Airline current policies are –

**American** –

Terms and conditions

If you purchased a ticket on American Airlines between March 1, 2020 at 4:30 p.m. CT and March 16, 2020 at 11:59 p.m. CT, you may change your flight once without paying a change fee if the change is made at least 14 days in advance of your outbound travel date. Tickets must be purchased for travel between March 1, 2020 and January 26, 2021.

Exception policy

- We will waive the change fee only on published Non-Refundable Fare tickets.
- Tickets must be purchased between March 1, 2020 at 4:30 p.m. CT and March 16, 2020 at 11:59 p.m. CT, with original travel between March 1, 2020 and January 26, 2021.
- Changes must be made at least 14 days prior to the departure of your original flight.
- New travel must be completed within 1 year of original ticket issue date.
- Any difference in fare will apply.
- Change your trip online or by calling Reservations.

**Novel Coronavirus - Italy**

Information current as of March 2, 2020

If you're traveling to / through / from:

- Bologna, Italy (BLQ)
- Florence, Italy (FLR)
- Milan Linate, Milan, Italy (LIN)
- Milan Milapensa, Milan, Italy (MXP)
- Milan Orio al Serio, Milan, Italy (BGY)
- Naples, Italy (NAP)
- Pisa, Italy (PSA)
- Rome, Italy (FCO)
- Turin, Italy (TRN)
- Venice, Italy (VCE)
- Verona, Italy (VRN)

Your change fee may be waived if you:

- Are traveling on an American Airlines flight
- Bought your ticket by February 27, 2020
- Are scheduled to travel February 27 - April 24, 2020
- Can travel February 27 - June 30, 2020
- Don’t change your origin or destination city
- Rebook in the same cabin or pay the difference
Change your trip
If your trip is eligible, you can make a one-time change online. Here's how:

• Find your trip
• If your trip is eligible, you'll see the option to 'change trip' in the toolbar

Delay your trip
We'll continue to waive change or cancellation fees to trips that include the listed cities for travel if you:

• Bought your ticket by February 27, 2020
• Are scheduled to travel February 27 - April 24, 2020
• Can travel February 27, 2020 and up to 331 days after your original ticket date
• Wish to change your origin and destination cities

Changes must be:
• Booked by April 24, 2020
• Completed within 1 year of original ticket date; difference in fare may apply

These changes can't be made online – you must contact Reservations.

Call Reservations
Call Reservations to change your trip.

Contact Reservations

Novel Coronavirus - South Korea
Information current as of March 2, 2020

If you're traveling to / through / from:
• Seoul Incheon, South Korea (ICN)

Your change fee may be waived if you:
• Are traveling on an American Airlines flight
• Bought your ticket by February 24, 2020
• Are scheduled to travel February 24 - April 24, 2020
• Can travel February 24 - June 30, 2020
• Change your origin or destination city to Tokyo Haneda, Japan (HND) or Tokyo Narita, Japan (NRT)
• Rebook in the same cabin or pay the difference

Change your trip
If your trip is eligible, you can make a one-time change online. Here's how:

- Find your trip
- If your trip is eligible, you'll see the option to 'change trip' in the toolbar
  Find your trip

Delay your trip
We’ll continue to waive change or cancellation fees to trips that include the listed cities for travel if you:

- Bought your ticket by February 24, 2020
- Are scheduled to travel February 24 - April 24, 2020
- Can travel February 24, 2020 and up to 331 days after your original ticket date
- Wish to change your origin and destination cities
  Changes must be:
  - Booked by April 24, 2020
  - Completed within 1 year of original ticket date; difference in fare may apply
  These changes can’t be made online – you must contact Reservations.

Call Reservations
Call Reservations to change your trip.
Contact Reservations

Cancel your trip and request a refund
You can cancel and get a refund for the segments of your trip you haven't flown if:

- Your ticket was issued by American Airlines
- You bought your ticket by February 24, 2020
- You’re scheduled to travel February 24 - April 24, 2020
- You cancel your trip before your outbound flight departs
  Request a refund Opens another site in a new window that may not meet accessibility guidelines

Novel Coronavirus - Hong Kong
Information current as of March 2, 2020

If you're traveling to / through / from:

- Hong Kong (HKG)

Your change fee may be waived if you:

- Are traveling on an American Airlines flight
- Bought your ticket by January 28, 2020
- Are scheduled to travel January 28 - April 24, 2020
- Can travel January 28 - June 30, 2020
- Change your origin or destination city to Tokyo Haneda, Japan (HND) or Tokyo Narita, Japan (NRT)
- Rebook in the same cabin or pay the difference

**Change your trip**

If your trip is eligible, you can make a one-time change online. Here's how:

- Find your trip
- If your trip is eligible, you’ll see the option to 'change trip' in the toolbar

**Delay your trip**

We’ll continue to waive change or cancellation fees to trips that include the listed cities for travel if you:

- Bought your ticket by January 28, 2020
- Are scheduled to travel January 28 - April 24, 2020
- Can travel January 28, 2020 and up to 331 days after your original ticket date
- Wish to change your origin and destination cities

**Changes must be:**
- Booked by April 24, 2020
- Completed within 1 year of original ticket date; difference in fare may apply
These changes can’t be made online – you must contact Reservations.

**Call Reservations**

Call Reservations to change your trip.

[Contact Reservations](#)

**Cancel your trip and request a refund**

You can cancel and get a refund for the segments of your trip you haven’t flown if:

- Your ticket was issued by American Airlines
- You bought your ticket by January 28, 2020
- You’re scheduled to travel January 28 - April 24, 2020
- You cancel your trip before your outbound flight departs

[Request a refund](#) Opens another site in a new window that may not meet accessibility guidelines

**Novel Coronavirus - China**
Information current as of March 2, 2020

If you're traveling to / through / from:

- Beijing, China (PEK)
- Shanghai, China (PVG)

Your change fee may be waived if you:

- Are traveling on an American Airlines flight
- Bought your ticket by January 24, 2020
- Are scheduled to travel January 24 - April 24, 2020
- Can travel February 1 - June 30, 2020
- Change your origin or destination city to Tokyo Haneda, Japan (HND) or Tokyo Narita, Japan (NRT)
- Rebook in the same cabin or pay the difference

Change your trip

If your trip is eligible, you can make a one-time change online. Here's how:

- Find your trip
- If your trip is eligible, you'll see the option to 'change trip' in the toolbar

Find your trip

Delay your trip

We'll continue to waive change or cancellation fees to trips that include the listed cities for travel if you:

- Bought your ticket by January 24, 2020
- Are scheduled to travel January 24 - April 24, 2020
- Can travel February 1 and up to 331 days after your original ticket date
- Wish to change your origin and destination cities

Changes must be:
- Booked by April 24, 2020
- Completed within 1 year of original ticket date; difference in fare may apply

These changes can't be made online – you must contact Reservations.

Call Reservations

Call Reservations to change your trip.

Contact Reservations
Cancel your trip and request a refund

You can cancel and get a refund for the segments of your trip you haven’t flown if:

• Your ticket was issued by American Airlines
• You bought your ticket by January 28, 2020
• You’re scheduled to travel January 28 - April 24, 2020
• You cancel your trip before your outbound flight departs

Request a refund Opens another site in a new window that may not meet accessibility guidelines.

Novel Coronavirus - Wuhan, China

Information current as of March 2, 2020

If you’re traveling to / through / from:
Wuhan, China (WUH)

Cancel your trip

You can cancel and get a refund for the segments of your trip you haven’t flown if:

• Your ticket was issued by American Airlines
• You bought your ticket by January 23, 2020
• You’re scheduled to travel January 23 - March 31, 2020
• You cancel your trip before your outbound flight departs

Call Reservations

Contact Reservations to cancel your trip and request a refund.

***************************************************************************

Delta –

CHANGES TO OUR FLYING (UPDATED MARCH 2)

Delta service between the U.S. and Shanghai and Beijing has been suspended until April 30 after travel restrictions announced by U.S. Health and Human Services. On Feb. 26, we announced a reduction of our service between the U.S. and Seoul, South Korea. The move followed guidance from CDC recommending travelers avoid nonessential travel to Seoul.

On March 1, we announced a temporary suspension of our daily flight between New York – John F. Kennedy International Airport (JFK) and Milan Malpensa Airport (MXP) effective March 2-3. Service to and from Milan will resume starting on May 1 and May 2, respectively.
Delta's summer seasonal service between JFK and Venice, previously scheduled to begin April 1, will now begin May 1.

**WAIVING CHANGE FEES (UPDATED MARCH 2)**

We are allowing customers to make a one-time change to travel plans without a fee if your plans include these cities:

- Shanghai and Beijing, China – through April 30. [Details here.](#)
- Seoul, South Korea – through April 30. [Details here.](#)
- All locations in Italy, including Bologna, Milan, Rome, Turin and Venice – through April 30. [Details here.](#)

We made these changes after receiving updated CDC guidance regarding travel to these locations. [Read CDC’s travel health notices here.](#)

**In addition,** we are waiving change fees for all flights booked between March 1 and 31 to any international destination the airline serves. The waiver applies to all travel outside the U.S. as well as Puerto Rico and the U.S. Virgin Islands. [See more details on delta.com.](#)

**OPTIONS FOR RESCHEDULING**

If your travel plans have been affected, go to the [My Trips](#) section of delta.com to review and understand your options. These may include rebooking on alternate Delta flights, rebooking on flights after April 30, rebooking on alternate or partner airlines, refunds or contacting us to discuss additional options. [Read much more information on rescheduling options here.](#)

**CLEANING OUR AIRCRAFT (UPDATED FEB. 29)**

We have consulted with the CDC, WHO and other health organizations to ensure we follow, and in many cases exceed, their guidance on health precautions related to coronavirus. Our aircraft cleaning teams are trained to meet Delta’s high cleanliness standards to provide our customers with a safe and comfortable experience. Delta uses an EPA-registered disinfectant on all flights which is rated to combat many communicable diseases.

In February, we began deploying a fogging technique with a highly effective, EPA-registered disinfectant on flights arriving in our U.S. gateways from Asia – Atlanta, Detroit, Honolulu, Los Angeles, Minneapolis/St. Paul, Portland and Seattle. Fogging procedures are being performed on all trans-Pacific flights arriving into the U.S. We are working rapidly and have sourced additional machines to expand fogging to inbound
international flights, prioritizing trans-Atlantic inbound flights from markets with reported coronavirus cases. Fogging procedures on all inbound Italy flights to New York-JFK and Atlanta began on Feb 29. Read a detailed explanation of Delta’s measures to clean our aircraft here.

WHAT TO EXPECT WHEN FLYING INTERNATIONALLY (UPDATED MARCH 3)

Before boarding a flight to the U.S., all customers will be asked if they have visited Iran or mainland China (excluding Hong Kong and Macau) within the past 14 days, in accordance with applicable regulations. If the answer is yes, you must enter the U.S. through one of 11 approved airports for a health screening and possible restrictions.

Foreign nationals who have traveled to Iran or mainland China (excluding Hong Kong and Macau) within the last 14 days will be denied permission to enter the U.S. and will not be boarded.

The 11 screening airports are:

1. Atlanta (ATL)
2. Dallas-Fort Worth (DFW)
3. Detroit (DTW)
4. Newark (EWR)
5. Honolulu (HNL)
6. New York-JFK (JFK)
7. Los Angeles (LAX)
8. Chicago-O’Hare (ORD)
9. Seattle (SEA)
10. San Francisco (SFO)
11. Washington-Dulles (IAD)

United –

By Presidential Proclamation, travel restrictions are in place for travelers who have visited the People’s Republic of China or the Islamic Republic of Iran in the past 14 days. Customers who are U.S. citizens or lawful permanent residents will be subject to additional restrictions and health screenings on arrival to the United States. Non-U.S.
citizens who have visited mainland China or Iran in the past 14 days will not be allowed to enter the United States.

After evaluating our operations between the U.S. and Beijing, Chengdu, Hong Kong and Shanghai, we've decided to suspend those flights through April 30. We've also suspended ticket sales for MileagePlus Award travel and flights between the U.S. and China on our partner airlines through April 30.

We're also suspending some service to Tokyo Narita, Osaka, Singapore and Seoul, and we'll stay in close contact with the U.S. Centers for Disease Control and Prevention and other health organizations as we continue to evaluate our schedule.

To give customers flexibility, we're waiving change fees or allowing refunds for travel to or from select cities. We recommend that all international travelers allow extra time at the airport before their flights. For information about country-specific travel restrictions, please check our International travel updates or search by destination for passport, visa and health requirements. For more information about coronavirus (COVID-19), visit the CDC website.

There have been some changes recently to the Electronic System for Travel Authorization (ESTA) applications and approvals are no longer processed instantly. If you don't have a U.S. passport and require an ESTA, we recommend applying when you book your travel and no less than 72 hours prior to travel.

**Travel waivers**

When severe weather or other major events may impact our operations, we sometimes issue travel waivers to allow you to change to alternate flights without paying a change fee. Travel waivers currently in effect are listed below.

<table>
<thead>
<tr>
<th>Title</th>
<th>Airports</th>
<th>Original travel dates</th>
<th>Additional information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wuhan, China Novel Coronavirus</td>
<td>Airports</td>
<td>Original travel dates</td>
<td>Additional information</td>
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<tr>
<td></td>
<td>• Wuhan (WUH)</td>
<td>January 22, 2020 - March 29, 2020</td>
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</tbody>
</table>
FLIGHT CHANGES:

- Refunds are allowed for unflown flights, even for nonrefundable tickets. Please visit united.com/refunds to submit a refund request.

ORIGINAL TICKET MUST HAVE BEEN PURCHASED BY:

January 21, 2020

TRAVEL AGENT INFORMATION:

Travel agents may voluntarily self-refund (where allowed) by entering waiver code 7JCNQ in the OSI field (ARC reporting agencies) or ticket designator box (BSP reporting agencies).

REFUNDS:

Travel agents may voluntarily self-refund tickets for unflown flights, even for nonrefundable tickets.

China Novel Coronavirus

Airports

- Beijing (PEK)
- Chengdu (CTU)
- Shanghai (PVG)

Original travel dates

January 24, 2020 - April 30, 2020

Additional information

FLIGHT CHANGES:

- The change fee and any difference in fare will be waived for new United flights departing between January 24, 2020, and June 30, 2020, as long as travel is rescheduled in the originally ticketed cabin (any fare class) and between the same cities as originally ticketed.
- For wholly rescheduled travel departing after January 24, 2020, or for a change in departure or destination city, the change fee will be waived, but a difference in fare may apply. Rescheduled travel must be completed within one year from the date when the ticket was issued.
- Refunds are allowed for unflown flights, even for nonrefundable tickets. Please visit united.com/refunds to submit a refund request.
- View your reservation and select Change Flight to search for alternate flights.
TRAVEL AGENT INFORMATION:

Travel agents may make voluntary changes or may voluntarily self-refund (where allowed) by entering waiver code **7JCNZ** in the OSI field (ARC reporting agencies) or ticket designator box (BSP reporting agencies).

REFUNDS:

Travel agents may voluntarily self-refund tickets for unflown flights, even for nonrefundable tickets.

**Hong Kong Novel Coronavirus**

Airports

- Hong Kong (HKG)

Original travel dates

January 28 – April 30, 2020

Additional information

FLIGHT CHANGES:

- The change fee and any difference in fare will be waived for new United flights departing between January 28, 2020, and June 30, 2020, as long as travel is rescheduled in the originally ticketed cabin (any fare class) and between the same cities as originally ticketed.
- For wholly rescheduled travel departing after January 28, 2020, or for a change in departure or destination city, the change fee will be waived, but a difference in fare may apply. Rescheduled travel must be completed within one year from the date when the ticket was issued.
- Refunds are allowed for unflown flights, even for nonrefundable tickets. Please visit [united.com/refunds](http://united.com/refunds) to submit a refund request.
- **View your reservation** and select Change Flight to search for alternate flights.

TRAVEL AGENT INFORMATION:
Travel agents may make voluntary changes or may voluntarily self-refund (where allowed) by entering waiver code 7JCP8 in the OSI field (ARC reporting agencies) or ticket designator box (BSP reporting agencies).

REFUNDS:

Travel agents may voluntarily self-refund tickets for unflown flights, even for nonrefundable tickets.

South Korea Novel Coronavirus

Airports

- Seoul-Incheon, KR (ICN)

Original travel dates

February 24, 2020 - April 30, 2020

Additional information

FLIGHT CHANGES:

- The change fee and any difference in fare will be waived for new United flights departing between February 24, 2020 - June 30, 2020, as long as travel is rescheduled in the originally ticketed cabin (any fare class) and between the same cities as originally ticketed.
- For wholly rescheduled travel departing after June 30, 2020, or for a change in departure or destination city, the change fee will be waived, but a difference in fare may apply. Rescheduled travel must be completed within one year from the date when the ticket was issued.
- View your reservation and select Change Flight to search for alternate flights.

ORIGINAL TICKET MUST HAVE BEEN PURCHASED BY:

February 23, 2020

TRAVEL AGENT INFORMATION:

Travel agents may make voluntary changes or may voluntarily self-refund (where allowed) by entering waiver code 7JC40 in the OSI field (ARC reporting agencies) or ticket designator box (BSP reporting agencies).

REFUNDS:

Travel agents may self-refund tickets under the following conditions:
- Original flight is canceled
- Original flight is delayed and is estimated to arrive at the final destination more than 2 hours after originally scheduled arrival time

**Northern Italy Coronavirus**

**Airports**

- Bologna, IT (BLQ)
- Genoa, IT (GOA)
- Milan, IT (BGY)
- Milan, IT (LIN)
- Milan, IT (MXP)
- Trieste, IT (TRS)
- Turin, IT (TRN)
- Venice, IT (VCE)
- Verona, IT (VRN)

**Original travel dates**

February 27, 2020 - April 30, 2020

**Additional information**

**FLIGHT CHANGES:**

- The change fee and any difference in fare will be waived for new United flights departing between February 27, 2020 - June 30, 2020, as long as travel is rescheduled in the originally ticketed cabin (any fare class) and between the same cities as originally ticketed.
- For wholly rescheduled travel departing after June 30, 2020, or for a change in departure or destination city, the change fee will be waived, but a difference in fare may apply. Rescheduled travel must be completed within one year from the date when the ticket was issued.
- View your reservation and select Change Flight to search for alternate flights.

**ORIGINAL TICKET MUST HAVE BEEN PURCHASED BY:**

February 26, 2020

**TRAVEL AGENT INFORMATION:**

Travel agents may make voluntary changes or may voluntarily self-refund (where allowed) by entering waiver code **7JC49** in the OSI field (ARC reporting agencies) or ticket designator box (BSP reporting agencies).

**REFUNDS:**
Travel agents may self-refund tickets under the following conditions:

- Original flight is canceled
- Original flight is delayed and is estimated to arrive at the final destination more than 2 hours after originally scheduled arrival time

For additional information about what to do if your travel is affected by a waiver, visit the [Flight Delays and Cancellations](#) page.