

FREQUENTLY ASKED QUESTIONS ABOUT ADMIRALS CLUB

1. Are the Admirals Club facilities open?

Yes. Our Admirals Club facilities are open around the world and operating as usual.

2. Will any Admirals Clubs be closed in the future?

We remain committed to operating a worldwide network of Admirals Clubs, and will continue modernization initiatives currently underway, including extensive renovation of the New York LaGuardia club in Concourse D and construction of a new Admirals Club in Concourse C. Additionally, we are enhancing Admirals Club memberships by providing access to more lounges worldwide. Through expanded access agreements with select oneworld and other partner airlines, Admirals Club members are now able to experience premium lounges in destinations where American flies but does not have an Admirals Club, including Seattle, Portland, Budapest, Delhi, Beijing and Shanghai.

3. Will Admirals Club membership dues increase?

Our rates for membership, including annual memberships, One Day passes, and our new 30-day memberships have not changed as a result of the Chapter 11 filing. Additionally, we will continue to offer the option for redeeming AAdvantage miles to pay for annual memberships.

4. Can I get a refund on my Admirals Club membership?

Our refund policy has not changed. Admirals Club memberships are non-transferable and non-refundable.

5. Will I still have access to oneworld and codeshare partner lounge locations?

Access to partnership lounge locations will not change.

6. Will American Express Centurion or Platinum cardholders continue to have access to Admirals Clubs?

Yes, American Express Centurion and Platinum cardholder access will remain the same as usual and will not be affected by the Chapter 11 filing.