft or mobile lounge and must be carried up/down steps.)

SSR Code - WCHC

C for Cabin seat. Passenger is completely immobile. (Requires wheelchair to/from aircraft/mobile lounge and must be carried up/down steps and to/from cabin seat.)

All AA jets have an inflight wheelchair for passenger use onboard.

Denied boarding compensation

AA

If a flight is oversold (more passengers hold confirmed reservations than there are seats available), and you are denied boarding involuntarily at the airport, you will be entitled to a payment of "denied boarding compensation" from American unless

1. American arranges for you to be transported on another flight scheduled to arrive at your destination or next 4-hour stopover no later than one hour after your originally scheduled arrival time, or
2. You did not fully comply with American's ticketing and check-in requirements, as set forth in the check-in requirements section, or cannot be accepted for transportation under the rules set forth the acceptance of passengers section.
3. You are denied boarding because the flight is canceled, or
4. You are denied boarding because a smaller capacity aircraft was substituted for safety or operational reasons,
5. You are offered accommodations in a section of the aircraft other than specified on your ticket, at no additional charge. If you are seated in a section for which a lower fare is applicable, you will be given an appropriate refund.

On American Airlines, Inc. Flights, if you are eligible for denied boarding compensation, you will be offered a payment equal to the sum of the face value of your flight coupon(s) to your point of destination or first stopover, subject to a maximum of \$200. However, if American cannot arrange alternate transportation (as defined below) for you, the compensation will be doubled subject to a maximum of \$400.

The "value" of a flight coupon is the one-way fare for the flight segment(s) shown on the coupon(s) (including any surcharge and air transportation tax, minus any applicable discount) to your destination or next scheduled 4-hour stopover. "Alternate transportation" is air transportation or other transportation used by you which, at the time the arrangement is made, is scheduled to arrive at your destination or next scheduled stopover no later than 2 hours (for domestic flights) or 4 hours (for international flights) after your originally scheduled arrival time.

If you voluntarily relinquish your confirmed reservation upon request by American, you may receive a travel voucher valid for travel on American. Likewise, if you are entitled to denied boarding compensation, you may elect to receive a travel voucher valid for travel on American. These travel vouchers may be used only for the purchase of air transportation on American, and must be used within one (1) year of their issuance.

Your acceptance of denied boarding compensation relieves American from any further liability caused by its failure to honor your confirmed reservation.

Additional information concerning our overbooking policies can be found on ticket jackets. Upon request, reservations representatives or airport agents will advise you if your flight is overbooked at the time your reservation is made or during the airport check-in process.

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PET

Only domestic household pets, limited to dogs and cats may be accepted as checked baggage. Other animals/species must be transported by air cargo or Priority Parcel Service.

In order to ensure the safe handling of pets by AA at all the times, pets will not be accepted when the current or forecasted temperature is above 85 degrees Fahrenheit at any location on the itinerary.

Some cities may not be able to accept pets all summer since their summer high temperatures average over 85F.

Customers should be advised not to take pets if they are booking connections or destinations to hot climates.

For travel between points in the US and/or Canada AA will accept no more than two animals as checked baggage per fare paying passenger.

Unaccompanied Minor

AA

Children under 5 years of age will not be accepted under any circumstances. Unaccompanied children 5, 6 or 7 years of age will be accepted on a nonstop or through flight only, and must be accompanied by a parent or responsible adult until the child is boarded on the flight*. The child must be met at the destination by another parent or responsible adult.

Unaccompanied children 5, 6, or 7 years of age will not be accepted on certain American Eagle flights operated in equipment not requiring a flight attendant. Specific information may be obtained through reservations, or at any American ticket office.

Unaccompanied children 8 through 14 years of age will be accepted for transportation on nonstop, through or connecting flights. Connections to flights of other airlines are permitted only when allowed by the rules of the connecting carrier. Reservations must be confirmed to the destination. The child must be accompanied by a parent or responsible adult until the child has boarded the flight and the aircraft has departed the gate. The child must be met at the destination by another parent or responsible adult. A service charge will be assessed for unaccompanied children on all flights.

American will not accept reservations or provide transportation for unaccompanied children for any itinerary that includes the last online connecting flight.

Schedules, Delays and Cancellations of Flights

AA

American will endeavor to carry you and your baggage with reasonable dispatch, but times shown in timetables or elsewhere are not guaranteed and form no part of this contract. American may, without notice, substitute alternate carriers or aircraft and, if necessary, may alter or omit stopping places shown on the ticket. Schedules are subject to change without notice. American is not responsible for or liable for failure to make connections, or to operate any flight according to schedule, or for a change to the schedule of any flight. Under no circumstances shall American be liable for any special, incidental or consequential damages arising from the foregoing.

Excess value charges for baggage

AA

American's liability for loss, damage or delayed delivery of checked or transferred baggage is limited to the actual value of the baggage or \$2800.00, whichever is less, unless the passenger declares a higher value (not to exceed \$5000.00 including the \$2800.00 standard liability per passenger) and pays American a sum of \$2.00 per \$100.00 (or any portion thereof) of excess value

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Check in time

AA

Customers must comply with minimum check-in requirements to retain their seats on the flight on which they are confirmed. When travel is completely within the U.S. including Puerto Rico, and to Hawaii and the U.S. Virgin Islands recommended check-in time is at least 90 minutes prior to departure when checking baggage, and at least 60 minutes prior to departure if not checking baggage. For flights wholly within and departing from the U.S., you must be checked in and present at the departure gate at least 15 minutes prior to scheduled departure time to retain your reservation and a seat.

For flights departing Hawaii and the U.S. Virgin Islands, recommended check-in time is at least two hours prior to scheduled departure.

For international flights, we recommend you arrive at the airport at least two hours prior to departure to allow sufficient time to complete all necessary international requirements. For flights originating outside the U.S., you must check-in at least 30 minutes before scheduled departure time, and be present at the departure gate to retain your reservation and a seat.

Baggage acceptance cutoff times mean that customers must present themselves and their baggage to an airline representative for check-in no later than the stated cutoff times for the departure airport.

Cutoff time for baggage check-in is 30 minutes before departure for all airports in the U.S., Puerto Rico and U.S. Virgin Islands with the following exceptions:

Atlanta, Georgia (ATL) 40 minutes
Chicago O'Hare, Illinois (ORD) 40 minutes
Dallas/Fort Worth, Texas (DFW) 40 minutes
Denver, Colorado (DEN) 45 minutes
Las Vegas, Nevada (LAS) 45 minutes
Los Angeles (LAX) 45 minutes
Miami, Florida (MIA) 45 minutes
Newark, New Jersey (EWR) 40 minutes
New York JFK, New York (JFK) 45 minutes
Orlando, Florida (MCO) 40 minutes
San Juan, Puerto Rico (SJU) 40 minutes
St. Croix, U.S. Virgin Islands (STX) 45 minutes
St. Thomas, U.S. Virgin Islands (STT) 60 minutes
Washington Dulles, District of Columbia (IAD) 40 minutes
Tampa, Florida (TPA) 40 minutes

Standard baggage acceptance cutoff for flights originating in all airports outside the U.S. and Canada is 45 minutes before departure.

You must be on board the aircraft and in your assigned seat at least 10 minutes before scheduled departure time

Pre-reserved seats are subject to cancellation unless you have checked in at least 30 minutes before scheduled departure. American does not guarantee to provide any particular seat on the aircraft.

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9. Refusal to transport

AA

American may refuse to transport you, or may remove you from your flight at any point, for one or several reasons, including but not limited to the following

1. Compliance with government requisition of space.
2. Action necessary or advisable due to weather, or other conditions beyond American's control.
3. Refusal to permit a search of person or property for explosives or for deadly, controlled, or dangerous weapons, articles or substances.
4. refusal to produce positive identification upon request.
5. Your physical or mental condition is such that in American's sole opinion, you are rendered or likely to be rendered incapable of comprehending or complying with safety instructions without the assistance of an attendant.
6. Your conduct is disorderly, abusive or violent, or you
 - a. Appear to be intoxicated or under the influence of drugs,
 - b. Attempt to interfere with any member of the flight crew,
 - c. Have a communicable disease that has been determined by a federal public health authority to be transmissible to other persons in the normal course of flight,
 - d. Refuse to obey instructions from any flight crew member,
 - e. Have an offensive odor not caused by a disability or illness,
 - f. Are clothed in a manner that would cause discomfort or offense to other passengers,
 - g. are barefoot, or
 - h. Engage in any action, voluntary or involuntary, that might jeopardize the safety of the aircraft or any of its occupants.
7. Additional information regarding American's passenger acceptance policy may be obtained from any American ticket office