

## UK PUBLIC SECTOR STRIKE DISRUPTION

**American Airlines has been advised that customers should expect significant delays at the UK Border because of a UK Public Sector strike action planned for Wed., Nov. 30.**

Customers who have registered for IRIS or EU citizens who have an e-passport should use the automatic gates as they may provide a quicker option, however, fast track channels will not be available. As a result of the expected delays, it is recommended that customers avoid arriving or transiting the UK on Wednesday if at all possible.

American Airlines has implemented a travel policy to assist passengers who would like to change their travel plans...

- Customers ticketed to **arrive** on an international American Airlines, British Airways or Iberia flight into London Heathrow, London Gatwick, London City or Manchester on Nov. 30, 2011, where tickets were issued no later than Nov. 25, 2011, may amend their flights to travel between Nov. 28, 2011 and Dec. 7, 2011.
- Tickets should be issued at the lowest inventory available, and the reissue fee will be waived for one ticket change.
- Tickets cannot be refunded, unless permitted in the fare rules.

Throughout the period of industrial action, flights will remain subject to last minute delays or other disruption; customers are advised to check the status of their flights and connections regularly at [AA.com/travelInformation/gatesTimesAccess.do](http://AA.com/travelInformation/gatesTimesAccess.do)

American will continue to monitor the situation and provide updates as necessary. Please refer to [AA.com/travelalerts](http://AA.com/travelalerts) and [AA.com/agency](http://AA.com/agency) (or country-specific agency reference pages) for current status.

Also, additional information regarding agency arrangements and preparations is available on the UK Border Agency website at [www.ukba.homeoffice.gov.uk](http://www.ukba.homeoffice.gov.uk).

Reference full details in the news release at [aa.mediaroom.com](http://aa.mediaroom.com)

