



An update to Travel Partners

An update on our Brussels service

All eyes have been on Brussels for the last couple of weeks and our thoughts continue to be with the city and our colleagues across the world. Brussels (BRU) has been closed since March 22 as the airport recovers and flights have been suspended. Our team in Brussels has done extraordinary work, taking care of travellers and we are doing our best to take care of them.

When American resumes flights to BRU, we're planning for seasonal service between BRU and Philadelphia International (PHL) starting Wednesday, June 15 with the first westbound departure. The last westbound departure of the season is preliminarily scheduled for Sunday, August 21. We anticipate resuming summer service in May 2017.

As for seasonal service, we took a long, hard look at the route, and we believe that shifting to seasonal service could give BRU the best chance for success. Demand in the winter and spring months has not been what we hope for a transatlantic route.

We will be contacting all customers affected by any flights that may be cancelled between now and the resumption of service. We already have a flexible waiver in place, which enables our customers to rebook to an alternate city, change travel dates and/or request a refund. We will continue to help our customers make changes to their plans, and find alternative flights from Europe.