

Passenger Face Covering Policy

Starting Monday, May 11, American requires customers to wear face coverings as they board our flights, while on board the aircraft, and as they deplane. In addition, we will strongly recommend that our passengers use their face covering while they are in the airport.

Enforcement of the face covering policy will vary depending on the phase of the customer's journey. For example, the gate agent may deny boarding if the customer does not wear a face mask (unless they have an exemption, such as a medical condition or the passenger is too young to keep a mask on).

Once on board and off the gate, the face covering policy will become more lenient. The flight attendant's role is informational, not enforcement, with respect to the face covering policy. The flight attendants are instructed not to escalate the issue if the passenger refuses to wear a face covering and to consider options, such as reseating if other passengers are involved, to defuse the situation.

Bottom line to the pilots: a passenger on board your aircraft who is being compliant with the exception of wearing a face covering is NOT considered disruptive enough to trigger a Threat Level 1 response.

If you are on the gate and have any questions/issues, please engage the Customer Service Manager. If you have any general customer face covering policy questions, please contact your Chief Pilot.

Captain David H. Clark
Director, Flight Operations Policy, Procedures, and Airspace